

LYME BAY MEDICAL PRACTICE

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

TUESDAY 23RD NOVEMBER 2021 at 2.30 p.m.

1. Welcome and identification of participants

Present: David Hardman – Chair, April Boyle – Practice Manager Charmouth, Sarah Hill – Practice Manager Lyme Regis, Dave Edwards – Co-Chair, Shirley Williams, John Best, Charles King, Caroline Aldridge, Penny Rose, Chris Boothroyd, Caroline Powley, Joanna Scotton – Secretary.

2. Apologies: Vicci Stocqueler, Angela and John Tucker, Colin Bowditch, Elaine King.

3. Minutes of last meeting were agreed.

Matters Arising:

4(6) Update of status of Practice Website – some work has been done but the Practice is struggling with Admin. staff. Charles King said the website is much better, but suggested that the latest news items are fed in at the start. Sarah said that Facebook items also feed into the website. Dave Edwards and Sarah agreed to have another meeting to work on the website.

Action: Dave Edwards/Sarah Hill

4(8) Identification of carers – April had been unable to follow up on this item, which will be carried forward to the next meeting. There is a designated lead for Carers on the Lyme Bay site, and it is hoped an equivalent will be appointed at the Charmouth site. Chris Boothroyd wondered if the Carers' link on the website is working? He suggested that some guidance is put on the website for Carers. April offered to liaise with Sheila Biddicombe, Dorset Council, to find out what is available for Carers.

Action: April Boyle

4(10) Update on Volunteer Database – Joanna had passed the names and email addresses of volunteers to Caroline Powley who has contacted everyone. Caroline now has a list of phone numbers to use, but there has been no need yet.

6. Amplification of 'Named G.P.'

As the Practice website still shows Dr. Forbes Watson as the 'Named G.P.' for all patients, April explained the situation: there is a legal requirement for all patients to have a 'named G.P.' and presently this is Dr. Forbes Watson because he is the only Partner and therefore has overall responsibility for each patient.

The Chairman asked if patients can be allocated to a particular G.P.?

Answer: patients can choose any of the doctors to be allocated as their 'Usual G.P.'. Sarah and April agreed to look into doing this. It was noted that over 75s' Named G.P. has additional responsibilities. The Chairman also asked for the website to be updated, reflecting this and explaining the difference between 'Named G.P.' and 'Usual G.P.'

It was recognised that when making appointments, patients are generally happy to see the doctor offered, if they don't want to wait to see their 'usual G.P.'

Action: April Boyle/Sarah Hill

Additional Item re Dementia Care presentation: Chris had sent Jane Austin, Programme Lead for Dementia Care at Dorset Clinical Commissioning Group, a list of questions arising from her presentation at the previous meeting. Jane's replies are attached to these minutes.

7. Memory Cafe update - Caroline Powley reported that they are still struggling to start due to lack of clients, partly because care homes are reluctant to allow residents to attend. They are thinking of changing the name to 'Senior Youth Club' to try and attract new members, but are open to other suggestions. They have organised a '**Christmas Cake and Cuppa**' on **15th December 2021, 2.00 p.m. at the Football Club**, which is open to anyone who would like a chat and support, then plan to expand their activities in January.

8. Student Representation, Woodroffe School update – Caroline is still waiting for Woodroffe to offer dates to meet and formulate a plan. 11 pupils are interested in participating in the PPG, and Caroline will persevere. Purbeck PPG has a 'Youth PPG', but this involves a phenomenal amount of paperwork to set up. It is important to have younger generation representation, and discussion ensued about the role of the students within the PPG.. Caroline will press for a zoom meeting involving the Deputy Head of 6th Form and Jim Gammans, who could give information about what happens in other areas.

Action: Caroline Powley

Today's meeting agenda continued:-

4. Practice Report – attached.

Correction – audited appointments were over the past month (singular).

John asked where the staff listed work? Answer – across both Lyme Bay and Charmouth sites.

Chris asked what is meant by Administrator? Answer – Administrators work on reception, deal with telephone calls, prescription queries and do scanning. All clinical staff are employed by the Practice. Some administrators are employed by the Practice and some by Dorset Healthcare due to an historical funding situation since the departure of Virgin Healthcare.

