

## LYME BAY MEDICAL PRACTICE

### MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

TUESDAY 21<sup>ST</sup> SEPTEMBER 2021 at 3.00 p.m.

**1. Welcome and identification of participants.**

**Present:** Dave Edwards – Chair, Sarah Hill – Practice Manager, Jane Mansergh, Vicky Stocqueler, John Best, Chris Boothroyd, Caroline Powley, Penny Rose, Jane Austin – Speaker, Joanna Scotton – Secretary.

**2. Apologies:** David Hardman, April Boyle, Ros Cole, Sally Holman, Shirley Williams, Pauline Frost, Caroline Aldridge, Angela and John Tucker, Elaine and Charles King.

**3. Dorset's new arrangements for Dementia Care – Jane Austin, Programme Lead at Dorset Clinical Commissioning Group.**

The following new services were launched on 1<sup>st</sup> April 2021:

Memory Assessment Service, Dementia Co-ordinators' service, Cognitive Stimulation Therapy, Memory Roadshows, Carers' Emotional Support workshops, Intensive Community Support for Dementia, Crisis Helpline – Connection.

**See Jane's presentation 'Dementia Service Review Update' - sent out as a separate attachment.**

**Important contact numbers:**

Memory Assessment Service: Tel: 0300 303 5342

Dementia Co-ordinator Service- anyone can make a referral by phoning: 0300 123 1916

Crisis Helpline: 0800 652 0190 (24 hour mental health support)

**4. Minutes of last meeting reviewed. Matters arising/carried forward:**

**(6) Website Merger** – some work has been done by Dave Edwards and Sarah Hill, with more to be done. Sarah has started making changes to the website with extra help from a member of staff. John Best suggested a note is put on the website saying it is currently being updated, particularly so Charmouth patients know.

**(8 Identification of carers** - April had offered to investigate what responsibility/involvement the Education Department has in respect of young carers. **Action: April Boyle**

April had also offered to contact Sheila Biddicombe, Carers' Case Worker at Dorset Council. **Action: April Boyle**

**(10) Volunteers – central database/consent to share email addresses** – Joanna had contacted all PPG members – most had consented to share their email addresses within the group- the names of 6 members who preferred not to, have been noted. There had been no response from 11 Charmouth members, despite being emailed twice.

Twelve members have offered their services as volunteers – these names and email addresses will be passed to Caroline Powley who will contact each person to request their phone number. **Action: Joanna Scotton, Caroline Powley**

**(12) Communications from Jim Gammans** – Joanna has been forwarding these emails to the membership, and will continue to do so.

**5. Practice Report – Sarah Hill**

- (i) NHS Waiting Times** – waiting times remain long, but patients need to chase up hospital appointments directly with the relevant hospital, not the G.P. The surgery will check that the referral has gone to the hospital if asked, and can refer elsewhere, but the patient needs to get back to the G.P. to request this.
- (ii) G.P. appointments** – doctors are seeing more patients face to face, though many appointments are still done remotely via the telephone, which makes better use of the doctor's time.
- (iii) Flu vaccinations** – invitations are now going out, firstly to the over 65's. First clinic is on Saturday 25<sup>th</sup> September, next date will be 23<sup>rd</sup> October.
- (iv) Covid Booster vaccinations** – nothing decided yet, but meetings are currently being held to decide on where and when these will start and what age group.

John Best asked if a copy of the Practice Report could go out with the agenda in future.

Sarah agreed to this.

**Action: Sarah Hill, April Boyle**

**6. Named G.P. – Chris Boothroyd**

The practice website currently shows all patients as being allocated to Dr. Forbes Watson. Sarah reported that she had discussed the issue with Dr Watson and the current website wording was not accurate.

Lyme Bay Medical Centre has 5 G.P.s : Dr. Forbes Watson, Dr. Sue Davies, Dr. William Wilson based at Lyme Regis, and Dr. Olivia Gill-Carey and Dr. Alex Warner based at Charmouth. The practice has a "pooled list", not a list of patients for each of the G.P.s. All patients can see any G.P. However, the 'named' G.P. will have ultimate responsibility for that patient.

**C.B.** suggested it is made clear on the website (a) how you find out who your named G.P. is (b) the obligations of the named G.P. and (c) patients have the right not to have a named G.P.

**C.B. also asked about the annual assessment for the over 75's** – is this annually? Is it up to the patient to request it?

**Sarah** explained that certain groups are automatically invited to have a check up annually e.g. diabetics, but otherwise it is up to the patient to contact the surgery to request a check up.

Note – the assessment may be carried out by a Health Care Assistant, with a report going to the doctor, depending on what the assessment is.

**7. Memory Cafe recommencement – Caroline Powley**

A meeting is due to be held on 22<sup>nd</sup> September (day after the PPG meeting) to discuss this. The future direction of the Memory Cafe is uncertain at the moment – it is hoped the scope will be widened.

**8. Student Representation, Woodroffe School – Caroline Powley**

Caroline contacted Woodroffe School in April, and again in May with no response. She tried again recently and was told that the school is trying to identify students who will have the time available. Purbeck have started a Youth PPG, but it does not sound promising in Lyme.

**9. Future Meetings.**

There was some discussion about the format of future meetings - e.g. do we have a 2-monthly meeting of the 'core' group, with wider meetings open to all with a speaker? If so, what venue, and day or evening? Speakers of interest to patients may include a Pharmacist, a Social Prescriber, a Nurse Practitioner – other suggestions welcome.

It was decided to keep meetings to Tuesday afternoon, but change the time to 2.30 p.m.

It was agreed that the football club is a good venue for meetings, but its future use needs to be confirmed – no funding is available for PPGs.

John Best suggested every agenda item has a time slot to keep the discussion focussed – this was agreed.

**Date of next meeting – Tuesday 23<sup>rd</sup> November 2021 at 2.30 p.m.**

**Venue to be decided.**

Minutes – Joanna Scotton