

LYME BAY MEDICAL PRACTICE

ZOOM PATIENT PARTICIPATION GROUP MEETING

Date: Tuesday 8th September 2020

Time: 3.00 – 4.15pm

In attendance:

Sarah Hill – Practice Manager
Joanna Churchill – Admin
Guest Speaker - Jim Gammans from Dorset CCG

Patient Representatives:

David Hardman -Joint Chair
Shirley Williams
Caroline Aldridge
Caroline Powley
Victoria Stocqueler

Apologies:

Alison Robinson – Service Manager
David Edwards – Joint Chair
Pauline Frost
Chris Boothroyd

1) Welcome & introductions

Sarah Hill welcomed and thanked everyone for attending

2) Matters arising from last meeting: Minutes checked, and all outstanding items completed.

3) Guest Speaker - Jim Gammans from Dorset CCG ('Primary Care Network PPG's', and how PPG's work in other areas) Jim joined our meeting to discuss future plans for the PPG's and how each surgery has their own group but that the plan is to introduce a network of group PPG's across Dorset. The Jurassic coast primary care network being one group. Each individual practice PPG would send one or two representatives to sit on this group. It would meet regularly to share information, discuss ideas, concerns and generally learn from each other. Plans are to have a networking event as soon as they are able to update practices & PPG members – It was felt this was a good idea and certainly something to look into further.

4) Lyme Bay Organisation Chart: Sarah showed everyone the practice organisation chart and explained any recent changes. A copy will be sent with the minutes to each member

5) Practice feedback

- As a practice our face to face consultations are only offered if needed and usually after an initial telephone call with a GP/Nurse, or following on from a triage telephone call or e-Consult received.
- We are now seeing our patients at the surgery with long term conditions, those that need injections i.e. B12 or other health concerns i.e. hypertension/hyperthyroid
- Dental is starting to return to normal, although appointments need to be a longer and therefore unable to see as many patients each day as we did before and the surgeries

need to remain empty for an hour afterwards if any aerosol generated procedures are performed i.e. fillings

- Still continuing to maintain regular updates on Facebook, website and posters within the surgery
- Some medical services are at KH, Maddie & Ally on a Tuesday and Sally on a Thursday and possibly some of the community services may work out of KH in the future.

6) **Dorchester Hospital Major Building Programme:** DCH are planning a major build to improve facilities and offer a better service to patients of Dorset. The first stage of the plan is to build a multi-storey carpark which will allow them to build an expansion within their current carpark.

Patient Feedback

- Feedback has continued to mainly be positive and many patients adapting very well to new services we have had to introduce. e-Consult on the whole has been perceived positively but admin team will always assist anyone struggling to submit one.

7) PPG Support

We discussed flu clinics and that we have two clinics at Woodmead Halls between 9 – 4.30pm on 26th September & 17th October with further clinics planned at LRMC for under 65's. PPG members to email Sarah if they are able to help.

8) AOB

David thank everyone for an enjoyable & constructive meeting.

9) **Date of Next Meeting** - Tuesday 3rd November 2020 at 3pm