

# LYME BAY MEDICAL PRACTICE

## PATIENT PARTICIPATION GROUP ZOOM MEETING

### MINUTES

Date: Tuesday 25<sup>th</sup> May 2021  
Time: 3:00pm

Welcome and identification of participants & apologies:

1. Attendees:

David Hardman – Chair  
David Edwards – Chair  
Caroline Powley  
Caroline Aldridge  
Shirley Williams  
Sally Holman  
Paulene Frost  
Sarah Smith  
Sarah Hill  
Alison Robinson  
Dr Forbes Watson at 3.30pm

2. Apologies:

Chris Boothroyd  
Jo Churchill

3. Minutes of last meeting:

Minutes read and agreed.

Minutes on website.

Q – there are problems with the website, the newsfeed seems out of date.

A – the newsfeed is on a rolling stream so older news will re-appear.

Action – to be looked at to ensure the current news is more evident and to archive the older news.

Joanna Scotton, Chair of Charmouth PPG will be sent the Lyme Bay Medical Practice PPG TOR. Charmouth have previously had an open PPG membership and arranged speakers for the group.

Q – there have been patient comments regarding telephone calls into the practice and not knowing whether the call has been answered in Lyme or Charmouth.

A – currently the calls are still answered in the separate premises, so if they ring the Charmouth number the Charmouth staff answer and the same with Lyme Bay. There are plans to amalgamate the telephone lines in a few weeks. After this time staff will ensure they identify where they are based when answering the phone.

4. PPG recognition of departure of Sally Cable:  
Sally will be thanked for her long years of service.

5. Response from Dorset Health Care regarding beds at LRNH:  
The beds will be gradually reduced over the coming months, to 3 from June, then 2 from September. The demand will be monitored, and rehabilitation assistants recruited for a fully functioning at home service. If successful they would look to reduce the beds to nil.

6. Clinical waste- (Sally Holman):  
Dorset County Council do not provide a clinical waste collection from patient's homes. This caused a problem with a patient; the solution was for them to bring the waste to the practice who followed infection control guidance in disposing of this waste.

7. Patients named GP – (Chris Boothroyd):  
All patients are registered with Dr Watson as the GP Principal. Patients can book a telephone call with the GP of their choice if they book ahead but if they need an 'on the day' appointment this would be triaged by the Nurse Practitioners and if needed they would be contacted by the GPs working on that day. Dr Watson will read the short paper by Chris Boothroyd on "named GP" and will give a considered response at the next meeting.

8. Woodroffe School/ student representation- Caroline P:  
Thanks to Caroline for contacting the 6<sup>th</sup> Form Supervisor with the invitation for students to join the PPG. They will get back in touch in the autumn term when they know more details about the course work/exam commitments.

9. COVID Update/ Practice report on Charmouth merger, staffing etc:  
COVID Update:

Clinics continue at Bridport Medical Centre on most Wednesdays and Saturdays, depending on vaccine delivery dates. There are plans to hold some clinics at LRMC.

Charmouth merger:

The clinical systems have merged.

The same GPs are working at Charmouth and Lyme Regis.  
An HCA will be working at Charmouth for two mornings a week.  
eConsults are processed centrally then divided equally between all the GPs.  
The Nurse Practitioners triage all the 'on the day' requests.  
Louise Tate (NP) works at Charmouth on a Wednesday.  
The telephone systems are still separate but will merge in a few weeks.  
This will mean that whichever number is rung (Lyme or Charmouth) the call will be answered by any of the Admin team, who will indicate where they are when they answer the call.  
The Admin team in both sites have swapped to familiarise themselves in case they need to cover each other.

10. Enlarged PPG issues, venue, times, terms of reference, personnel:

Joanna Scotton will feedback her thoughts on the Lyme Bay TOR.  
Review the time of day for future PPG meetings.  
CA – all patients should be members of the PPG and there should be a core group with roles eg, secretary, administration to set the meetings up etc, Suggestion is to hold larger meetings and invite a speaker.  
Each meeting should be an exchange of information.  
Discussed how to progress as a large PPG – frequency of meetings etc.

11. Dr Forbes Watson presented slides on Primary Care to the group:

12% increase in appointment activity in the past 12 months  
10% reduction in face to face appointments  
133% increase in virtual appointments  
Covid vaccinations delivered by Primary Care – Jurassic PCN are 5%– 10% above average in the UK.  
Primary Care is bearing the burden of queries about long secondary care waiting lists.  
Answers to questions from the PPG members:  
There is no definite information about a Covid vaccination booster programme.  
There is no definite information about the flu programme for this year.  
There has been a service set up for patients suffering from long Covid.  
There were offers of support to encourage patients to take up the vaccine invitations.

12. AOB:

Jim Gammans - Engagement & Communications Co-ordinator CCG (PPGs) has sent details about Building Healthcare Partnerships training on 23<sup>rd</sup> June. Interested PPG members need to sign up before the end of May.

Age UK Footcare – new number 01305 269444

Website – Charmouth website has merged with Lyme Bay website. DE will send his comments about maintaining the website to SH.

13. Date of next meeting:  
Tuesday 20<sup>th</sup> July at 3pm