

PRESENT: Caroline Aldridge (Chair), Emma-Jane Loveridge (Secretary), David Hardman, Lynnette Ravenscroft, Shirley Williams Susan Gale, April Boyle, Michelle Rescorla

1. WELCOME

The Chair welcomed everyone to the meeting and the participants identified themselves. A new member was introduced, Michelle Rescorla, who has recently joined the Practice as ‘Deputy Practice Manager’. Her background is in NHS data and IT, including 13 years at Ammonite Health Partnership and previous NHS experience in London. April confirmed her upcoming retirement after a long NHS career and ongoing involvement during Michelle’s transition in to the team.

2. APOLOGIES

Formal apologies were received from Sarah Hill, Jane Gregory and Penny Duffield. Absent from the meeting were Alan Kennard, Andy Taylor, Colin Bowditch and Elaine Taylor.

3. MINUTES of the previous meeting and matters arising

The minutes from the previous meeting were reviewed. Members confirmed they were a full and accurate record. A proposer and seconder were agreed and the minutes were formally adopted.

a) e-Consult replacement

The e-consult replacement remains delayed due to pending approval from the ICB. The practice confirmed that while alternative systems have been considered, implementing a temporary solution would create duplication of training and further disruption. The decision remains to wait for confirmation before proceeding. All associated actions relating to patient notification, system review by PPG members, and required appointment system changes remain open and will be progressed collectively once the system is approved.

b) Resource sheet for newly diagnosed patients

The resource sheet for newly diagnosed patients, particularly those with diabetes, remains under review. The practice confirmed ongoing website updates and agreed to confirm with Sarah whether the resource links are fully aligned with current website content. This links to the wider action to ensure visibility and accessibility of patient resources across both practice websites.

c) Practice Website

The practice website continues to be actively reviewed and updated. Members noted that despite improvements, engagement remains low, with analytics showing users spend an average of 49 seconds on the website. A proposal will be developed to redesign the PPG section to improve usability and engagement. This will consider a balance between concise navigation and sufficient on-page information. An NHS website audit tool will be circulated to committee members to support a structured review, with potential for a small working group to complete the assessment.

It was agreed to improve visibility of key information on the website. This includes making information for veterans and serving armed forces easier to locate, and adding clear messaging about the 2026 AGM date (29th September 2026).

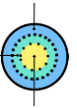
Weekly communications from the NHS Dorset engagement lead are now published directly to the practice website under the PPG news section. This change extends access to all patients rather than a limited PPG distribution list. Members discussed the need to ensure this section is clearly visible to patients.

A discrepancy was noted on the policies page, which appeared to show last updates in 2018. The practice confirmed that policies are regularly updated and agreed to investigate and correct the display issue.

Action point(s)	Em and Michelle to develop a proposed redesign for the PPG page for the next meeting. Em to circulate the NHS website audit tool with the steering committee members
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d) Waiting Room Video

The waiting room video has been reviewed following feedback that messages were displayed too quickly. Timings have been adjusted. The group agreed this content is valuable and could be made available on the practice website to improve reach.



DATE: 24th March 2026 at 2.30 PM.

VENUE: LYME REGIS MEDICAL CENTRE

Action to be closed.

e) Car Parking

Car park works remain pending formal approval. Although no objections have been raised, confirmation has not yet been received. Further follow up will be undertaken, including exploring escalation through local contacts if required.

f) Pharmacist attending a PPG meeting

The proposal to invite a pharmacist to a future meeting was reviewed. Due to workforce pressures and the complexity of pharmacy roles, it was agreed that a general overview of pharmacy services would be more beneficial than an individual speaker. This is better suited to a larger forum such as the AGM in September, where more patients could benefit.

Action to be closed.

g) Medication requests messaging

The practice confirmed that current guidance remains appropriate, although messaging varies between systems. The NHS app indicates a seven day timeframe, while internal system (SystemOne) allows for longer (14 days) to manage expectations during high demand. It was agreed that no changes are required at this stage.

Action to be closed.

h) Patient comment box access

Responsibility for checking the patient comment boxes was clarified. Keys are held by each co-chair and boxes at the Charmouth and Lyme Regis sites are checked regularly. No recent feedback submissions have been received.

Action to be closed.

i) Invite Allied Pharmacy to a future PPG meeting

The proposal to invite Allied Pharmacy to a PPG meeting was discussed and closed. Members agreed that promoting a single pharmacy provider is not appropriate. The practice confirmed that patients retain full choice of pharmacy. Recent technical issues with selecting Allied Pharmacy electronically were noted and are being investigated.

Action to be closed.

4. STANDING ITEMS:

(a) Practice Report (attached)

The spring COVID vaccination campaign is underway. Two clinics have been scheduled, targeting patients over 75 and those who are immunosuppressed. Patients are being contacted through multiple channels including text messages, emails and letters to maximise uptake. The practice is also planning delivery of vaccinations to housebound patients, which will now be managed internally rather than by Dorset Healthcare. Approximately 100 to 108 patients are expected to be eligible. Work is ongoing to confirm final numbers and organise staffing and logistics.

