

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING (Virtual meeting)

Date: Monday 25th January 2021

Time: 3.00 – 4.00pm

In attendance:

Alison Robinson – Service Manager
Sarah Hill – Practice Manager

Patient Representatives:

David Hardman – Joint Chair
David Edwards – Joint Chair
Sally Holman
Caroline Powley
Caroline Aldridge
Paulene Frost
Shirley Williams
Jim Gammans - CCG

Apologies:

Chris Boothroyd
Joanna Churchill

Welcome and identification of participants and apologies

1) Minutes of last meeting

Jo is updating website.

Mental wellbeing - services available to patients and staff.

2) Covid vaccination roll out – present, future, issues and support

Held at Bridport Medical Centre.

Vaccine delivery dates are sent a week before the delivery.

Clinics provided for patients from all 5 local practices – Bridport, Lyme Regis, Charmouth, Tollerford, Beaminster.

Very few patients have declined the vaccine.

Currently vaccinating 75yrs to 79yrs and over 80's.

Comment from PPG:

Q - Housebound - who will vaccinate them?

A - Logistics are different because of transporting the vaccine. The community teams will hopefully be vaccinating starting next week.

Next cohort are the 70yrs to 74yrs and the shielded patients.
Next clinic on Friday 29th January.
Volunteers - vaccinators and marshals coordinated at Bridport.
No wait time with AZ so this will increase the clinic capacity.
Pfizer needs to be used within 3 days of delivery.
Volunteers – very helpful group.
Lots of compliments and thanks from patients and the community.
Awaiting guidance on 2nd vaccine rollout, should be in March.
Pinnacle system is used to record the vaccine which is then automatically sent to the patient record on SystmOne.

Comment from PPG:

Q - There is confusion as letters being sent from the central system.

A - The practice has no control over this.

Process for booking the appointments - letters were sent out initially. Now text messages are sent out and patients are proactively phoned. Letters are sent to anyone we cannot contact by phone or text.

The practice Facebook page is continually being updated.

A central booking system will be set up so patients can self-book.

Social media is used to distribute information.

Comment from PPG:

Q - How do you prioritise front line workers?

A - Staff from practices and hospitals identified and invited by phone or text.

3) NHS Beds at LRNH

Report by David Hardman.

Karen Fisher – at a meeting in the past the beds at LRNH were reduced from 6 to 4. These are Step Down beds. Utilization of beds has not been as high as expected and DHC are considering removing the full use of these beds. They propose spot purchase of these beds when required. The costs saved will be used to provide more care in the community. Figures shows far from maximum usage. This usage has dropped following covid last March. DHC are also looking at the use of beds in Bridport Hospital.

Invited KF to the PPG meeting today but she thought it would be better to discuss together as a PPG.

Comments:

Staffing issue implication?

Keep one bed?

Keep beds available in Bridport.

Maximise efficiency and cost.

Could there be a flexible system? Monitor to see if it works.

DH – will circulate the paper – proposal was dated October 2020.

Feedback any questions to David Hardman who will then feedback to Karen Fisher.

4) Merger with Charmouth & merge of Lyme Bay PPG with Charmouth PPG - Members views

Merger with Charmouth – starting to have conversations about the practical aspects of the merger.

Suggestion to hold the PPG meetings with both PPGs.

Comments from PPG - Agree? All agree. Can have different items/projects from each PPG.

5) Dorset Care Records- Implication for the Practice Jim Gammans from Dorset CCG (Primary Care Network PPG's)

Jim Gammans:

Dorset Care Record – Admin function for NHS – project to ensure all the computer systems from all services to be viewed in one system. It is the back end of the computer system used in the NHS. Not visible for the patients. This would ensure all information required is on one system. Dorset only. Consultants can view everything. Final roll out to include GP practices.

Training module being rolled out for practices – Feedback required from practices.

Comment from practice - Records not currently in SystemOne:

Depends where referrals come from, some are added to the clinical system, if tests are requested at the hospital the results are sent there, x-ray results are not always available at the practice, letters from hospitals do not always get sent to the practice, DHC use S1 but hospitals have a different system, PACS (X-rays) use a different system.

6) Young Listeners Project. Jim Gammans from Dorset CCG ('Primary Care Network PPG's)

Jim Gammans:

Young Listeners Project – peoples experiences. Local secondary school – link to have youth voices talk to others about health experiences.

Training provided by Health Watch which would be accredited.

Jim will send information to PPG members.

Comments:

Pupils helped at the Memory Clinic.

Are schools aware of this project?

7) Patient feedback

Included in several sections in the minutes.

8) Practice feedback

Jo Ellis, Social Prescriber has left.

Recruited 1 Social Prescriber and 2 Care co-ordinators. They are currently on their induction programme and will be working on certain days in Lyme Regis when they have completed this programme.

Help and Care are covering for Jo Ellis.

Cheryl Reynolds is managing the volunteer support group.

Flu clinics are still in progress for 50 to 65-year olds.

During lockdown the main door is locked to reduce access to practices.

The practice staff are prioritising urgent requests.

9) AOB

Q- Long Covid – is the practice is dealing with long covid?

A - No specific data currently available.

Q - When a patient is discharged from hospital is there any follow up from the GP.

A - If specified on the hospital discharge summary.

10) Date of next meeting

23rd March 2pm, without Charmouth PPG