

DATE: 28th July 2026 at 2.30 PM.

VENUE: LYME REGIS MEDICAL CENTRE

PRESENT: Caroline Aldridge (Chair), Jane Gregory, Emma-Jane Loveridge (Secretary), Andy Taylor, David Hardman, Elaine Taylor, Lynnette Ravenscroft, Penny Duffield, Susan Gale, Sarah Hill, Michelle Rescorla

1. WELCOME

The Chair welcomed everyone to the meeting and thanked members for attending. Introductions were completed for those present.

2. APOLOGIES

Apologies were received from Shirley Williams.

3. MINUTES of the previous meeting and matters arising

The minutes of the previous meeting were reviewed. Members confirmed that they were an accurate record of the meeting. The minutes were formally proposed, seconded and approved without amendment.

(a) Car parking update

The Practice Manager reported that Dorset Council had approved the draft licence relating to the proposed parking arrangements and had forwarded this to NHS Property Services for approval. A follow-up has been made and a response is awaited before the scheme can progress. Members discussed continued misuse of disabled parking spaces and agreed that improved parking management remains important. It was also noted that the introduction of the new 20 mph speed limit has prompted wider discussions with Dorset Highways regarding signage improvements, presenting an opportunity to raise parking concerns as part of those discussions.

Action point(s)	Practice to monitor progress.
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(b) Online triage platform update

The Practice Manager advised that the previously identified online triage platform could not proceed because it did not meet the Integrated Care Board's required assurance classification standards. An alternative supplier has since been identified and a demonstration has been requested. Members agreed that patient feedback should form part of the evaluation before any decision is made regarding implementation.

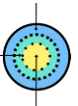
Action point(s)	Practice to set up demonstration and invite patient representatives.
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(c) NHS website audit tool feedback

The PPG working group used the NHS website audit tool to assess the Lyme Bay Medical Practice website. This tool created by NHS England has been developed to audit the usability of key patient web journeys. The tool provides an audit as to whether a GP website meets a high standard of usability along with contractual requirements laid out in the general services contracts and other requirements of practices. The findings of the NHS England practice website audit tool completed by members of the PPG Website Working Group were presented. The audit findings for the sections of patient priorities and practice priorities identified:

- 30 areas rated 'Good'
- 12 areas rated 'Adequate'
- 8 areas requiring 'improvement'

Most improvements relate to website navigation and patient information, including medication enquiries, test results, proxy access, NHS numbers, homepage navigation and improving the readability of website content using NHS recommended accessibility standards.

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The compliance section audit assessment achieved 85% compliance with NHS website standards. Remaining actions include providing additional information regarding the practice's legal status, patient responsibilities, Integrated Care Board information, Primary Care Network information and further links to national NHS resources.

Members welcomed the website progress made over the previous twelve months and recognised the significant amount of work undertaken to improve the practice website. Members were also informed that the current website supplier will cease operating during 2027 and that work has commenced to migrate to the replacement provider with minimal disruption.

Action point(s)	Em to share the completed audit with the practice and website developer.
	Em to work with the practice and website developer to make the 8 improvements and address the 6 non-compliant areas.

4. STANDING ITEMS:

(a) Practice Report (see attached)

The Practice Manager presented the monthly Practice Report. Members noted that a new GP trainee will join the practice during August and will primarily be based at the Charmouth surgery. The group discussed support available for patients newly diagnosed with cancer. Members were advised that information regarding cancer support services is routinely included within patient correspondence and additional information is being incorporated. It was agreed that the practice website should also be reviewed to ensure appropriate signposting is available.

Action point(s)	Practice to ensure the information regarding cancer support services is clearly sign posted on the website.
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(b) PPG Red comments boxes in surgery waiting rooms

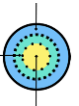
No new patient comments had been received through the PPG comment boxes since the previous meeting. It was reported that the Lyme Regis comment box had contained only the occasional repeat prescription requests rather than patient feedback. Members agreed that the Charmouth comment box would be reviewed as part of the wider discussion on PPG displays.

(c) Website updates

An update was provided on the extensive website developments completed since the previous meeting. The new or significantly updated pages include:

- [Think Pharmacy First](#)
- [Your PPG](#)
- [Carers Support](#)
- [Appointment Management](#)
- [Help and Support](#)
- [Mental Health](#)
- [Practice Facilities](#)
- [Practice Policies](#)
- [PPG Terms of Reference](#)
- [PPG News and Information Hub](#) - now makes the NHS Dorset weekly patient information available to all patients through the practice website

Members noted that over fifty requested website improvements have now been completed, with only a small number of actions remaining. The group thanked those involved in developing updates to the website and recognised the considerable improvement in the quality and accessibility of patient information.

