

**Lyme Bay Medical Practice**  
**Minutes of Patient Participation Group Meeting**  
**Tuesday 19<sup>th</sup> July 2002**

**1. Welcome and Identification of Participants Present**

David Hardman – Chair. John Best (minutes) Charles King, Caroline Powley, Ariadne Horn - Student, Caroline Aldridge, Chris Boothroyd, Sarah McNulty – Team Leader and Pauline Chart Link Worker for the Practice (both from the PCN Social Prescribing Team) Elaine King, Sarah Hill – Practice Manager LBMP, Jane Mansergh , Victoria Stocqueler, Penny Rose

**2. Apologies**

received from: Dave Edwards – Co Chair , Shirley Williams , Joanna Scotton – Secretary , Angela and John Tucker

**3. Dave Hardman introduced:**

**Sarah McNulty and Pauline Chart from the Social Prescribing Team**

Sarah and Pauline gave us an interesting and informative overview of the New Social Prescribing Team

‘ Social Prescribing is when patients are referred for support in the community, in order to improve their health and wellbeing. Patients are connected to community groups and/or statutory services for both practical and emotional support. ‘

‘ A Social Prescribing Link Worker will work with you to identify what matters to you, and to create a plan to move forward. Give you the time and confidence to work on underlying issues that affect your health and wellbeing. ‘

Social Prescribing is an all age service, with children and young people being referred to the CYP Social Prescribing Service, which is named The Self Service. This is the first CYP Social Prescribing service to be established in the Dorset area. A much needed ‘non medical approach’ so in demand by young people, especially following the COVID related upheaval to young lives.

Individuals can gain support on a One to One basis, via the telephone and by home visits. Where requested the team will link work with both Voluntary and Statutory services . There’s currently no waiting list. A website is currently in development and will be ‘live very soon’

Referral into the Social Prescribing Team: Individuals can self refer, as can GP’s and other clinicians. It is planned that leaflets for patients will be made available in GP surgeries. For the young people’s ‘ Self Service’ links are being made with schools and other young people’s provisions.

[\\*Sarah McNulty provided the meeting with illustrative handouts, copies are attached with these minutes.](#)

#### **4. Towards a Local Hospice - David Hardman**

The Abbeyfield Home in Lyme are having to sell their property to maximise income. Trustees are to decide whether to sell or auction. David will update us as events unfold.

#### **5. The Welcome Café – Caroline Powley**

The Café comes under the umbrella of the Development Trust. A new Chief Executive, David Tucker, has just been appointed and Caroline will keep us updated.

#### **6. Carer's Support issues – carried forward. April Boyle (Practice Manager)**

As April was not able to attend the meeting she will update at the September meeting

**\*ACTION – April Boyle**

#### **7. Use of Volunteers – carried over. April Boyle**

As Caroline Powley is the Volunteer Co-ordinator she will keep us abreast of new developments.

#### **8. Signage at Charmouth site – April Boyle**

April is organising this and will report in September

**\*ACTION – April Boyle (carried over)**

#### **9. Lloyds Pharmacy - David Hardman**

Patients are still experiencing problems with this service. Matters are far from resolved, and despite the Practice and the PPG communicating with Lloyds the service appears not to have improved.

Chris B requested that somebody from Lloyds Senior Management Team attend the next PPG. Sarah Hill is to contact Lloyds with this request

The Pharmacy contract is held and managed by Dorset Healthcare, independently of our Practice

**\*ACTION – Sarah Hill**

#### **10. Practice Report – Sarah Hill**

- ❖ A new 'Check In Screen' is to be set up at the Medical Centre in Lyme
- ❖ The Practice News letter is planned to be out for the end of July, Sarah has this in hand. It will be available on the Website and printed copies will be made available in Lyme and Charmouth waiting rooms.  
It is planned for both sites Notice Boards and leaflets to be updated with a uniform format across sites

- ❖ The introduction of Digital Display Screens is on hold pending costing Information.

\* A copy of Sarah's report is attached with these minutes

\*Various ACTIONS. – Sarah Hill

### **11. CQC Inspection and Report with PPG Input - David Hardman**

David received an email request from the CQC late on a Friday, asking, 'What is the PPG's working relationship with the Practice'  
Feeling under pressure from the CQC for a quick response, to meet their deadlines, David sent an email on behalf of the PPG, a copy of which is attached with these minutes

\*ACTION – David H

### **12. Update from Communications Sub Group – Chris Boothroyd**

- ❖ Chris gave out copies of the PPG information that will be displayed both on the Website and the PPG display boards. These will be sited in public areas at the Lyme Medical Centre and Charmouth sites
- ❖ A post box and preprepared cards for patients questions/ comments etc, will also be installed .
- ❖ The cards will be collected fortnightly by designated PPG Members. No personal identifiable information will be passed to the Practice.
- ❖ Caroline Aldridge has agreed to collate messages for the PPG

Members thanked Chris B for all the work he has put in, both leading and coordinating the work of the Communication Sub Group

\* ACTION - Postbox cards are to be a regular Agenda Item

### **13. Practice Website Update – Charles King**

Charles has been leading in the update of the Practice Website on behalf of both the PPG and the Practice. His thoughts and finding were attached to this meeting's agenda. – examples below

- ❖ Looking at other Practice websites and combining Practice and PPG information
- ❖ The Cranbrook Practice website appears to be an admirable example to emulate. The PPG are referred to as 'Partners' in the running and development of the Practice, and the comprehensive and easily navigated website allows information to be easily downloaded. Charles is meeting with Sarah Hill tomorrow to explore further.

Some of the things to consider are

- ❖ What funds are the Practice prepared to allocate to a functioning website? Charles attached report provides examples of costings for various levels of design and functionality
- ❖ What level of G.P. support is there?

Charles suggested that it would be hugely beneficial for there to be an I.T. Specialist on the PPG.

**Is there a patient who might like to assist?**

**Please let us know if you feel that you are that person.**

**\*ACTION – Charles and Sarah**

#### **14. Community Services – Chris Boothroyd**

Sharon Powell, Sandy Harris and Chris B have produced a comprehensive draft Document and Outline Flow Chart, this is currently 'work in Progress 'and will be ready for publication in the very near future.

#### **15. Dorset Care Record – Caroline Powley**

Caroline advised us that data collected will be anonymised before used to further research. People can choose to opt out of data being collected.

#### **16. Any Other Business**

It was proposed that copies of PPG minutes be circulated to all members of the Practice, both clinical and non clinical. Sarah Hill agreed to arrange.

**\*Action – Sarah Hill**

**Date of Next Meeting:**

**Tuesday 20<sup>th</sup> September 2022: 2:30pm**

**Venue: Lyme Regis Football Club**