Dave Edwards asked what is the total number of days worked by the G.P.s? Answer – the Practice has the equivalent of 5 whole time G.P.s, each doing 8 sessions weekly (one session = half a day). The two Nurse Practitioners work full-time.

Charles raised the issue of accessing NHS services across the border in Devon – April explained that Dorset patients do not have automatic access to ALL NHS services in Devon because Dorset Clinical Commissioning Group does not commission (i.e. pay for) all NHS services in Devon, and vice versa with Devon CCG.

Shirley asked the cause of the current problems for patients trying to get a Covid Booster?

Answer – April replied that misleading information has been given out regarding what the Practice does and what the NHS is doing. It was suggested that it would be helpful if the situation was made clear on the website.

5. **Veterans' Accreditation for G.P. Practices** - April and Sarah explained that this is not something new – the Practice 'codes' patients as Veterans, though the percentage is unknown. The question is on the registration form when new patients register and there is a poster in the waiting room asking patients to notify the surgery if they are a Veteran. What does this entitle a Veteran to? One advantage is that a Veteran may get pushed up hospital waiting lists, depending on the specialty e.g. orthopaedics, audiology, mental health.

6. **Pharmacies and Lyme Bay Medical Practice** – David Hardman asked what relationship the Practice has with the pharmacies? Answer - generally good with Charmouth pharmacy and Boots. However, Lloyds Pharmacy is struggling with opening times as they are sharing a pharmacist with Seaton, and they are also having issues with their phones and new computer system. This is having an impact on Practice staff as well as patients. April has reported the unsatisfactory situation to the Clinical Commissioning Group, and the matter has been escalated to NHS England who want collated information. It was suggested and agreed that the PPG adds their support to this by writing a letter to Lloyds – not to local staff who are under pressure as it is, but to the Managing Director. **Action: David Hardman.**

7. **Report back on Wellbeing Webinar** – David Hardman said how useful the webinar had been and directed members to the a link to the webinar: <https://www.dorsetccg.nhs.uk/wellbeing-webinar-november-2021/> A final webinar on Digital Health Technologies will take place on 25th November 2021 at 10.00 a.m., the link for which is <https://forms.office.com/r/4z2a3UMZyG>

8. **Planning for future meetings**

Venue – it was agreed that the Football Club is a good venue for the PPG meetings as there is free parking, it is comfortable, and halfway between Charmouth and Lyme Regis. However, there is a charge of £12 per hour = £24 for a 2 hour meeting, which Caroline Powley and Chris Boothroyd have very kindly funded. The Practice is still unable to host the meeting due to social distancing, so Sarah agreed that the Practice will fund the cost of future meetings at the Football Club.

Timing of meetings - it was agreed that the meetings will continue to be held every 2 months, starting time 2.30 p.m., with a time limit of 2 hours.

David Hardman suggested that apart from the 2-monthly core group meetings, we hold another two meetings a year with a speaker, open to a wider audience. The timing and venue may need to be different, but it was agreed this was a good idea.

9. **Any Other Business**

- (i) **Caroline Powley informed members of a new initiative for Post Covid Syndrome** – G.P.s can refer patients to Dorset Healthcare NHS Foundation

Trust's Post Covid Syndrome Service. Sarah confirmed that the G.P.s do make these referrals.

(ii) Shirley Williams asked what the Kent House building is now used for?

April and Sarah explained that apart from housing the dental service, it is used as an extension of the Medical Centre e.g. community staff use rooms for health checks, the health visitor uses a room, the mental health service uses it to conduct annual reviews.

Unfortunately, Mr. Spencer, dentist, has now retired and Paul Bester has been unable to recruit a replacement.

(iii) Item for next agenda:

Communication - Now that three surgeries have become one, it was agreed that we need to analyse the best ways of getting information out to the 9,000 patients on the Practice list. The Practice website, Facebook and local newspaper are avenues. Chris Boothroyd suggested having a television screen in each of the Practice waiting rooms, relaying the same information to all sites. Chris and Sarah offered to liaise with Bridport Medical Centre who have a t.v. screen installed in their waiting room.

Action: Chris Boothroyd/Sarah Hill

**10. Date of next meeting: Tuesday, 18th January 2022, 2.30 p.m.
Lyme Regis Football Club.**

Minutes – Joanna Scotton.