

LYME BAY MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

NOTES OF OPEN MEETING AND A.G.M.

WEDNESDAY, 20TH NOVEMBER 2024, 7.00 p.m. AT ST. ANDREWS HALL, CHARMOUTH

Approximately 30 people attended the Open Meeting which was held in Charmouth this year as previous annual meetings had been held in Lyme Regis. It is possible that the month of November was originally set to tie in with the Annual General Meeting, but it was agreed that asking people to come out on a dark and cold November evening is not a good idea, and future Open Meetings will be held at a different time of year.

Joanna Scotton, Secretary, chaired the meeting as Vicci Stocqueler had another crisis to deal with at the last moment and sent her apologies. Apologies were also received from Alan Kennard.

Lisa Jones, Caroline Powley and Lynnette Ravenscroft very kindly provided refreshments from the Old School House Cafe, The Hub, Church Street, Lyme Regis. At the start of the meeting Lisa explained what the cafe is about and who it is targeted at, but at the same time everyone is welcome to this not-for-profit cafe, which is open Thursdays and Fridays 9.30 am to 2.00 pm for very reasonably priced snacks and lunches.

Pauline Chart (Adults) and Angharad Thomas (Children) explained the Jurassic Coast Primary Care Network Social Prescribing Service which operates for patients of the Ammonite Partnership in Bridport, Lyme Bay Medical Practice at Lyme Regis/Charmouth, and Barton House Surgery in Beaminster. The service sits alongside medical services, connecting people to non-medical support, linking them to organisations and services which can help with issues affecting physical health, mental health and general well-being.

The children's service predominantly works in local secondary schools. 327 young people have been referred to the service since it was set up two and a half years ago. It is a 'prevention and early intervention' service, supporting young people early with social, emotional and mental health challenges, aiming to self-empower them before the problems get worse.

People can ask GPs, or members of the clinical team, or the practice admin. team, or community services, to refer them to the Social Prescribing Team, or **anyone can refer themselves by:**

Phoning 01308 428943

or emailing icsocialprescribing@dorsetgp.nhs.uk

Please see 3 Social Prescribing attachments for further information.

Andy Taylor is a Volunteer Digital Champion. He gave a presentation focussed on using the NHS App which can be downloaded onto smart phones and tablets. (Another system is accessed on lap tops or desk top computers.)

Andy went through the process of using the App in detail, showing how you can access various services e.g. order repeat prescriptions, look at your medical record, see test results, make appointments (basic regular appointments – for anything more urgent you should still phone the surgery).

If anyone wants any advice/instruction on using your mobile phone, lap top or desk top computer, you can see Andy at Lyme Regis Library on a Monday morning, or Clare at Charmouth Library on Monday afternoon. They can also help you feel more confident using online services, or e.g. show you how to shop or bank online, or make video calls.

Sessions are FREE and 1:1

To make an appointment at one of the libraries phone:

DORSET COUNCIL CUSTOMER SERVICES HELPLINE 01305 221048 Mon-Fri 9.00 am – 5.00 pm

NOTE: For I.T. support over the phone, call the same number between 10.00 am – 12.00 noon.

A.G.M. - this followed the Open Meeting and everybody stayed.

- (a) Joanna read out a **Summary of PPG Activities 2024**, written by Vicci Stocqueler.
Please see attachment
- (b) **Steering Group Membership** - The Steering Group continues to meet bi-monthly on a Tuesday afternoon at Lyme Regis Medical Centre. We have a full quota of 15 Steering Group members: Vicci Stocqueler, Alan Kennard, Andy Taylor, Elaine Taylor, Caroline Aldridge, Colin Bowditch, David Hardman, Jane Mansergh, Lynnette Ravenscroft, Penny Duffield, Shirley Williams, Susan Gale, Peter Hodges, Jane Gregory, Joanna Scotton (Secretary). There are 78 Virtual Group members who receive copies of meeting agendas and minutes, as well as general information. Any Virtual Group member can submit items to be discussed at meetings.
- (c) **Position of Chair** Vicci Stocqueler has reluctantly decided to stand down as Chair, due to her own health problems and those of her parents. Caroline Aldridge and Jane Gregory offered their services as Co-Chairs, and both were proposed, seconded and voted in by the meeting.
- (d) **Dates of next two PPG meetings in 2025 – Steering Group members please note!**

28th JANUARY 2025

18th MARCH 2025

Joanna was thanked for her work as Secretary of the PPG, and also for taking over the role of Chair as needed.

