

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING

MINUTES

Date: Tuesday 6th August 2019

Time: 2:00 – 4:00pm

In attendance: Alison Robinson, Service Manager
Sarah Hill, Practice Manager
Jo Churchill, Admin Team Lead, Kent House
Sarah Marston, Community Services Manager
Kay Kelsall, Dorset Healthcare Project Manager
Julia Yeates – Patient Experience Co-ordinator, Dorset Healthcare
Diane Spencer, Minutes Secretary

Patient
Representatives: David Edwards, Chairperson LRMC
David Hardman, Chairperson Kent House
Hazel Read
Caroline Powley
Shirley Williams
Roz Pritchard

Apologies: Gillian Roche, Sue Puddicombe, Susan Hewett, Sally Holman,
Victoria Stocqueler

New PPG membership, core and PPG

DE/DH – A core group of committed members are needed. It is difficult to find a time that suits everyone for meetings although the afternoon is best suited to most. Ideally 10-12 core group needed with regular attendance.

HR has tried to involve younger members without success. CP said that Woodroffe are involved with the memory café and it may be worth speaking to them. SH suggested texting with purpose of group and what would be expected.

Schedule of meetings

Initially PPG group should meet every 2 months on the 1st Tuesday of the month with 1st October 2019 scheduled for next meeting.

Roles

Chair: It was proposed by AR/HR that there should be 2 Chairs (DH and DE). This was seconded by SW and agreed by all.

Minutes Secretary: This should be a member of the PPG group but in the interim JC and DS will fill in as minutes secretaries.

Publicity/Communications Officer: Chris Boothroyd may be able to help with the communications . DH will ask him. Help needed from members for noticeboard and newsletter. Clarification of feedback forms needs to added to newsletter along with PALS contact details.

A younger person for the social media side would be ideal.

Terms of Reference - Distributed for PPG to read

Julia Yeates – Patient Experience Co-ordinator DHC

Patients need to be made aware of who to liaise with over concerns. Better communication is needed for this. Feedback forms are available in reception. How best to reach other patients – website, mobiles? FFT feedback is a national requirement.

We are a link to the Community Services and can define how we want to work. Julia asked if the community staff will have ipads?

DHC receive over 3,500 pieces of feedback every month. They have started texting the patients who are seen by the district nurses. A lot of feedback has been received.

The family and friends test is to be changed with option to leave name and address to improve service. What can we do well? What can we do better? SH may add this to our text messaging service. SH asked if we can see our own feedback? If staff can see comments they react positively (also with unfavourable feedback).

Julia said our situation is unusual and they are hoping to develop strong relationships with us.

Impact on merger

No significant problems other than a few patients going to the wrong practice for their appointment. Clarification for PPG members on merger: We are employed by Dorset Healthcare but deployed to Primary Care. The Community Team are employed by DHC to deliver services.

Next meeting: Tuesday 1st October 2019 at 2pm