

LYME BAY MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING

Date:	Tuesday 3 rd December 2019
Time:	2.00 – 4.00pm
In attendance:	Alison Robinson – Patient Service Manager Sarah Hill – Practice Manager Joanna Churchill – Admin Lead Diane Spencer – Medical Secretary Jim Gammans – Dorset CCG (Guest Speaker)
Patient Representatives:	David Edwards – Joint Chair Jane Mansergh Caroline Powley Chris Boothryd Caroline Aldridge Pauline Frost
Apologies:	David Hardman – Joint Chair Victoria Stocqueler Sue Puddicombe Roz Pritchard Shirley Williams Hazel Pennington

1) Welcome, introductions & apologies

The chairman welcomed everyone one, including two new members to the meeting and thanked everyone for attending

2) Matters arising from last meeting on 30th September 2019

Minutes checked and agreed with the only two outstanding items:
Group agreement of the terms of reference, Caroline brought a more simplified version that she had found on another surgery's website, St Johns Medical Practice. It has been agreed to circulate our proposed terms of reference and the one Caroline sourced to all PPG members and to finalise at the next meeting.

NAPP membership – Sarah to check membership has been renewed

3) Caroline Powley spent time at both surgeries during our flu clinics and very successfully got many practice surveys completed by patients as well as 3 possible new PPG members. On the whole patients were pleased with how the merge had

gone with some unaware a merger had even happened. Prescriptions were causing the biggest headache for our patients with the following points were made:

- I. *Long delays at pharmacies*
- II. *Problems with logging into systmone or ordering prescriptions via our website*
- III. *Medication wastage when patients are given medication, they didn't order*
- IV. *Some confusion over which surgery their appointments are at*

4) Jim Gammons – Dorset CCG – Guest speaker

Jim Gammans from Dorset CCG joined our group as guest speaker to discuss ways of improving communication between the practice and patients, setting up virtual groups and the best way to achieve this. There will be an online tool kit launching soon by Dorset CCG which should help.

5) Practice feedback

Firstly Sarah wanted to thank Caroline Powley

The practice recently had a telephone call from CQC to ascertain whether we needed a compulsory visit to the practice since the merge or whether this could be delayed. Again on the whole they were pleased with how the merge had gone and felt a visit could wait for another 6 months or so.

We have had a few staff role changes with Carys retiring, Sarah R & Louise will now help Sally with triage and prescription queries whilst Dominique & Wendy will mainly concentrate on nurse one.

Unfortunately a few admin team members have left but recruiting for replacements was very successful.

6) Specific Issues – Health Champions

Unfortunately Sarah H only had chance for a quick update on Health Champion due to other items on the agenda over running & will give a full update at the next meeting.

7) AOB

David E – have suggested meeting with JC to discuss the website & how it may be improved

8) Date of Next Meeting

Tuesday 4th February at 2pm