

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING

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| Date: | Monday 30 th September 2019 |
| Time: | 2.00 – 4.00pm |
| In attendance: | Alison Robinson – Patient Service Manager Sarah Hill – Practice Manager Joanna Churchill – Admin Lead Diane Spencer – Medical Secretary Sue Bickler – Altogether Better (Guest Speaker) |
| Patient Representatives: | David Hardman – Joint Chair David Edwards – Joint Chair Sue Puddicombe Sally Holman Caroline Powley Shirley Williams |
| Apologies: | Victoria Stocqueler Jane Mansergh Roz Pritchard Chris Boothroyd Hazel Pennington |

1) Sue Bickler – Altogether Better (Guest Speaker)

Altogether Better is an NHS national network organisation, supporting health and care services across the UK, which helps health services and local people find new ways of working together – making a difference to people’s lives, releasing resources, and improving services.

Their approach has already been used in over 130 GP practices and has also been tested in other health and care settings, including acute hospital trusts, mental health, young people’s services and care homes. Over the last two year 25 practices in Dorset have been included in the scheme with great success.

With the NHS facing unprecedented challenges, with increasing levels of demand, restricted resources and a high number of people with physical and mental health needs that are not easily met by traditional models of care. Primary care services in particular are struggling. A new social model of health care is needed, one that’s better designed to support people to adapt and cope with long term conditions, loneliness, isolation, anxiety and old age.

Not all of these issues need a medical solution. Most of these things could be improved by offering peer support, giving people the opportunity to make new friends and connections, to get out and about and be more active, and to receive support and information from people tackling the same issues.

Altogether Better invites local people from the practice to gift their time to a local GP practice as a Health Champion, as a practice we have sent texts to 3000 patients with the following link www.surveymonkey.co.uk/r/WTQ96CK in the hope that a selection of our patients would find this of interest. Once we have enough interest from our patients Sue from Altogether Better will contact each patient individually and 'vet' them over the telephone before inviting 20 of them to a workshop at Woodmead Hall on 30th October 2019 (TBC) for further coaching and information. This workshop will also be attended by staff from the Practice.

2) **Dates of future meetings**

It has been agreed that all future meetings will be every two months on the first Tuesday of the Month at Lyme Regis Medical Centre from 2pm

Dates for the following meetings:

- Tuesday 3rd December 2019
- Tuesday 4th February 2020
- Tuesday 7th April 2020
- Tuesday 2nd June 2020
- Tuesday 4th August 2020

3) **Terms of Reference**

Proposed updated terms of reference were circulated amongst PPG members present at the meeting, A number of items were discussed as to suitability and whether they needed to be included. It was agreed to delay until all members are happy with the terms of reference and for all PPG members to receive a copy before the next meeting to see if there is anything they feel needs to be amended and to discuss/agree at the next meeting.

4) **Jim Gammons – Engagement & Communications Co-Ordinator**

DH had a long conversation with Jim Gammons regarding other PPG groups and how they work and what problems they face. Main problems: demographics & time of meetings and there doesn't seem to be an answer to this problem. Except it has been found that younger members will respond to email/text. It has also been suggested to have 40 – 50 virtual members and 10 (ish) core members that meet regularly. Jim will try and attend the next meeting to discuss further.

5) **Update on Flu**

We currently have bookable flu at clinics at LRMC & KH, we also held our first walk in flu clinic on Saturday 28th September 2019 at LRMC -Very successful event with over 200 patients in attendance. Plans for more in the future for under 65's once the vaccinations have been delivered (due October) and possibly another for over 65's. The PPG have suggested that they could attend the next one for feedback and to encourage more patients to have an active role in the PPG and the practice.

- 6) **Any merger feedback from Dr's/staff?**
The main feedback that patients are making since the merge is that they are not sure which surgery to attend and the length of time it is taking to get their prescription. As a practice we are trying to improve this by changing text messages sent to patients, new signage and making sure all reception staff tells patients which surgery. One of the problems with prescriptions is that Boots only bring prescriptions request to the surgery on Tuesday and Thursdays so this will delay the turn around. Also, shortage of medication available at the chemist – Sarah will speak to chemist about them contacting the surgery and suggesting an alternative once they receive a request that is currently unavailable. **(SH to action)**
- 7) **Any patient feedback?**
DN's were due to see a patient but failed to arrive or let the patient know they weren't coming – **(SH/AR to speak to Dorset Health Care)**
KH have no toys/books for young children except for coloured children's plastic chairs that children scrape along the floor which can be quite annoying. Adv all toys removed due to infection control/CQC – **(SH will see if anything suitable under CQC)**
- 8) **AOB**
Sally H would like all members to look at practice website as she has had patients say its not very user friendly and too blue – agreed all to look before next meeting to discuss any improvements **(All to Action)**
Sally H would also like us as a practice and its patients to consider the environment and the use of plastics going forward
David E – have suggested a newsletter to be made available for all our patients, the practice to compose one with a section from the PPG members.
Caroline P – Advised all members there was free defibrillator training at The Alexandra Hotel. All agreed it would be useful for a map of where all defibrillator are kept. **(AR to share information once it has been sourced)**
- 9) **Date of Next Meeting**
Tuesday 3rd December 2019 at 2pm