

LYME BAY MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

TUESDAY 17TH MAY 2022

1. Welcome and identification of participants

Present: Dave Edwards – Chair, Sharon Powell – new Dorset Healthcare Locality Manager for Weymouth & Portland, Mid & West Dorset, Sandy Harris – Advanced Nurse Practitioner, Dorset Healthcare, Henry Knight – Locality Manager for Adult Social Care, West Dorset, Shirley Williams, Angela and John Tucker, Sophie Olszowski, Richard Worrall, Caroline Powley, Ariane Horn – student, Elaine and Charles King, Pauline Chart – Social Prescriber, Sarah Hill – Practice Manager, David Hardman – Co-Chair, Chris Boothroyd, Joanna Scotton – Secretary.

2. **Dave Edwards introduced Pauline Chart.** Pauline is the ‘Social Prescriber’ for the Practice . She will talk about her role at our next meeting when she will have further updated information.

3. **Apologies** received from: April Boyle, John Best, Sally Holman, Caroline Aldridge, Penny Rose, Helen Persey (Dorset Healthcare), Colin Bowditch, Vicci Stocqueler, Katie Bartlett.

4. **Review of Nursing Home Bed contract in Lyme Regis - Sharon Powell** explained that concerns had been raised over the last couple of years about the 2 beds contracted in Lyme Regis Nursing Home, both by the Clinical Commissioning Group and the Care Quality Commission, resulting in the contract ending on 30th April 2022. It is recognised that there is a need for nursing home/rehabilitation beds in Lyme Regis and the contract is going back out to tender, with the emphasis focussing on quality of care. As there were originally 4 nursing home beds, the balance of the funding will be used to enhance services provided at home, and will sit within the community nursing service. Shirley confirmed that the money is ring-fenced for the Lyme Regis and Charmouth areas, and the beds will be for people who live in this area.

Sandy Harris said that from the clinical perspective, the aim is to admit patients to these beds from Bridport and Dorchester Hospitals, offering a rehabilitation service to enable people to return home. It was noted that during the past year there has only been one month when both beds have been in use at the same time, so the Home will need to work closely with the Bridport Hub to maximise the bed occupancy.

***TheBridport Hub** brings together health and social care, local G.P.s and a variety of community services on a weekly basis via virtual meetings. Sharon Powell offered to forward links for clarification to Joanna.*

Action Sharon Powell

Henry Knight was asked how the current Adult Social Care system works in Lyme Regis, particularly since there is no longer a specific social worker based at the Practice. He explained that there had been some funding for an additional part-time social worker, and

this post sits within the Adult Social Care team. Anyone in the Lyme Regis and surrounding area needing social care will be picked up by the West Dorset Social Care team based in Bridport. This team links into the Hub and there are regular discussions with Health. The majority of social care staff are still working from home. Chris Boothroyd requested a clear mapped overview of how Health and Social Care services link into each other, which Sharon Powell agreed to provide. **Action Sharon Powell**

5. **Towards a local hospice?** Sophie Olszowski's husband passed away last year and her experience has led to her wanting to create a local hospice for Lyme Regis and the surrounding area called 'Simon's House'. Simon received excellent care from Weldmar Hospice both at home and as an in-patient, but Lyme Regis is geographically isolated from the three nearest hospices at Exeter, Yeovil (in-patient unit currently closed) and Dorchester – all are one hour away, increasing to 2 hours in summer. 80% of people want to die at home, but 50% end up dying in hospital, with 25% of people needing hospice care being unable to access it. A local hub could address these issues. Initially Simon's House would be a hub offering day care and home support, with the aim of eventually moving to an in-patient unit. The project is in the very early stages and no formal charity will be set up until plans and structure are clarified. Sophie has had an initial discussion with Weldmar and will be putting her proposal to the Trustees next week. Costs and staffing are obvious concerns, but the timing is good as palliative care will become a statutory requirement with the upcoming amendment to the new Health & Social Care Bill.

The PPG expressed its unanimous support in principle for Sophie's proposal to develop local hospice care in Lyme Regis, which she will take to her meeting with Weldmar Trustees.

6. Minutes of last meeting/matters arising:

Carers' Support issues/named G.P. issues – carry forward **Action– April Boyle**

Update on the Welcome Cafe – Caroline Powley reported that the cafe is going well, though as they have an equal number of volunteers and clients they want to boost the number of clients. Changes are on the way, which she will report on at the next meeting.

Lloyds Pharmacy issues – Sarah has not seen Lloyds Area Manager for some time - there are still some issues regarding collection of prescriptions, but not so many. Boots Chemist are now having staffing problems resulting in them totally closing on some days - if a pharmacist is not present, the whole shop has to shut as they are unable to isolate the medications.

Use of volunteers - carry forward.

Action April Boyle

Name Badges for practice staff – most staff now have badges, with new staff members' on order.

Signage at Charmouth site – pending - passed to **April Boyle for action**

Topics suggested for future meetings:

CPR and other lifesaving methods, to include a demonstration on how to use defibrillators.

The repeat prescription service.

E-Consult

Drug addiction services, aimed at the younger generation

I-phone addiction and health impact

Mental Health provision, especially for children and adolescents

Primary Care Network – what this is.

Social Prescribing – Pauline Chart will be talking about this at the next meeting on 19th July 2022.

Joanna will email the membership to ask which topics people think are a priority.

Action Joanna Scotton

It was suggested that Mental Health is made a priority, and be the topic for a wider open meeting in September.

7. Practice Report – Sarah Hill

The Practice is suffering from staff shortages and long term sickness.

A Pharmacist will be starting work in June as part of the Practice rather than the Pharmacy. This new role will combine the work of a pharmacist and a nurse practitioner: whilst working closely with Lloyds pharmacy, this person will also review patients with condition such as diabetes, minor ailments, asthma and help with complicated prescribing. She will work across both Lyme Regis and Charmouth sites.

The CQC (Care Quality Commission) carried out an inspection of the Practice two weeks ago. No report has been received yet – Sarah will feed back at the next meeting.

8. Update from Communications sub-group – Chris Boothroyd

See report sent out with agenda.

The Practice has nominated Marie Harley to act as Communications Co-ordinator.

The Practice is committed to a newsletter, the first one in June.

The website remains an issue – Sarah has looked at others and is considering changing the website provider in order to change the format. It was agreed that a small sub-group would support the Practice in this:

Action: Chris Boothroyd, Dave Edwards, Charles King

Sarah is investigating digital information screens to be set up in the waiting rooms at Lyme Regis and Charmouth. A digital check-in system may also be introduced.

9. Any other Business:

Penny Rose had asked if the ‘music’ played on the telephone whilst waiting for the surgery Reception to answer could be changed to something more soothing. There was general support for this suggestion and Sarah will look into changing it.

Action – Sarah Hill

NOTE; With regard to phoning the surgery, the longest wait times are likely to be in the morning and during the lunch break. The shortest time is usually between 5.30 and 6.30 p.m. – particularly the last half hour before the surgery closes at 6.30 p.m.

As Joanna has longstanding arrangements to be away during the next two meetings, it was agreed that the Co-chairs will take it in turn to take the minutes at these meetings.

10. Date of next meeting – 19th July 2022.

Minutes – Joanna Scotton.