

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING (Virtual meeting)

Date: Tuesday 3rd November 2020
Time: 2.00 – 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

Apologies: Chris Boothroyd
Joanna Churchill
Shirley Williams

1) Welcome and identification of participants and apologies

2) Minutes of last meeting

3) Guest speaker – Respiratory Nurse Specialist Yvonne Moul

Yvonne works in all the West Dorset practices offering specialist respiratory advice to patients and educates staff. She provides virtual patient consultations within each practice and spirometry clinics on a Tuesday afternoon at Bridport Hospital.

Together with PCN colleagues she is starting virtual group consultations with each practice. This is when several patients have an education and consultation session together and can learn from each other.

Contact details for Yvonne – Yvonne.moule1@nhs.net

4) COVID-19 second wave

The practice is continuing to operate as before with triage, eConsult and face to face appointments. The nurses are continuing all their face to face appointments including blood tests, dressings etc. The dental service is carrying on as before seeing routine examinations between urgent treatments.

More cases are in the east of the county, including Bournemouth & Poole Hospitals. There are less hospital beds in the west of the county.

The practice is informed on the discharge summary if patients have been treated for COVID in hospital.

Staff have specific access to testing through the CCG and DHC and obtain the results within 24 hours.

The West Dorset GPs run a Hot Site in the afternoons at Bridport Hospital. This is a service where the GPs see patients who have COVID type symptoms so that these patients do not come into the practice.

5) Update on Flu, future dates and COVID vaccination

The two all day clinics at Woodmead Halls were very successful vaccinating approximately 1400 patients over the two days. Other clinics have been held at Lyme Regis Medical Centre and will continue to be held throughout November and December. The over 65's programme is nearly finished and the practice is waiting for a delivery of under 65's vaccines before offering another clinic.

6) Mental Health provision for patients and staff

Patients have the support of the Social Prescriber and the team of Health Coaches. Referral to Steps to Wellbeing is available which can be a self-referral. Staff have support within their employing organisations, the CCG and DHC.

7) Patient feedback

Some information needs to be updated on the website.

IT does not work – Health Champions Wellbeing form and the online patient contact form.

There is sometimes a lack of co-operation from some reception staff.

Telephone consultations difficult if patients are hard of hearing.

eConsult takes a long time and does not get you to the correct place.

8) Practice feedback

Patients are coming into the practice without appointments. This needs to be avoided as social distancing cannot be maintained.

9) AOB

None

10) Date of Next Meeting

Tuesday 12th January 2021 at 2pm