Joanna Scotton, Secretary,

Lyme Regis Medical Practice PPG

Lyme Bay Medical Practice Patient Participation Group - Summary of Activities 2024

The Steering Group has met every 2 months, and has arranged one open meeting for November, prior to the AGM. We are very disappointed that we still have no youth representatives.

Some of the issues the PPG dealt with over the year are:

Local Step Down Nursing Home Bed Provision:

David Hardman has spent a lot of time working on this and we were very disappointed and deeply disturbed to find from Kris Dominy, Chief Operating Officer & Deputy CEO Dorset Healthcare that the money we had been told was to be ring fenced for step down, step up bed provision & increased social care at home had been reallocated to financing Dorset Health Care's debt.

David made it clear that the lack of transparency showed a disregard for the PPG work. It was felt we had only been given the explanation & apology because David had been so persistent in following this up.

Thanks to David Hardman for perseverance with this.

CQC inspection:

Caroline Aldridge continued to follow up with our complaint and had an on-line meeting with Neil Cox, Deputy Director South Network Quality Care Commission (2 years after the inspection to which our complaint referred), but it wasn't felt the meeting addressed the lack of engagement with the PPG at the time of the inspection. This was also reflected in an email from Neil Cox to which Caroline requested reassurance that the CQC would engage with the PPG in future.

Car Parking Concerns at Lyme Regis Medical Centre:

Concerns about parking have been ongoing, especially "inconsiderate" parking and lack of disabled bays.

Plans are proposed for 2 disabled bays with access to front entrance. Also, a dedicated way up from the car park for patients.

Sarah Hill, Practice Manager, was also in contact with Highways to see if possibly yellow lines may be extended.

Lobbying Dorset Integrated Care Board in Support of the Public Health Collaboration's Diet & Lifestyle course for all newly diagnosed diabetics.

Vicci spoke with Sue Rust, Commissioner for Diabetes Intervention Dorset, who was very supportive to share information about Dr Sue's low-carb diet, but was doubtful if funding would be available. Sue Rust then unfortunately left her role and wasn't replaced. The person who was dealing with her emails felt that there would be no likelihood of funding Dr Sue's course as there were already options available.

Prevalence of Autism and Resources available:

The Practice has 83 people registered with Autism, all staff and clinicians are receiving training in Autism.

Sarah said this doesn't have much impact on the surgery but the growing number of people with mental health issues is having an impact, and a mental health worker on the team would be beneficial.

The Red Post Boxes in Lyme and Charmouth for patient feedback have been continued to be monitored, and patients encouraged to use.

I would particularly like to thank Joanna Scotton for all her hard work as Secretary over the last year.

Vicci Stocqueler,
Chair, Lyme Bay Medical Practice PPG
November 2024

HOW TO CONTACT US

Please use the details below to contact the team directly. We accept self-referrals. Alternatively, your GP practice will be able to put you in touch with us.



Phone
01308 428943



Email
jcsocialprescribing@dorsetgp.nhs.uk



SOCIAL PRESCRIBING

Non-clinical wellbeing support for patients of Ammonite Health Partnership, Lyme Bay Medical Practice and Barton House Medical Practice

JURASSIC COAST PCN



WHO WE ARE

We know that taking care of our health involves more than just medicine. We focus on personalised care and concentrate on what matters to you.

Social Prescribing gives people the opportunity to make connections in their area for support, new activities or ways to help boost their wellbeing in a non-medical way.

Patients are connected to community groups and statutory services for practical and emotional support.

This service is for you if:

- You need support for mental and physical health issues such as anxiety, smoking cessation and healthy eating
- You are feeling isolated and want assistance in becoming more involved in your community
- You are struggling with work, housing or money worries



WHAT WE HELP WITH

01. Social Isolation & Loneliness
02. Mild to Moderate Mental Health Concerns
03. Managing Long Term Conditions
04. Emotional Wellbeing & Life Changing Events
05. Loss of Confidence / Purpose
06. Carer Support
07. Chronic Pain
08. Healthy Lifestyle Choices
09. Work, Housing or Money Worries

WHEN YOU ARE REFERRED:

- Your Link Worker will call you to have a chat about the service and arrange a first appointment.
- At your first appointment you'll be able to talk about your life, how things are going and share what's important to you.
- This will enable you to develop a plan together to work toward better health and wellbeing.
- Your Link Worker will connect you to organisations and sources of support in the community and refer you to other organisations where agreed and appropriate.
- You will work with your Link Worker for around six sessions over an agreed time scale of up to a year.





