

LYME BAY MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIES MEDICAL CENTRE ON TUESDAY 16TH MAY 2023 AT 3.30 P.M.

1. Welcome and identification of participants:

Dave Edwards – Chair, David Hardman – Co-Chair, Sarah Hill and April Boyle – Practice Managers, Catherine Whiteside, Caroline Aldridge, Chris Boothroyd, Valerie Ingram, Charles and Elaine King, Jane Mansergh, Colin Bowditch, Peter Hodges – Manager Pinhay House Care Home, Dr. Forbes Watson, Joanna Scotton – Secretary.

2. Apologies: Lily Peel, Gill Bailey, Victoria Stocqueler, Anne Marks, Angela and John Tucker, Shirley Williams, Karen and Nigel Ball.

3. Minutes of last meeting corrections:

4(d) The Open Meeting is on **20th June 2023**, not 27th June.

4(e) Nigel Ball NOT looking at training for users of Systemonline (he just supported the idea).

4(e) Marie NOT the Practice I.T. contact. She works on the Practice Newsletter.

Matters arising:

Caroline Aldridge has not had any response to her further letter to the Care Quality Commission (CQC) and will follow the matter up.. Copy of Caroline's last letter attached to minutes.

Action – Caroline Aldridge

4(d) Communications sub-group report – the Primary Care Network has a new I.T. lead who is keen to work more closely with the PPG and help with patient events.

Charles said that although patients can access their medical records, it is not straightforward downloading an App and using it with personal computers – the system needs to be explored more.

April explained the many problems for patients and staff using systems not implemented by the Practice, with no training or support to enable staff to help patients.

Peter offered to support the communications sub-group in respect of I.T. issues and will liaise with Charles.

9(c) Bymead House – nursing home beds contract issue (see minutes of 17th May 2022).

Chris asked for an update on what is happening regarding local nursing home beds, which were supposed to have been secured at Bymead House. We were told that the money would be ring-fenced. Since no beds have been purchased, have any extra community services been implemented? The Co-Chairs will find out from Dorset Healthcare what is happening and what has happened to the money.

Action – David Hardman

4. REGULAR ITEMS:

(a) Practice Report – sent out with agenda.

Sarah agreed to put the updated situation regarding face masks on the Practice website.

Action – Sarah Hill

(b) Student Representation – Neither Lily nor Sophie were at the meeting. Joanna read out an email from Karen Jenkin - Lily Peel has changed her career path and will no longer be able to participate in PPG meetings. There was considerable discussion about student representation and the role of students within the PPG – it was recognised that Caroline Powley had put a lot of work into involving students in the PPG, and disappointment was expressed about Woodroffe's lack of support. Colin wondered if anything could be learned from Colfox School? He described the Student Council at Colfox, which does a lot of good work. It was agreed that Dave Edwards will liaise with Karen Jenkin, and Sarah McNulty (Social Prescriber who has worked with Colfox and liaised with Woodroffe), and convene a meeting with one of Woodroffe's school governors to see if there is any mileage in pursuing the issue.

Action – Dave Edwards

(c) Issues raised by members - none currently.

(d) Report from Communications sub-group - sent out with agenda.

With regard to the item 'Text and email' – Sarah agreed to share with the PPG the data about how comprehensive this now is with patients. She will include it in the next Practice Report.

Action – Sarah Hill

5. Friends and Family Test

Joanna had received a patient enquiry asking what actually happens after we have completed the Friends and Family Test for the surgery? Sarah explained that the Practice reports monthly to NHS England, sending in the number of replies received and the level of satisfaction. Lyme Bay Medical Practice is the highest Practice in Dorset for the number of responses!

6. Pharmacy Provision

David Hardman asked what the current situation is in respect of Lloyds Pharmacy. Sarah explained that Lloyds are looking for someone to take over the running of the Pharmacy, but the current situation is unknown.

7. Covid Booster Vaccinations

The next Covid Booster Vaccination is for people over the age of 75, and those who are vulnerable. Invitations to make appointments will be sent out by text message to those who are eligible.

8. Patient Concerns – unfortunately Gill Bailey was unable to attend the meeting due to sickness. Sadly she has since decided to withdraw her support for the Communications Group due to her condition becoming unstable.

9. Patients in Care/Nursing homes.

Peter Hodges introduced himself as Manager of Pinhay House Care Home, which has 20 residents. He is happy to be the Care Home representative on the PPG, acting in a liaison role between the Practice and local care homes, whilst also supporting the Practice. Peter raised a couple of monthly medication issues, which Sarah and Dr. Watson responded to.

10. Planning for Open Meeting on 20th June 2023.

Chris Boothroyd has met with Kate Calvert, Senior Officer at NHS Dorset Integrated Care Board who has agreed to chair the meeting. The proposed title of “Building seamless health & care – rhetoric or reality?” is still to be confirmed.

Chris distributed a draft poster for publicity purposes (to be finalised after confirmation from Kate Calvert) with a comprehensive distribution list on the reverse. **Chris emphasised the importance of publicising the meeting as much as possible.**

Chris recommended the Hewitt Report –an independent review of integrated care systems published by the Department of Health on 4th April 2023, link as follows:

[The Hewitt Review: an independent review of integrated care systems \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

11. Screens in waiting areas

Rolling screens in surgery waiting rooms are a good way of communicating information to patients. Charles is liaising with Sarah and the matter is on-going.

Action – Sarah Hill

12. Any Other Business:

(a) Joanna read out an email received from Nigel Ball about various issues:

Nigel has cleaned the roof and emptied the gutter at the front elevation of the medical centre. He has requested a rubbish bin from Dorset Council to be placed by the bus stop.

In response to complaints from residents in Lower Talbot Road about the floodlight in the lower car park shining into their windows at night, Nigel asks if the floodlight can be adjusted.

Nigel’s wife Karen would like to know if there is any intention of training up a nurse to take bloods from a portocath as she now has to go to Bridport on a monthly basis.

The email was passed to Sarah who will look into the issues.

Action – Sarah Hill

(b) Chris Boothroyd announced he is moving north to be nearer family end July/early August, so this will be his last PPG meeting. Chris was thanked for all the hard work he has put into the PPG.

(c) David Hardman offered his apologies for the next PPG meeting.

13. Date of next PPG meeting – 18th JULY 2023 3.30 p.m. at Lyme Regis Medical Centre.

**NOTE: PPG OPEN MEETING IS ON TUESDAY, 20TH JUNE 2023, 7.00 P.M.
AT UPLYME VILLAGE HALL**

Minutes – Joanna Scotton.