

LYME BAY MEDICAL PRACTICE

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

TUESDAY 18TH JANUARY 2022

1. Welcome and identification of participants

Present: David Hardman – Chair, Dave Edwards – Co-Chair, Sarah Hill – Practice Manager Lyme Regis, April Boyle – Practice Manager Charmouth, Jane Mansergh, Vicci Stocqueler, Angela and John Tucker, John Best, Elaine and Charles King, Chris Boothroyd, Caroline Aldridge, Caroline Powley, Joanna Scotton – Secretary.

2. Apologies: Shirley Williams, Pauline Frost, Penny Rose, Ros Cole, Colin Bowditch, Sally Holman.

3. Minutes of last meeting were agreed.

Matters Arising:

Update on status of Practice Website – no meeting yet between Sarah Hill and Dave Edwards, but Sarah has made some progress and will arrange a meeting with Dave.

E-Consult has been found good for new communications but not for on-going/repeated issues. Sarah said that the Practice is looking at other companies with a simpler format, so the system may change. In the meantime, April explained that there is a 'general enquiry' box that allows patients to type in whatever they want to say.

Carers' Support issues – the website has been updated to include more helpful links, particularly for young carers. Sheila Biddicombe, Dorset Council's Carers' Caseworker, has given April information which will be put on the website. **Action – April Boyle**

A new carers' support group is starting on 20th January, organised via Lyme Forward.

Chris asked how carers are identified? The website refers to the 'identification' of carers but there is no form. Sarah said that there is a form under 'Patient Information' which can be completed. However, as April explained, carers do not have to complete a form – they can simply register directly with the surgery.

Chris asked about the requirement referred to for 'written consent'? April said this is not asked for as there is an assumption that if care support is requested, then it has been agreed + some situations are complicated by a carer living out of area. April said she will remove the reference to 'written consent'. **Action – April Boyle**

Named G.P. issues

April explained that there has been a contractual obligation for many years for the 'Allocated' G.P. to be a Partner. This is why Dr. Forbes Watson is the 'Allocated' G.P. for all patients – all other G.P.s are salaried and/or part-time. However, in the 'Usual' G.P. field (also known as 'Named' G.P.) a patient can have the name of a G.P. of their choice. All the names of the G.P.s who regularly work at the Practice have now been added to the website to enable this. It was agreed that the website will be amended to reflect that patients can do this. As Chris thinks there are entitlements associated with the 'Usual/Named' G.P., he requested that it is made quite clear that patients can ask for a specific 'Usual' G.P., and how they can do this.

Action – Sarah Hill/April Boyle

Memory Cafe update- Caroline P. Reported that this is now up and running. There was a successful first meeting on 15th December 2021, with the next planned for 16th February. The name is returning to the 'Welcome Cafe', and the venue is to remain at Lyme Regis Football Club as it is very convenient with excellent parking. Caroline Aldridge suggested linking up with the Carers' support group – this was thought to be a good idea.

Action – Caroline Powley

Student representation, Woodroffe School update - Caroline will suggest to Jim Gammans that they visit Woodroffe School to discuss how the students can be involved with the PPG and local activities. Such involvement could benefit students themselves, e.g. those doing the Duke of Edinburgh Award. However, consideration will need to be given to what is appropriate during Covid.

Action – Caroline Powley

Lloyds Pharmacy issues – David Hardman's letter of complaint to Lloyds and their response were sent out to members with the agenda. David was commended on his letter. Chris Loder had been very effective in chasing the matter up with Lloyds when they did not reply initially. Since David's letter, a representative of Lloyds has met with Sarah and they will continue to meet two-monthly. With regard to dispensing, Lloyds have now asked patients to phone and let them know when they are going to collect their medication so they can ensure it is ready. They have also introduced an outsourcing service where prescriptions are made up elsewhere – this is quicker and leaves Lloyds Pharmacy to deal with urgent 'on the day' prescriptions. Lloyds also gave assurance that Pharmacy closures will be planned and notice given, though recently it has been open more regularly.

4. Practice Report – a copy of this was sent out with the agenda.

Why were the numbers at the booster jab session on 23rd December 2021 so low? Sarah believes that numbers were lower than expected because people had already booked at other clinics (Bridport and Beaminster), and possibly because it was so close to Christmas that people were worried about feeling unwell during the festive period.

Why is it difficult to get people in the risk category to attend? Sarah and April said the answer is not clear. One possibility is that many of these people have never had any vaccination before and are reluctant to start now.

Can volunteers be used to phone patients to encourage them to attend? April explained that confidentiality issues need to be considered. The Practice has used volunteers in the past, but they have been people who have worked for the surgery and are DBS checked (Disclosure and Barring Service). April offered to investigate this possibility.

Action – April Boyle

5. **Communications** – Chris’s suggestions for discussion were attached to the agenda. He acknowledges the issue cannot be solved in the short term.

It is felt that there needs to be clear, co-ordinated lines of communication to get information out from the Practice to patients. The Practice does have a text messaging system. It does not have an email mechanism for generating emails to patients – this might be possible, but patients would have to give the surgery their email address + permission to use it. April and Sarah agreed to look at their clinical system. **Action April Boyle, Sarah Hill**

It was agreed that the website should have a ‘local’ feel to it. It is also important to recognise that different types of patients use different types of communication systems. It was agreed to set up a sub-group to consider: (1) What needs to be communicated? (2) What are the most effective and appropriate ways of doing this?

Chris Boothroyd, Vicci Stocqueler, John Best, and Caroline Aldridge offered to be part of the sub-group. ***IF ANYONE ELSE IN THE PPG WOULD LIKE TO BE PART OF THIS GROUP, PLEASE EMAIL ME, Joanna Scotton:*** scottonjoanna@gmail.com

6. **Cancer Matters website** www.cancermatterswessex.nhs.uk Caroline P. described this as an ‘amazing’ website with extremely useful information and thoroughly recommends it .

7. **‘DASH’ – Digital Access to Services at Home** - John explained that this is available to patients who choose to use digital platforms to educate themselves about, and monitor, their health conditions. It provides specific information packages on many conditions such as C.O.P.D. (Chronic Obstructive Pulmonary Disease), diabetes, and cardiac issues. John urged the Practice to put these packages on their website. Sarah and April agreed to look at this.

Action – Sarah Hill, April Boyle

8. **G.P. Patient Survey** – April provided the results of the last national G.P. survey carried out in 2021 - *see attached results of the 2021 G.P. Survey.* The survey goes out randomly, and the surgery does not know who it is sent to. April urged patients to complete the survey if they receive one. It was noted that Lyme Bay Medical Practice scored highly.

9. **Webinars** – David Hardman encouraged members to join the webinars, which are always useful and of interest. Joanna forwards information about these to all members as she receives them from Jim Gammans (Engagement and Communications Co-ordinator, PPGs).

10. **Learning Webinar ‘Building Health & Community Partnerships’** – Caroline P. reiterated what David had said about the usefulness of the webinars, and reminded members of this forthcoming webinar on 16th February 2022, 2.30 – 4.30 p.m.

11. **Fixing future PPG meeting dates** – meeting dates for 2022 were set as follows:

22nd March, 17th May, 19th July, 20th September, 22nd November.

All meetings will take place at Lyme Regis Football Club - please make a note in your diaries!

- 12. Any Other Business** - Caroline P. asked if staff at the Practice could have name badges?
Sarah and April agreed to this now staffing issues have settled down and nearly all posts are filled. **Action – Sarah Hill, April Boyle**

- 13. Date of next meeting** – 22ND March 2022, 2.30 p.m. at Lyme Regis Football Club.

Minutes – Joanna Scotton