CHILDREN AND YOUNG PEOPLES SOCIAL PRESCRIBING

A Guide for Parents and Carers

An NHS service from Jurassic Coast Primary Care Network developed to help your child identify what matters to them and to support them in making connections to improve their health and wellbeing.

JURASSIC COAST PCN



WHO WE ARE

We are a social prescribing service for children and young people living in West Dorset.

Social Prescribing gives young people the opportunity to make connections in their area for support, new activities or ways to help boost their wellbeing in a non-medical way.

These connections are made with the help of a Link Worker who gets to know the individual, and what's most important to them.

It's all about empowering someone to make positive choices and changes to improve their overall wellbeing.

We work on a '**What Matters to You**' basis, taking the time to get to know what's happening in a young person's life. From those initial conversations we can work together to identify ways to make them feel better, whether that's improving confidence, self-esteem, mental or physical health

It's never too early to seek support - we're here to help young people manage negative issues before they become big problems!



WHAT WE DO

Below are some examples of issues we can help with. There may be something that's not listed - don't be put off, we're always happy to chat about this to see if we can help.

01. Anxiety and worry

02. Self esteem and body image

03. Friendship and relationship worries

04. Hobbies and interests

05. Healthy lifestyle choices including sleep

06. Self-confidence

07. Feelings of loneliness

08. Future planning

09. Signposting to support for families of younger children

WHAT HAPPENS:

- When a young person is first referred, they will be assigned a Link Worker who will arrange a 1:1 appointment with them to explain the service and how it works.
- At their first appointment they'll be able to talk about their life, how things are going and share what's important to them.
- The Link Worker will work with them directly to understand emotions and helpful and unhelpful thinking styles
- Connect them to sources of support in the community and refer them to other organisations when they agree that this would be helpful.
- They will work with the Link Worker for approximately 6-8 sessions over an agreed time scale.



MORE INFO

Consent:

In most cases, young people under 16 will require consent from their parents or carers to use this service. If anyone below this age wishes to see us without adult consent, we would first assess for Gillick competence.

Areas we cover:

Jurassic Coast PCN works on behalf of three West Dorset medical practices. Therefore, our team works with patients registered with Ammonite Health Partnership, Lyme Bay Medical Practice and Barton House Practice covering the Bridport, Lyme Regis, Beaminster and Maiden Newton areas.



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PERSONALISED CARE COORDINATORS

Connecting patients with the help, care and support they need to manage their long term conditions and to make decisions about their own care.

JURASSIC COAST PCN



WHO WE ARE

We know that taking care of our health involves more than just medicine. We focus on personalised care and concentrate on what matters to you.

Your Care Coordinator will work with you to create a care and support plan that is centred around what matters to you.

By getting to know you and your personal situation, your Care Coordinator can support you in navigating the health system and accessing additional local support and services. They can work closely with your care givers and the important people in your life to make sure you receive the best possible care.

This service is for you if:

- You are over 18
- You need help finding your way around different health, social care and support services
- You have one or more long term conditions (e.g. diabetes, asthma, COPD, CVD, dementia, chronic pain)



WHAT WE HELP WITH

01. Cancer Support

02. Unpaid Carer Support

03. Care and Support Signposting

04. All Long Term Conditions

05. Isolation and Loneliness

06. Physical Health Support

WHEN YOU ARE REFERRED:

- When you are first referred your Care Coordinator will call you to have a chat about the service and arrange a first appointment.
- At your first appointment you'll be able to talk about your life, how things are going and share what's important to you.
- This will enable you to develop a Personalised Care and Support Plan together to work towards better managing your health and wellbeing.
- Your Care Coordinator will keep in touch with you over a number of months and help to support you along the way with the steps listed on your care plan.

Your Care Coordinator is:

