

LYME BAY MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY 12TH SEPTEMBER 2023 AT 3.30 P.M.

1. Welcome and identification of participants:

David Hardman (Chair), April Boyle, Sarah Hill (Practice Managers), Jane Mansergh, Alan Kennard, Colin Bowditch, Charles King, John Tucker, Joanna Scotton (Secretary).

2. Apologies: Dave Edwards, Caroline Aldridge, Vicci Stocqueler, Nigel Ball, John Ombler, Elaine King, Angela Tucker.

3. Minutes of last meeting. Matters Arising:

(a) Complaint to Care Quality Commission (CQC) - Caroline had written again to the CQC on 30th August 2023, attaching the previous string of emails, stating that before escalating the matter through our M.P. and the Ombudsman we would like to give CQC a final opportunity to engage with us and address the issues. So far, only an automatic response, quoting yet another reference number, has been received. Caroline to pursue the matter. **Action: Caroline Aldridge**

(b) Bymead House Nursing Home Beds Contract – David Hardman and Dave Edwards, Co-Chairs, met recently with Damien Kendrick (Locality Manager for Mid and West Dorset, Dorset Healthcare University NHS Foundation Trust). Bymead House definitely does not want to have a contract with the NHS. Damien is working towards an enhanced district nursing service. When questioned about the funding, which we were told would be ring fenced, he indicated it was technically there but in the 'general fund'. The Co-Chairs did not feel the outcome of the meeting was very satisfactory, but felt that Damien had been very open. The present provision for step down beds is at Bridport Hospital, though one ward is currently closed. Discussion ensued about the historical situation when there was access to beds at Axminster and Bridport Hospitals as well as Lyme Regis nursing home; frustration was expressed about the closure of hospital beds; it was noted that the current situation is aggravated by the shortage of staff.

(c) Practice texts to patients – April will text everyone who has not officially given consent (because they have not yet been asked) to enable them to give consent.

Action: April Boyle

(d) Practice Communications Policy updated on the website.

(e) Update on screens in surgery waiting rooms – a meeting is arranged on Tuesday 3rd October 2023, 10.00 a.m. at Lyme Regis Surgery to set up the content on the screens. Charles offered to attend, **and any other members who would like to have an input into the content will be welcome.** **Action: Charles King + PPG members**

4. REGULAR ITEMS:

(a) Practice Report – attached to minutes.

(b) Issues raised by members – nothing in red boxes, except an anonymous note saying 'Well done – keep up the good work!'

(i) Asthma Review Questionnaire – John Tucker described the difficulties and frustrations of trying to complete his annual Asthma Review questionnaire on his mobile phone, as it had been sent by text message. April explained it is not

compulsory to complete the questionnaire in this way. Although many patients are happy to complete the form on their phone, we also have the options of requesting a paper version, or a face to face appointment with the nurse.

(c) **Communications sub-group** – this group is not going to continue on a regular basis. A lot of work has been done and a lot achieved. The group will meet as and when needed.

5. **Planning of Open Meeting/AGM NOTE CORRECTION TO DATE:**

The Open Meeting/AGM will be held on FRIDAY, 17TH NOVEMBER 2023 at 7.00 p.m.

There was discussion about the content of the Open Meeting. Long term conditions had previously been suggested; it was felt that two subjects would be sufficient for the evening. Diabetes and Asthma were put forward. April offered to ask Dr. Sue Beckers if she would be available to speak on Diet and Diabetes, and she will also ask the Community Respiratory nurse if she would be able to attend. Joanna will follow these up. A poster needs to be compiled and advertising put out. Steering Group members are asked to help with this, and also be at the hall at 6.30 p.m. to put chairs out and be ready to meet and greet people.

Action: April Boyle, Joanna Scotton, Steering Group members

David Hardman and Dave Edwards have chaired the Lyme Regis PPG groups for many years now – they became Co-Chairs when the two Lyme Regis surgeries amalgamated, and remained as Co-Chairs when Charmouth became one with Lyme. They would both now like to step down from the role and a new Chair will be sought.

6. **Update on Pharmacy situation** – no further information. The transfer of ownership of Lloyds Pharmacy is still in limbo.

7. **Any other Business**

(a) Colin Bowditch reported back on the training sessions organised by the Social Prescribers, to show patients how to use the NHS App (same as SystmonLine). Despite the demonstrators being efficient and sympathetic, difficulties using the system were still experienced and improvements were recommended. It is hoped that more sessions will be offered.

(b) Joanna asked if the start time of the PPG meetings could be moved back to **2.30 p.m.** now that students are no longer attending. This was agreed.

(c) Joanna suggested sending out clarification about membership of the PPG, as she has received several queries about this from people signed up after previous open meetings.

Action: Joanna Scotton

(d) Charles expressed concern about the speed with which technology is moving. We need to be aware of scams and I.T. issues, particularly A.I. (Artificial Intelligence). Patients need to be protected. He sends out a warning to everyone.

8. **Date of next meeting – Open Meeting/AGM – Friday 17th November 2023, 7.00 p.m**

Venue – St. Andrew’s Community Hall, Lower Sea Lane, Charmouth.

Parking – in public car park, just past the hall, up St. Andrew’s Drive (free evenings)

Minutes - Joanna Scotton