

**LYME BAY MEDICAL PRACTICE**  
**MINUTES OF THE PPG STEERING GROUP HELD AT LYME REGIS MEDICAL CENTRE**  
**ON TUESDAY 21<sup>st</sup> March 2023 AT 3.30 P.M.**

**1. Welcome and identification of participants:**

Dave Edwards–Co-Chair, David Hardman–Co-Chair, April Boyle and Sarah Hill – Practice Managers, Shirley Williams, Charles King, Chris Boothroyd, Vicci Stocqueler, Jane Mansergh, Angela and John Tucker, Colin Bowditch, Sarah McNulty – Lead Social Prescriber, Karen Jenkin, Valerie Ingram, Gill Bailey, Karen and Nigel Ball, Catherine Whiteside, Elaine King

**2. Apologies:** Caroline Aldridge, Lily Peel and Sophie Carey – Woodroffe Student reps., Joanna Scotton

**3. Minutes of the last meeting on 20<sup>th</sup> September 2022 were approved.**

**Matters arising:**

**(a) Care Quality Commission (CQC) response to PPG letter of complaint**

Caroline Aldridge would respond to the CQC.

**Action – Caroline Aldridge**

**(b) LIVI**

April explained that LIVI was a remote NHS GP service offering appointments from home or work including medical advice, referrals and prescriptions. In future evening calls would be between 1600 and 2000

**(c) Patient Appointments**

Sarah said the availability of appointment slots was improving and would report further in Practice Reports

**Action – Sarah Hill**

**4. Regular Items:**

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

Text message reminders about appointments are working well. Reduced no-shows.

The Practice is still down one G.P., despite continuing to advertise and it has been difficult to get Locum G.P.s for face-to-face appointments. Pharmacist in place. Practice Organisation Chart had been issued.

**(b) Student Representation – Lily Peel and Sophie Carey were unable to be present due to school pressures. Karen Jenkin is considering taking over the liaison role. No response had yet been received from Woodroffe School to Practice approaches.**

**(c) Issues raised by members – (sent out with agenda)**

Caroline Aldridge continues to coordinate responses.

A couple of issues were addressed at the meeting: -

- (i) Point made regarding Patient Privacy in the Reception area. Practice to have a discussion with Receptionists.
  - (ii) Sarah confirmed that there was currently no routine interchange of records between the Practice and the Kent House Dentist
  - (iii) One particular glowing report had been received from a Charmouth patient.
- (d) **Report from Communications sub-group** – *(sent out with agenda + article written for LymeOnline)*

Noted that LymeOnline was now only available online but that the PPG entry would continue to be included on that platform.

Chris Boothroyd was in contact with Kate Calvert of the Integrated Care Board (ICB) who was happy to present to the PPG Open Meeting now arranged for 27<sup>th</sup> June at UpLyme Village Hall. He was meeting with her to discuss the format and topics to be covered.

No progress on electronic information panels.

**(e) IT issues**

Charles said that the Practice website was much improved, but more feedback was needed (email to [CG997@gmail.com](mailto:CG997@gmail.com). Cranbourne PPG was giving valuable assistance. Nigel was going to look at training for users of Systmonlineto get more out of it.

Marie was now the Practice IT contact.

**5. Nomination of Peter Hodges, Pinhay House leader, as a Steering Group member**

This was agreed without demur.

**6. Terms of Reference update**

The latest version to be formally approved at the AGM

**7. Community Services diagram**

This would be shared with the ICB at Chris's meeting with Kate Calvert

**Action – Chris Boothroyd**

**8. NHS Healthwatch:**

Over 75s were already entitled to an annual Health Check now and only had to phone the Practice to arrange it. As of next year 45 to 74s could do the same.

**9. Any other business:**

**(a) Welcome Café**

Glowing reports had been received from attendees.

**(b) Dorset Healthcare Zoom sessions**

Query had been raised concerning privacy intrusion.

**(c) Bymead House, Charmouth**

Noted that change of ownership was anticipated to take place at the end of May 2023

**(d) Practice Maintenance**

Nigel queried who was responsible for the maintenance of the Practice estate. Sarah confirmed that this was dealt with by Dorset HealthCare, but that cleaning was the responsibility of the Practice. Nigel drew attention to rubbish at the adjacent Bus Stop

(e) John Best had responded to the thanks and appreciation of the PPG for his work.

10. **Date of next meeting:** the next meeting will be held on **Tuesday, 16<sup>th</sup> May.**

Thereafter meetings will be on : 18<sup>th</sup> July, 12<sup>th</sup> September, 21<sup>st</sup> November 2023