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5. MEMBER REQUESTED ITEMS**(a) PPG display and suggestions box at Charmouth Surgery**

Members discussed feedback regarding differences between the PPG displays at Lyme Regis and Charmouth surgeries. Members discussed the need for both displays to present consistent information. It was agreed that photographs of the Charmouth display would be obtained so that both sites could be reviewed for consistency. Members also agreed that the display should remain dedicated solely to PPG information and that unrelated notices should not be placed on the board.

Action point(s)	Practice to review PPG information at each site and review for consistency.
	Practice to confirm with staff that the PPG board should only be used for PPG information.

(b) Independent pharmacy publicity

Members discussed the recent change of ownership of the local pharmacy, which is now understood to be operating independently as Lyme Regis Pharmacy. Whilst members welcomed the development and recognised the value of supporting local services, it was acknowledged that the practice cannot actively promote individual pharmacies. The practice website already links to NHS pharmacy information and members agreed that any publicity regarding the ownership change should come directly from the pharmacy itself.

(c) Waiting room seating

Members considered a request for additional chairs with arms to support patients with reduced mobility. Members recognised that many patients would benefit from more supportive seating. The practice agreed to review the layout of the waiting room to determine whether additional high backed chairs with arms could be accommodated. Members also suggested displaying a polite notice asking patients to leave these seats available for those who need them most.

Action point(s)	Practice to review seating and signage.
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(d) Recycling of tablet blister packs

Members discussed whether blister pack recycling facilities could be provided locally. Previous enquiries had found that neither the practice nor local pharmacy were able to provide a collection point because of storage and medication safety considerations. It was agreed that there was insufficient capacity within the practice to operate a collection scheme.

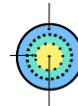
Members noted that recycling options remain available through alternative locations such as Boots at Bridport and Uplyme Church.

Action point(s)	PPG to develop a poster to inform patients and send out through the website, Facebook and PPG virtual group distribution list.
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(e) Practice Facebook page

It was reported ongoing difficulties obtaining administrative access to the practice Facebook page. The current page continues to display outdated references to the former dental practice because administrator permissions remain unavailable. A formal request has been submitted to Facebook together with supporting identification documents. Members agreed to continue pursuing recovery of the existing page before considering creation of a replacement.

Action point(s)	Practice to continue to monitor.
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(f) Wessex Secure Data Environment (*see attached flyer*)

A member of the Wessex Secure Data Environment (SDE) Data Access Committee provided an overview of the NHS Wessex SDE programme. Members heard that the Wessex SDE is one of twelve NHS Secure Data Environments that covers Dorset, Hampshire and the Isle of Wight and established to create access to anonymised patient information for approved healthcare research. Its purpose is to bring together health data from across the NHS where approved researchers can access anonymised information. The discussion covered the governance arrangements surrounding research access, the role of public representatives in approving research proposals, and the continued application of the National Data Opt Out programme.

Members also discussed how the SDE differs from existing health data research organisations. It was recognised that a number of commercial and not-for-profit organisations already provide healthcare research using anonymised GP data under strict governance and research ethics arrangements. Members agreed that any future presentation should acknowledge the wider health data research landscape to provide balanced information for patients.

Examples of early research benefits were shared, including improved understanding of patient pathways and treatment outcomes through linked datasets. The group considered a proposal for a presentation on the Wessex SDE at the forthcoming AGM. It was agreed that any presentation should provide impartial information about NHS health data research rather than focusing solely on the Wessex SDE. The proposal will be considered further as part of AGM planning.

(g) AGM planning: Tuesday 29th September 2026

Members reviewed the proposed format and content for the 2026 PPG Annual General Meeting. Members discussed building on the success of the previous AGM by maintaining a strong educational focus that helps patients better understand how the practice operates and the range of healthcare professionals involved in delivering care.

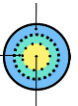
It was agreed that presentations explaining the role of the practice Clinical Pharmacist would be valuable in helping patients understand the pharmacist's qualifications, prescribing responsibilities and how the role differs from that of a community pharmacist. Members also agreed that presentations from the Social Prescribing Team, LiveWell Dorset and Access Wellbeing would provide useful signposting to wider health, wellbeing and community support services. Rather than inviting multiple organisations to exhibit, the meeting would focus on providing patients with information about available services and where further support can be accessed.

A draft programme was agreed comprising:

- Patient Participation Group annual update
- Clinical Pharmacist presentation
- Social Prescribing presentation
- LiveWell Dorset presentation
- Access Wellbeing presentation
- Wessex Secure Data Environment presentation
- GP Question and Answer session
- Formal PPG AGM and election of officers

The draft AGM publicity poster was reviewed and well received. Members agreed that the date, time and venue should be more prominent and that the event should be promoted as a Public Meeting rather than focusing on the AGM, making it clearer that all patients are welcome.

