

MINUTES OF THE LYME BAY MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) HELD ON TUESDAY 22 JULY 2025 AT 2.30PM

Present: Jane Gregory (Chair), Caroline Aldridge, Colin Bowditch, April Boyle, Penny Duffield, Sarahh Hill, Lynette Ravenscroft, Andy Taylor, Elaine Taylor

1. **Welcome.** The Chairman welcomed everyone to the meeting and the participants identified themselves.
2. **Apologies.** Apologies were received from David Hardman, Susan Gale, Joanna Scotton and Shirley Williams. The Chair advised that Joanna Scotton had tendered her resignation as Secretary and a replacement would be needed in the near future.
3. **Minutes of the last meeting and matters arising.** The minutes of the last meeting were accepted as a true record. Proposed: Caroline Aldridge; Seconded: Jane Gregory.
 - (a) Joanna contacted Sue Beckers for an update which was circulated to members pre-meeting. Sarah reported that newly diagnosed diabetics are given advice and there is a diabetic dietician available for them to see if they wish. It was decided that it would be useful to have a package of advice on all relevant sources of help to give to those newly diagnosed. Sarah to create. **Action:** Sarah
 - (b) April and Caroline have sent photos of the car parking problem to Belinda Bawden who advised that it would be virtually impossible to obtain yellow lines to prevent parking. She acknowledged that there was a lack of enforcement officers and said local engagement would be a better option. She will speak on the parking problem when she next visits Woodroffe School. Caroline asked if the practice had spoken with anyone from the Business Park to discuss the problem. They have not but will consider doing so. Poor parking by patients themselves and measures to prevent poor parking were discussed, including the use of lollipop signs and putting signs on the fence. Carried over to the next meeting.
 - (c) Emma and Elaine met to go through the practice video and make recommendations for updating, including simplification of language, removal of QR codes and replacement of less relevant/out-of-date information with new slides. Report to be sent to April shortly. **Action:** Emma/Elaine
 - (d) Jane has created new, updated content for the PPG noticeboard which was circulated at the meeting. This will replace the information currently on the noticeboards in both surgeries. **Action:** Jane
 - (e) Joanna reported pre-meeting that the digital presentation suggested for the Open meeting and AGM in September was not now possible. Discussion took place as to what could replace this and it was decided that a presentation by the Practice on various processes, e.g. access to services, triage, communication, seeing other healthcare professionals etc., would be useful and welcome. Jane and Caroline to meet with Dr Watson to discuss options. Sarah to advise dates when this might be possible. It was noted that information regarding the Open Meeting/AGM would need to be sent out and posters displayed soon, and it was hoped that PPG members would help with this. The Practice will print the posters. **Action:** Jane/Caroline
 - (f) April advised that the doctors do not want their names displayed as Duty Doctors in the foyer/reception. The reason for this is not clear. Their names are given on the website. Jane and Caroline to discuss with Dr Watson when they see him. **Action:** Jane/Caroline

4. Practice report/Issues raised by members

- (a) The practice report was circulated pre-meeting and Sarah gave a brief breakdown in the meeting. A question was raised regarding the management of patients with long-term conditions who may not be proactive in their own care. Sarah advised that the admin team arrange recall dates for such patients or a visit from the district nurse. Another question was raised regarding the Patient Satisfaction Survey and the sending out of surveys. This is done by IPSOS and not by the Practice.
- (b) Query re Covid/Flu vaccinations and whether these can be given separately. Although the practice prefer to give them at the same time, they can be given separately if the patient wishes.
- (c) Discussion of the issue of online self-referral to MSK services. A patient advised this was proving difficult as all four local hospitals appear to be fully booked. April advised that the Practice has no control over this system. A PPG member at the meeting had experience of this and advised to pick one provider and get onto their waiting list, to be contacted in due course.

5. Distribution of information/Re-introduction of Practice Leaflet

- (a) Joanna emailed Jim Gammans, Community and Engagement Officer, NHS Dorset regarding distribution of information and his response was circulated pre-meeting. Discussion took place on other methods of disseminating information including a PPG blog, PPG Facebook page, use of local Facebook pages such as Love Lyme and Lyme Regis Community, and Practice Noticeboards. It was suggested that a sub-group be formed to look at communications going forward and this was agreed. To be put in place following the appointment of a new secretary. **Action:** Jane
- (b) The Practice information leaflet has been revised and copies were given out at the meeting. Leaflets will be made available in reception.

6. Open meeting of 'Jurassic Coast (?) ICB' This meeting was seen advertised in a local newspaper but no-one was aware of anything to do with it. Item closed.

7. Any other business

- (a) Query re 1st sentence on E-consult regarding PPG and whether this is still relevant. It isn't and will be removed.
- (b) Query re E-consult as to why, after filling in some information, it advises the patient to consult the Practice. This is because the system is constructed in such a way that it identifies issues that could be major and that might require a quicker solution than it can provide. April advised that E-consult will be replaced with a simpler system in the near future.
- (c) A patient had had problems accessing the minor injuries unit and had been advised to seek help at the pharmacy. Sarah to speak to the reception team. **Action:** Sarah
- (d) Emma asked for her thanks to be passed to the team for the high standard of help her mother had received following injury.

8. Date of next meeting – 23 September 2025. This is the open meeting and AGM. See item 3(e) regarding presentations. Tea and cakes will be available. Help will be needed to set up on the night.