

## LYME BAY MEDICAL PRACTICE

### MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY 18<sup>TH</sup> JULY 2023 AT 3.30 P.M.

**1. Welcome and identification of participants:**

David Edwards – Chair, Karen and Nigel Ball, John Ombler, Charles King, Alan Kennard, Caroline Aldridge, Angela and John Tucker, Sarah McNulty – Lead Social Prescriber, Sarah Hill and April Boyle – Practice Managers, Joanna Scotton – Secretary.

**2. Apologies:** David Hardman, Jane Mansergh, Elaine King, Cathy Whiteside, Shirley Williams, Valerie Ingram, Vicci Stocqueler.

**Chris Boothroyd** has now stepped down from the group, prior to his pending move. Recognition was given of all the work he has done on behalf of the PPG and we wish him well.

**3. Minutes of last meeting – agreed as correct. Matters Arising:**

**(a) Complaint to Care Quality Commission (CQC)** – Caroline Aldridge has received no response to her third letter regarding our complaint to the CQC, even though the CQC has previously stated they ‘want to engage’. Other PPG members described their similar response (or lack of) from the CQC. Nigel suggested bringing Chris Loader, M.P., on board, and Caroline will also explore how best to escalate the next stage.

**Action – Caroline Aldridge**

**(b) Bymead House nursing home beds contract** – The Practice has heard from Damien Kendrick (Locality Manager for Mid and West Dorset, Dorset Healthcare University NHS Foundation Trust). The new owners of Bymead House do not wish to contract out any beds to Dorset Healthcare, who have been unable to secure any alternative nursing home rehabilitation beds. Dorset Healthcare has not approached Lyme Regis Nursing Home, as their CQC rating is still ‘requires improvement’. Dorset Healthcare is therefore looking at alternative provision for Lyme Regis and Charmouth patients.

This raised two questions:

- (i) What has happened to the money that was ring fenced for these rehabilitation beds?
- (ii) Since Lyme Regis Nursing Home has been rated as ‘requiring improvement’ for some years, what is being done about it?

The two Co-Chairs will raise these questions when they meet with Damien Kendrick shortly.

**Action – David Hardman/Dave Edwards.**

**(c) Facemasks at the surgery-** the current situation has been updated on the website, as follows:

We no longer require all patients to wear face masks when attending the Practice, however we do ask patients with respiratory symptoms to continue to do so. Staff are able to choose whether or not they continue to wear them.

**(d) Practice data on texting and emailing patients:** see Practice Report

(e) **Open Meeting 20<sup>th</sup> June 2023 feedback** – see Communications Group Report. Charles expressed disappointment that there was no mention of the Government’s drive on I.T., nor about the problems of services which cross county boundaries, a significant issue in respect of the local Dorset/Devon border.

(f) **Screens in surgery waiting rooms** – the screens have arrived! They are waiting to be fitted, Information will go on via a USB stick which can be updated. Some of the information can also go on the Practice website.

(g) **Nurse training in use of a portocath.** Problem solved - a community nurse from Bridport now visits patients who have a portocath so they don’t have to travel from Lyme to Bridport or Dorchester Hospitals. (A portocath is a medical device fitted to the patient to take blood or other samples, and/or administer treatment.)

#### 4. REGULAR ITEMS:

(a) **Practice Report – attached to minutes.**

**Texts/Emails:** - further explanation of percentages: this figure only records those patients who have actually been asked and consented to receiving text messages (e.g. new patients are asked on registering with the Practice). The percentage is actually higher as the Practice holds the mobile phone numbers of longstanding patients and anyone with a mobile phone number registered with the surgery automatically gets a text message confirming an appointment. This has significantly reduced the number of patients failing to attend an appointment. Compliance with GDPR was raised (General Data Protection Regulation) in respect of patients who have not actually consented. April offered to text everyone who has not officially given consent (because they have not yet been asked) to enable them to give consent.

**Action – April Boyle**

Sarah additionally gave an update on the staff situation, including the information that Dr. Gill-Carey is now on maternity leave – there will be cover for her at Charmouth. Also, an ‘Advanced Nurse Practitioner’ is joining the Practice. This is a new position – the Practitioner will cover both Lyme Regis and Charmouth surgeries, working at almost the same level as a doctor.

(b) **Student Representation** – no further action. However, **Sarah McNulty** reported that a member of the Social Prescribing team will be going into Woodroffe School every Wednesday from September. They will see students on a 1:1 basis and have also offered a drop-in session at lunch time. Referrals will come from Heads of Year, or students can self-refer. The team will support children struggling with issues such as low level mental health, physical health, healthy living, loneliness, relationships, and will liaise with the school nurse as necessary.

(c) **Issues raised by patients** – nothing to report – no patient issues raised for Caroline to deal with, either via the red boxes in the waiting rooms or the PPG email inbox. (Joanna deals with straightforward queries that come into the PPG email inbox.)

(d) **Report from Communications sub-group** – report sent out with Agenda. Recognition was given to the good work done by the group.

A question had been raised regarding the Practice Communications Policy – the Practice does have one but it is not on the website – this will be updated.

**Action – Sarah Hill/April Boyle**

It was agreed that April will take back some of the PPG notice board space at Charmouth branch in order to better display information for Carers.

Charles asked for volunteer help with monitoring the Practice website in order to ensure the information communicated is clear in a logical way – does not have to be someone who regularly uses the system – just a fresh pair of eyes.

If anyone can help, please let Joanna Scotton (secretary) know via the PPG email address: [lymebayppg@gmail.com](mailto:lymebayppg@gmail.com)

**5. Terms of Reference** – sent out with Agenda.

We need to identify how new officers are chosen. The two Co-Chairs will discuss this before the next PPG meeting in September, when plans will need to be made for the AGM and Open Meeting at Charmouth on 21<sup>st</sup> November 2023.

**6. Booking appointments on-line.** The Systemonline facility has been restored. **However, please note – it is only possible to book appointments to see a Doctor on-line. It is NOT possible to book appointments to see a nurse or to have e.g. blood tests done.** This is because nurses have different skill sets.

**7. Any Other Business –**

**Sarah McNulty, Lead Social Prescriber**, reported back on the I.T. workshop for patients held in June – see Practice Newsletter attached, first paragraph.

All sessions were 1:1 so numbers were limited to 12 patients. However, feedback was good and more sessions are planned in a slightly different way in order to reach more people. Charles offered to work collaboratively with Sarah on future sessions.

**8. Date of next meeting – Tuesday, 12<sup>th</sup> September, 2023, 3.30 p.m. at Lyme Regis Medical Centre.**

Minutes – Joanna Scotton, Secretary.