

LYME BAY MEDICAL PRACTICE

MINUTS OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY 17TH JANUARY 2023 AT 3.30 P.M.

1. Welcome and identification of participants:

Dave Edwards – Chair, David Hardman – Co-Chair, April Boyle and Sarah Hill – Practice Managers, Caroline Aldridge, Shirley Williams, Chris Boothroyd, Vicci Stocqueler, Jane Mansergh, Angela and John Tucker, Sally Holman, Colin Bowditch, Pauline Frost, Sarah McNulty – Lead Social Prescriber, Caroline Powley, Karen Jenkin, Lily Peel and Sophie Carey – Colfox Student reps., Joanna Scotton – Secretary.

2. Apologies: Gill Bailey, Elaine and Charles King, Anne Marks.

3. Minutes of last meeting on 20th September 2022 were approved. Matters arising:

Care Quality Commission (CQC) response to PPG letter of complaint – (*letter attached to minutes*) - it was felt this was a disappointing 'standard' response letter and had not addressed the issues raised. Caroline Aldridge and Chris Boothroyd will pursue the matter with the CQC.

Action – Caroline Aldridge/Chris Boothroyd

Carers' support issues –

April Boyle had contacted Sheila Biddicombe, Dorset Council, who had said at the time that there was 'not a lot' available for carers generally. However, within our own Practice, Pauline Chart (Social Prescriber) and Georgie Goddard (Care Co-ordinator working with the social prescribing team) are updating the database of registered carers and are working with the Carers' Lead to pro-actively identify carers, contacting them annually. They aim to branch out into Young Carers, and are starting to work with schools to identify young carers and offer support. A recent Drop-in for carers at Lyme Regis Medical Centre was very successful and it is hoped to roll this out further.

It was noted that there have been two Practice Carers' Leads, one at each surgery, but this will shortly reduce to one covering both surgeries when one goes on maternity leave.

Dorset Council estimates that 11% of the population are Carers, but the number is difficult to quantify as many people do not identify themselves as 'carers'.

Named G.P. – April re-iterated that it is a requirement of the Practice contract for the 'Named' G.P. to be a 'Partner' – this is Dr. Forbes Watson. However, any patient can request another G.P. to be their 'Usual' G.P. by contacting the Practice.

4. Regular Items:

(a) Practice Report – (*sent out with Agenda*).

Sarah Hill

Text message reminders about appointments are working well – there is a low rate of non-attenders.

The Practice is still down on one G.P., despite continuing to advertise and it has been difficult to get Locum G.P.s for face-to-face appointments.

- (b) **Student Representation** – Lily Peel and Sophie Carey were welcomed from Woodroffe school – it is good to have them on board to represent the younger generation. Karen Jenkin is considering taking over Caroline Powley's liaison role with the students as Caroline has retired from the Steering Group.

Sarah McNulty, Lead Social Prescriber, described the channels opening up with local schools such as 'The Self Service' initiative with Colfox and Beaminster schools, in which the Social Prescribers hope to engage with students to promote well-being. So far, the number of referrals into the Children and Young People service is 70, with an end of year projection of 124.

The plan for Woodroffe is that a Social Prescriber will be there all day on a Thursday, with drop-ins at lunch time for self-referrals.

How does the school identify young carers? Lily described the workshop set up by the drama department which enabled youngsters to come out of their shell and tell their story, which worked very well.

- (c) **Issues raised by members** – (*sent out with agenda*). Angela and John Tucker have kindly offered to take over emptying the Red Box in Charmouth surgery waiting room. Caroline Aldridge continues to co-ordinate responses.

A couple of issues were addressed at the meeting:-

What is the 'LIVI' service and why do they phone so late? – Sarah and April explained that LIVI G.P.s are 'remote' G.P.s who provide telephone consultations. 'LIVI' is the name of the company providing this service. As they are usually the same G.P.s, the continuity is good, but they can phone late in the evening – it transpired that the Practice contracted for 4 hours, 4pm -8 pm, but the LIVI G.P.s say their contractual hours are 6 pm – 10 pm. The Practice Managers are currently dealing with this issue.

Action – Sarah Hill/April Boyle

Does Lyme Bay Medical Practice outsource the handling of medical correspondence? as one patient had been told – Sarah and April explained that when letters e.g. from hospitals arrive at the Practice, they are scanned, then sent electronically to the Primary Care Network hub at the Ammonite surgery in Bridport to be 'processed' i.e. coded according to content. The letters are then sent electronically back to the doctor.

- (d) **Report from Communications sub-group** – (*sent out with agenda + article written for LymeOnline*)

Chris Boothroyd asked us to consider what we want from our Health Service? E.g. as suggested by Dr. Forbes Watson at the Open Meeting, if more of the health service funding was put into Primary Care and Social Prescribing, then there would be less pressure on hospitals, but nothing will change unless we as individuals make our views known. It was thought this would be a good topic for a PPG Open Meeting, with members of the Integrated Care Board (ICB) in attendance. (*The ICB is the statutory NHS*)

organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging the provision of our health services.)

5. **Review of last year and planning:** *(Review attached to minutes)*

Members of the Communication sub-group were thanked for their continued hard work throughout 2022.

Planning - the plan in 2023 is to again have two open meetings on top of the bi-monthly Steering Group meetings

6. **Open meetings in 2023** – the first Open meeting will be held in June – topic possibly as per item 4 (d) involving the Integrated Care Board. The second is planned for November which will be combined with the AGM. Venues were discussed – Pine Hall at Lyme Regis Baptist Church is one possibility, but parking might be an issue. April offered to find out about St. Andrews Hall in Charmouth, which is a good size with good parking.

Action – April Boyle

7. **Patient appointments:** David Hardman asked for clarification about a figure he had seen quoted in a newspaper article about patient waiting time for appointments - Cranbourne Practice was near the top and Lyme Bay Practice was very near the bottom. Sarah has requested information from the Primary Care Network to find out how the figures were calculated, as different surgeries have different recording systems e.g. Lyme runs a Triage system which other surgeries do not have, and this Triage system ensures that patients who need to be seen on the day are given appointments from the daily slots that are saved for this purpose.

Action – Sarah Hill

8. **Hospital discharge procedures :** *(see attachment to minutes)*. Chris Boothroyd explained the Bridport Hospital Hub system which co-ordinates the care, support and rehabilitation when patients are discharged. Unfortunately, the Hub does not have access to the Royal Devon & Exeter Hospital record system, so people need to be alert to the fact that if they are discharged from the RD&E, they need to ensure all information is passed on locally. Chris has been working with Dorset Healthcare to produce a map of all Community Services, a copy of which was handed out at the meeting.

9. **Any other business:**

Recognition was given to John Best, former active member of the Steering Group who has now moved to Bridport. David Hardman will pass on the thanks and appreciation of the PPG for his work.

Shirley Williams asked how people can get to hospital appointments if they don't have any transport or anyone to take them. Taxi fares to e.g. Poole or Bournemouth are prohibitive. Joanna offered to find out about local voluntary transport services.

Actioned by Joanna Scotton – (see attachment to minutes)

10. **Date of next meeting:** the next meeting will be held on **Tuesday, 21st March.**

Thereafter meetings will be on : 16th May, 18th July, 12th September, 21st November 2023

Minutes – Joanna Scotton