

## **Lyme Bay Medical and Dental Practice PPG Meeting**

**Tuesday 27<sup>th</sup> March 2018.**

**Present:** David Hardman, Janice Thear, Jim Volkman, Vicci Stocqueler, Sarah Hill (practice manager) & Jo Churchill.

**Apologies:** Jane Mansergh, Shirley Williams, Hazel Pennington

**Start of meeting:** 3.00pm

Sarah warmly welcomed members of the group and welcomed new member Vicci. Notes of the last meeting were circulated.

**The Purpose of PPG:** David advised the group that LRMC had joined NAPP (National Association for Patient Participation - N.A.P.P. was formed in 1978 by Patient Participation Groups (PPGs) that wanted to network together nationally and to promote patient participation within GP surgeries. The charity has grown steadily and the model is increasingly accepted as an integral part of modern general practice) LRMC are currently scanning many pages to condense down to a 2 page document to help with the future of their PPG. They are then happy to give us a copy for Lyme bay to help with the future of ours.

**Communication via practice email newsletter:** David asked about sending newsletters, PPG minutes and anything else of interest to a virtual patient email group. Also discussed advertising and again anything of any use to local newspaper LymeOnline & Uplyme parish magazine (run by Robin Hodges) **(Action: Sarah & Jo to look into this further)**

**Friends & Family:** All group members given a copy of our recent friends and families comments. PPG very happy with Lyme bay and surprised by one or two negative comments.

**Patient leaflet/survey:** As a group we discussed our leaflet and patient survey to try and improve both. PPG group member took our leaflet home from our last meeting. Sarah & Jo had revamped the satisfaction survey and all members were happy with the adjustments. It was agreed to re-do our patient leaflet as over the years it had been amended but had become very untidy with different fonts and out of date information. **(Action Jo to re-do, Sarah and David to proof read)**

**Local Pharmacy Update** – Neither Lloyds or Boots are very good at the moment, very bad service from both. from not having a prescription ready for patients or not actually having the tablets in stock. Sarah informed PPG Lyme Bay is monitoring all of the chemists at the moment which will continue but hoped Boots would improve now that have a full time permanent pharmacist in situ.

**AOB**

Vicci will be returning to or next meeting

**Date of Next Meeting:** Group meeting: Monday 23<sup>rd</sup> April at 2pm at LRMC  
Practice meeting: Tuesday 5<sup>th</sup> June at 2018

Meeting ended at 4.30pm