

PPG Meeting- 28th February 2017. Lyme Bay Medical and Dental Practice

Present: Shirley Williams, David Hardman, Jane Mansergh, Sally Holman. Sarah Hill (practice manager), Jo Churchill.

Apologies: None

Start of meeting: 3.00pm

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

- 1) **The Way Forward** – it was discussed amongst the group of how we would all like to move forward & increase member numbers with The PPG now that Elise Ripley was no longer employed to run PPG groups.
 - The group felt that as a practice we could source patients already registered with the practice that we feel would like to join.
 - Present members of PPG to spend a morning at the surgery to speak to patients waiting for appointments to help and encourage them to join
 - Design a flyer to hand out
 - Website/facebook

- 2) **Dental** – We discussed about how the dental had changed over the last few months with new dentist starting who now works 5 days a week instead of 3 days, we were still taking on new patients. We were asked whether dental patients could join our group?, it was felt this was possible but they would really have to be patients of both as it wouldn't be of any interest if they were solely dental patients with a number of discussions based around medical services etc.

- 3) **CCG consultation and expectations of outcomes** – Doesn't end until Tuesday 28th February 2017 and will be discussed at the next joint PPG meeting at Lyme Regis medical centre in April when Dorset CCG will be present

- 4) **Services links with our NHS practices such as First Responders and Ambulance service** – Sally has been very impressed with the above and feels that has a community we have to fight to keep this service in Lyme Regis, although she was a little surprised that 111 struggled with her address and didn't actually ask for her name until she prompted them.

- 5) **Ispace**– Is all about creating dementia friendly GP surgeries with a number of actions designed to improve the patient experience through delivery of a set of improvements in care planning, communications and awareness of dementia. We finished our meeting with all members of the PPG walking around the practice filling in a questionnaire to see how dementia friendly we are and what we need to improve on – Feedback and questionnaire will be dropped back to the practice once completed. To be continued.....

- 6) **Meeting ended at 4.25pm**

- 7) **Date of Next Meeting:**