

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING

Date:	Tuesday 4 th February 2020
Time:	2.00 – 3.45pm
In attendance:	Alison Robinson – Patient Service Manager Sarah Hill – Practice Manager Joanna Churchill – Admin
Patient Representatives:	David Edwards – Joint Chair David Hardman Jane Mansergh Shirley Williams Chris Boothryd Caroline Aldridge Pauline Frost
Apologies:	Caroline Powley Victoria Stocqueler Sue Puddicombe Hazel Pennington
Resignation:	Roz Pritchard

1) Welcome, introductions & apologies

The chairman welcomed everyone and thanked everyone for attending

2) Guest Speaker – Kulbir Bhandal Heath Coach

Kulbir introduced herself and explained what she will bring to the practice as a health coach. To begin with most referrals will be generated from the GP, nurses, admin & health champions but patients can self-refer. The types of problems that can benefit from the support are pain, grief, depression, loneliness, long term health problems, mobility and many more.

If Kulbir receives inappropriate referral she will signpost or refer back to the GP

Summary:

- 6 x 45 mins sessions which can be increased if the need is still there
- She will be at the surgery every Tuesday 9.30 – 2.30pm
- Will meet in the community if this is easier for the patient but not in their home
- Consultations can be face to face, telephone or skype

3) Health Champions – Sarah explained about the health champions and how they are starting to receive referrals and helping the community. They are at Lyme Regis Medical Centre every Tuesday & Friday from 10 – 12pm. Signposting to groups already started or finding new activities if there is a demand.

The Health Champions hope to hold an open day one Saturday soon and the practice was wondering if the PPG will attend to help. Bring the groups together to help each other and the practice/patients

4) **Matters arising from last meeting on 3rd December 2019**

Minutes checked and agreed all outstanding items addressed.

5) **NAPP Membership** – NAPP has been renewed for another 12 months – NAPP password to be made available for all PPG members.

Website: <https://www.napp.org.uk> Password:?????

6) Terms of reference – Final version agreed, Chris to email to Jo who will circulate to all PPG members with a copy of these minutes **(Jo/Chris to action)**

7) **Consequences of Jim Gammons – Dorset CCG** – Not a lot to report, Jim has made contact with some PPG members but unfortunately the meeting that was planned for all PPG groups had to be cancelled due to not enough interest from other practices

8) **Practice feedback**

Kate our HCA has left us for a new job at Royal Devon & Exeter Hospital but her replacement is due in two weeks' time.

Ann, our other HCA is retiring in March.

Sarah R & Louise T are now nurse practitioners along with Sally C

3 new receptionists have started and fitted in well with a fourth starting next week.

The PPG members felt the staff were excellent and that the merger seems to have gelled well. Shirley asked for staff to have name badges (Sarah is waiting delivery of these) The PPG members would also like a practice staff organisation chart. **(Sarah to action)**

9) **Website** - Following on from Dave & Jo's meeting last week, Jo explained what changes had been made to the website with a quick tour with how the changes looked

10) **AOB**

- Caroline suggested a PPG board – **(Jo to action)**
- Dave E asked if we had guidelines and staff trained should we have any patient with coronavirus. Sarah advised all staff had the relevant information and knew the correct procedure should the matter arise
- David H asked that the minutes and agenda to be sent out in a timely manner and for anyone to add any items they would like discussed

11) **Date of Next Meeting** - Tuesday 7th April 2020 – 2pm