The disabled parking bay remains unresolved. Although initial feedback suggests no objections, formal approval is still awaited. The practice will continue to follow up and explore alternative routes to progress if delays continue.

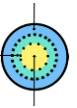
Pop up banners with QR codes have been installed in the waiting room to promote services. Initial feedback is positive, although concerns were raised about durability and placement. These will be reviewed once Sarah returns.

Planning is underway for a community 'well-man' event. The event will include external speakers and focus on healthy lifestyle choices and mental health support. Further details will be confirmed once arrangements are finalised.

(b) PPG Feedback Boxes

No new comments have been received. Members discussed the purpose of the boxes and agreed they are appropriate for general feedback rather than individual clinical or operational queries.

A wider discussion highlighted patient understanding of responsibilities following hospital discharge. It was confirmed that the practice does not routinely contact all discharged patients. Responsibility sits with the hospital to arrange follow up care where required. Patients are expected to contact the practice if they have concerns or require further support. It was agreed that clearer communication on this process would be beneficial.



5. MEMBER REQUESTED ITEMS

a) Hospital outpatient medication

A concern was raised regarding delays in obtaining medication following hospital outpatient treatment, particularly where only a short supply is provided on discharge. The practice confirmed that prescribing decisions are guided by NHS Dorset policy, especially for medications available over the counter.

It was acknowledged that this can create confusion for patients when hospital advice differs from GP prescribing rules. The practice agreed to raise this with the prescribing team and explore options for clearer communication. This may include website guidance and a general list of commonly requested medications that are not routinely prescribed.

b) Wheelchair maintenance

Feedback was received that a wheelchair used within the practice had a flat tyre on multiple occasions. The practice confirmed there are limited wheelchairs available. Equipment will be checked and repaired where possible. Alternative solutions, including local maintenance support, sourcing replacements or temporary loans, will be explored to ensure availability for patients.

c) Messages for April

The group formally recognised April's contribution to the practice and the wider community. Feedback highlighted her leadership, responsiveness to patient concerns, and ability to resolve issues effectively. Patients have expressed strong appreciation for her work. A gift was presented on behalf of the PPG.

6. Any Other Business

a) Terms of Reference

The Terms of Reference have not been formally updated since March 2023. It was agreed to circulate the current document to Steering Committee members. A formal update will be scheduled for the July meeting. This will ensure governance arrangements remain current and support recruitment to three existing PPG vacancies. Member tenure will also be reviewed to ensure alignment with agreed terms.

b) Lyme Regis District Parkinson's Support Group

The Lyme Regis District Parkinson's support group has planned a community event on 11th and 12th April at the Jubilee Pavilion, Lyme Regis. Activities will include live music, talks and community engagement. The PPG agreed to support promotion through available channels to increase awareness and attendance.

c) Marie Curie Daffodil Day

Volunteer coverage for Marie Curie Daffodil Day was reviewed. Around 60 volunteers are scheduled, with gaps remaining on Saturday from 13:00 and Sunday between 14:00 and 16:00. Roles involve street collections using tins and wearing daffodil items. One committee member confirmed existing support and another member confirmed availability for a Sunday afternoon shift, with flexibility on duration. Final allocations will be confirmed and shared by email.

7. Date of next meetings

Steering Group meetings will continue to be held bi-monthly on the fourth Tuesday afternoon in the month at Lyme Regis surgery, dates as follows:

26th May 2026 (Chair – Jane Gregory)

28th July 2026 (Chair – Caroline Aldridge)

29th September 2026 (Chair – Jane Gregory)

Staff Changes

New Deputy Practice Manager, Michelle started on 1st March 2026. April's last day Tuesday 31st March.

Covid Boosters – Spring Campaign

The Spring Campaign starts on 13th April. We have 2 Saturday clinics planned for 18th April and 16th May. Eligible patients are over 75's and immunosuppressed. The Practice will be delivering to housebound patients as well. This has previously been covered by a specific vaccinating team from Dorset HealthCare. The ageing well team will be vaccinating nursing and care home patients.

Website Review

The website pages relating to the new QR banners, which will be situated in the reception areas of both sites, have been updated. Hopefully the banner will arrive on Monday in time for the meeting on Tuesday. We will be reviewing more of the website over the next few weeks. Including the staff page. Any feedback/ideas for changes would be welcomed.

Disabled Bay

We have chased Dorset Council (Mike Hatt) re approval for the painted disabled bay at the front of Lyme Regis Medical Centre. Last contact we had received was late 2025 saying it was being passed to their legal team. He will chase up with them. He confirmed that they have no objections and have basically said go ahead there is no issue but will wait for formal confirmation before organising the work. Does anyone have any contacts of who may be able to do the work?

Well Man Evening

We are planning a well man evening on Wednesday 29th April. We are finalising details but are planning to have 2 speakers (1 regarding PSA testing), information regarding healthy choices and mental health along with the opportunity for patients to have health checks including, BP, weight/height and cholesterol. There will also be information regarding screening (bowel/AAA) and patients will be able to book a future appointment for a PSA test if eligible. The social prescribing team will also attend. We will be asking the rotary if they are able to offer any help with ? tea/coffee.