

Lyme Bay Medical Practice Patient Participation Group- Steering Group 2023

A very brief summary of the major Steering Group actions during 2023.

The Steering group meets every two months on a **Tuesday afternoon and** arranges **two yearly public open meetings**. Hence-

June 2023- Building Seamless Health and Care.- Rhetoric or reality - Uplyme Village Hall. This was attended by some 44 people. Kate Calvert from the Dorset Integrated Care Board and Dr Forbes Watson were the principal speakers. The format of the evening was Q&A.

November 2023- Food Guidelines- 'Hard to Swallow'- Dr Sue Beckers; and Asthma, its diagnosis and management- Yvonne Moul (Community Respiratory Nurse) - Lyme Regis Football Club. It was originally planned to hold this meeting in Charmouth but the Hall became unavailable, because of a ceiling collapse, necessitating a last minute switch.

1. Improved Practice and PPG communication was identified as a continuing key task for 2023 and the sub group has worked to work extremely hard, (not least Charles King) in conjunction with Practice Staff and an outside expert provider. The object has been to **continuously improve/ update the practice website**. Discussion has also resulted in improved medical centre signage, better kept display notice boards and the promise of regularly updated leaflet racks. Red PPG post boxes for patient feedback, are also now in place in both Lyme and Charmouth medical centres.

The sub group has worked with the practice to establish a **regular Practice Newsletter, with a regular PPG section**.

Check in screens are now in place...but not always operational. Both the sub group and the steering group continued to urge the practice to have **rolling information screens** in patient waiting areas and these have been put in place although again they are **not yet functioning properly**.

The steering group values the presence and input of the Practice Managers at Steering Group meetings and, although acutely aware of GP/ Nurse practitioner workloads, continues to press for a regular attendance by a clinician at the bi monthly meetings..(if only part of the meeting). This would undoubtedly lead to better levels of two way communication and action.

2. Steering Group membership.- The loss of John Best and more recently Chris Boothroyd- both very active members (they have moved out of the area) as well as the withdrawal of two youth representatives from Woodroffe School is keenly felt.

3. Agenda Items-

Some of the areas for concerned discussion and action have included- the Demise and Replacement of Lloyds Pharmacy, Repeat prescription issues, Named GP, Carers Register and Support, Use of Patient Data, Difficulties of e-consult and Livi consultations, Problems around telephone consultations – especially for those with hearing loss, Practice staff turnover and recruitment difficulties., Medical correspondence, Covid and Flu vaccination programmes.

4 Local Step Down Nursing Home Bed Provision- sustained involvement by the PPG has continued. Bymead do not wish to have a 2 step down bed contract with Dorset Health. The Co Chairs met with Damien Kendrick (Locality Manager for Mid and West Dorset) in September.

5. CQC Inspection of the Practice May 2022- The Steering group judged that CQC procedures for involving the PPG need considerable improvement- and has been in continuous communication with the CQC over the last year (work of Caroline Aldridge...member of the steering group)). We continue to be is disappointed at the CQC 's lack of real engagement.

6. One to One I.T Workshops- Held in June to help patients navigate the Practice's I.T systems. To be repeated