

## **PPG Meeting- Tuesday 10<sup>th</sup> October 2017. Lyme Bay Medical and Dental Practice**

**Present:** Shirley Williams, David Hardman, Janice Thear, Hazel Pennington, Jim Volkman, . Sarah Hill (practice manager), Jo Churchill. Angela O'Conner (Wayfinder)

**Apologies:** Jane Mansergh

**Start of meeting:** 2.00pm

Sarah warmly welcomed new members of the group & notes of the last meeting were circulated.

- 1) **Wayfinder/Dorset POPP-** Angela came to our meeting to discuss Wayfinders – a free information and signposting for anyone in the area over 18 years old. It is funded by DCH and Dorset County Council and they hope to give early help & support. Assessment → identify needs → Link to appropriate services.
- 2) **Dementia Friendly-** Informed group we are now a dementia friendly practice. Thank the PPG for their help and assistance in achieving this.
- 3) **Online Services** –Informed group that we need to try and reach 20% of practice patients registered for online services, presently we stand at 11%. Sarah to Register Shirley as our guinea pig and for Shirley to feedback how useful she found it.
- 4) **Friends & Family**–97% of patients would recommend our practice
- 5) **Local Pharmacy Update – Lloyds:** now that Jane is back it is beginning to improve but still a way to go. **Boots:** no longer a great services esp over the last 3 weeks. Very slow and unprofessional. Sarah informed PPG Lyme Bay is monitoring all of the chemists at the moment with a view to discuss any problems directly with the chemist.
- 6) **Patient Leaflet and Satisfaction Survey:** As a group we discussed our leaflet and patient survey to try and improve both. PPG group member took our leaflet home and will bring back to our next meeting with any improvements. Sarah & Jo to revamp the satisfaction survey.
- 7) **Role of the PPG and the future** –all group members would like to continue with the group as we are.
- 8) **Date of Next Meeting:** Group meeting Monday 23<sup>rd</sup> October 2017 at 2pm at Lyme Regis Medical Centre

Meeting ended at 4pm