The group agreed to promote the event through the practice website, Virtual PPG communications, social media and printed posters distributed across Lyme Regis, Charmouth and surrounding communities. Members volunteered to coordinate poster distribution across a range of community venues and noticeboards.

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It was also agreed that printed copies of the PPG Annual Report should be available at the meeting and handed out as patients arrive.

Action point(s)	Em to circulate a revised poster for the event for approval. Practice to discuss the event details with clinical pharmacist, social prescribing team, LiveWell Dorset team, Access Wellbeing team and NHS Dorset. Em to draft the PPG AGM annual report. PPG co-chairs and Practice to agree the agenda and timings. PPG members to arrive at 1800 on Tuesday 29th September to help set up the Uplyme village hall. Practice to print the event posters. PPG members to distribute the posters across Lyme Regis, Charmouth and surrounding communities. Em to distribute the poster through the website, virtual PPG distribution list and social media.
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(h) PPG Steering Group membership

Members were reminded that, in accordance with the Terms of Reference, all Steering Group Officer positions (Chair and Secretary) will be subject to election at the AGM.

The two Co-Chair's advised that they intend to step down after serving in the role. Members acknowledged the significant contribution both officers have made to the development of the PPG and recognised the importance of succession planning.

The Secretary reported that invitations had been circulated to members of the Virtual PPG encouraging expressions of interest in joining the Steering Group. Although patient engagement has increased considerably, no expression of interest has been received to date. Members discussed exploring alternative arrangements, including virtual attendance, to increase Steering Group membership.

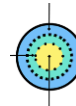
Members agreed that continued promotion of the purpose and benefits of the PPG will be important in attracting new volunteers. The group agreed that recruitment would continue through the AGM, further communications to the Virtual PPG and personal approaches to patients who may be interested in becoming involved.

6. Any Other Business

(a) Patient Survey Results 2026 (*see attached*)

Lyme Bay Medical Practice results: [GP Patient Survey](#)

Members welcomed the positive results of the 2026 GP Patient Survey and noted that the practice continues to perform strongly when compared with Primary Care Network, Integrated Care Board and national averages across many indicators. The relatively lower use of online appointment booking was discussed. Members noted that this reflects the practice's continued commitment to providing telephone access, whereas many practices now operate fully online triage systems. The importance of continuing to educate patients about the range of healthcare professionals available within primary care was also discussed.



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(b) NAPP – National Association of Patient Participation

Members noted that the National Association for Patient Participation had formally ceased operating following its final AGM in November 2025. The group acknowledged that national support for Patient Participation Groups will now be available through NHS Dorset website <https://nhsdorset.nhs.uk/voice/ppg/> or the Patients Association website: [Patient Participation Groups | The Patients Association](#).

(c) Digital Inclusion toolkit launched in Dorset

Members noted the launch of the Dorset Digital Inclusion Toolkit, which has been developed to help professionals, volunteers and community organisations support people to access digital services and improve digital confidence. The resource was welcomed as part of wider efforts to improve digital inclusion. For more information and to view the toolkit please click on the following link: <https://nhsdorset.nhs.uk/news/digital-inclusion-toolkit/>.

(d) Introducing Liver UK

Members noted the launch of Liver UK following the merger of the British Liver Trust and the Children's Liver Disease Foundation to give a voice for everyone affected by liver disease and liver cancer. The information has been added to the PPG News and Information Hub on the practice website. For more information and to visit the Liver UK website please click on the following link: <https://liveruk.org/>.

(e) Blood Pressure monitoring at home with BP@Home

Members noted that the BP@Home service has successfully transferred from the Viso application to the Luscii platform following an initial transition period. Patients using the service have been contacted directly and blood pressure readings continue to be monitored by the practice through existing clinical systems. The practice uses this system for our patients and the PCN pharmacist reviews the results coming into the practice and the results are uploaded to the patient medical record. For more information about monitoring your blood pressure please click on the following link: <https://staywelldorset.nhs.uk/digital/bpathome/>.

(f) Vaccines

A member queried the criteria used to invite patients for vaccination programmes, following differing invitations received within the same household. The practice explained that eligibility is determined by age and specific clinical risk factors in accordance with national NHS guidance.

7. Date of next meetings

The next meeting will be the PPG Annual General Meeting, to be held on Tuesday 29 September 2026. Members agreed that further planning and final arrangements for the event would be coordinated by email before the meeting.

Steering Group meetings will continue to be held alternate months on the fourth Tuesday afternoon in the month at Lyme Regis medical centre, dates as follows:

29th September 2026 (AGM Chair – Jane Gregory)

24th November 2026

26th January 2027

23rd March 2027

25th May 2027