

**LYME BAY MEDICAL PRACTICE**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**TUESDAY 22<sup>ND</sup> MARCH 2022**

**1. Welcome and identification of participants**

**Present:** David Hardman – Chair, Dr. Forbes Watson, Caroline Powley, Angela and John Tucker, Vicci Stocqueler, Jane Mansergh, John Best, Chris Boothroyd, Katie Bartlett and Ariane Horn – Woodroffe students, Joanna Scotton – Secretary.

**2. Apologies:** Sarah Hill, April Boyle, Penny Rose, Dave Edwards, Shirley Williams, Ros Coles, Caroline Aldridge

**3. Minutes of last meeting were agreed.**

**Matters arising:**

**Carers' Support Issues/Named G.P. issues** – carry forward

**Action – April Boyle**

**Memory Cafe** – Caroline Powley reported that the recent meeting had been very successful, with a lot of support. Two new members had been referred by the Practice Social Prescriber. The group will continue to meet at Lyme Regis Football Club on the 3<sup>rd</sup> Wednesday every month – more people welcome.

Caroline also recommended the **Community Cafe at The Hub in Lyme Regis** where everyone is welcome for morning coffee and lunch every Thursday morning.

**Student Representation** – Caroline introduced Katie Bartlett and Ariane Horn, students from Woodroffe school. It was agreed that we need to work out, with the students, their role within the group – they need to think about what they need, consulting other students possibly by a questionnaire. Katie and Ariane will continue to attend meetings and report back on behalf of the students at the school. Woodroffe has a 'Well Being team, but It could also be useful for the students to have a contact outside the school if needed. Jane Mansergh suggested the Practice has a 'named person' willing to be a contact.

**Lloyds Pharmacy issues** – Caroline Powley described her recent poor experiences with Lloyds Pharmacy, despite the recent endeavours by Lloyds to improve things. David H. suggested raising the matter with Sarah at the next meeting as she continues to meet with Lloyds regularly.

**Action – Sarah Hill**

**Use of Volunteers** - carry forward to next meeting

**Action – April Boyle**

**4. Review of Nursing Home Bed Contract in Lyme Regis.**

Unfortunately Helen Persey, Head of Integrated Community Services, cancelled due to Covid. David Hardman read out an email received from Helen explaining that Dorset HealthCare had given notice on the beds at Lyme Regis Nursing Home for the end of April

and they now have two choices – to buy beds in another nursing or residential home, or use the money to recruit care/rehabilitation assistants to support more people at home.

The issues were discussed, with helpful input from Dr. Forbes Watson. If a contract arrangement is set up with a nursing or residential home, purchasing a set number of beds, then these beds need to be filled, otherwise the cost of paying for the beds weekly will be wasted. People's choice on coming out of hospital is very often to return to their home. However, supported care at home needs the workforce to deliver this and it takes time to recruit and train staff in an industry where there are already shortages. The ideal would be a 'mix and match' arrangement – supported care at home with a spot purchase arrangement for beds in a local home as needed, but of course beds may not always be available when required. Another issue is that there is an increasing need for help with both physical and mental health needs.

The matter will be discussed further with Helen Persey when she attends the next PPG meeting. Chris Boothroyd suggested that as the subject is connected to the wider of issue of community care, a member of Adult Social Care Services should also be invited to attend the meeting – Chris offered to find out who this would be.

**Action – Chris Boothroyd**

#### **5. Practice Report – Dr. Forbes Watson**

The Practice continues to operate as well as it can, offering face-to-face appointments, as well as telephone appointments, the latter actually suiting many patients better. However, there are challenges. There has been unprecedented demand for services with the relaxation of the Covid rules – Covid in Dorset has doubled and this has had a considerable impact on the Practice. There has been a significant knock-on effect on hospital admissions which are currently running well above recommended limits. Staff absence at the Practice is currently running at 18%, 67% of which is Covid related. Staff absence now is higher than at any time during the pandemic and those staff remaining are stretched and very stressed.

One of the two Nurse Practitioners is currently off long term sick, so this service is 50% down and one nurse is due to start maternity leave. A new Nursing Associate has just started, and a Pharmacist has just been recruited to the Practice starting in June, who is also a Prescriber.

With regard to young people, Dr. Watson said he will be liaising with the school, looking at how the Practice can integrate with the school. A 'breakfast club' had previously been considered, but this was put on hold during Covid.

**Dr. Watson made a plea for everyone to continue to be socially aware and wear masks at any public gatherings.**

John Best said that many Charmouth patients continue to see themselves as 'Charmouth' and don't realise they have access to all the same services as Lyme residents. It was emphasised that ALL patients, whether in Lyme or Charmouth, have the same access to ALL services – it is one G.P. Practice on three different sites. The Kent House site houses

dentistry, is used by some community services and has been used to see more vulnerable patients during Covid.

Dr. Watson emphasised that there is NO intention to close the Charmouth site in the foreseeable future.

Caroline Powley asked if the fourth Covid vaccination programme could be offered locally – Dr. Watson said they would like to do this and it is currently under discussion.

#### **6. Report from Communications sub-group (report sent out with agenda)**

The group has met twice, once with Sarah Hill, Practice Manager.

Chris Boothroyd thanked the sub-group for their work and went through the underpinning principles and actions to take forward:

PPG involvement is needed to offer real practical help to the Practice which has been through a lot of upheaval over the past few years with the merger of the two Lyme Practices, followed by the merger with Charmouth, followed by Covid.

The Practice website needs to be user-friendly, up-to-date and working properly e.g. the link to the PPG minutes does not work. Dave Edwards is working with Sarah on short-term improvements.

Patients need to be encouraged to give the Practice their email addresses and mobile phone numbers for texting.

The current contract with the website provider ends soon – this will be an opportunity to change to another system that is easier for patients to navigate. PPG members are asked to explore good options on other Practice websites to use as examples. Chris Boothroyd is happy for any good examples found to be emailed directly to him at [chris@caboothroyd.net](mailto:chris@caboothroyd.net)

We need to promote the new unified Practice and the benefits to patients. A good start would be unifying the signage on each of the three sites which presently varies greatly from site to site. Dr. Watson agreed to address the signage at Charmouth.

**Action – Dr. Forbes Watson**

We need to create a permanent foundation that underpins the principles of communication on a daily basis. A variety of methods is required as patients have a variety of preferences.

Actions identified to get the ball rolling within a reasonable time:

- (1) Someone within the Practice should be nominated to have responsibility for communications, with whom the PPG can liaise directly. Ideally this would be someone with the interest and skills to run the website.

- (2) A Newsletter issued three times a year, starting in June, updating patients on what is important at the time.
- (3) Digital information display screens could be set up quite quickly at each site.

*All information needs to be topical, timely and accurate!*

David Hardman thanked the group for their work.

## **7. Any Other Business**

David Hardman referred to a letter in the press about the difficulties and high cost of travelling to Poole Hospital for treatment. Dr. Watson responded that as much care as possible is delivered at Dorchester, and there is usually an element of choice, though this is not always possible with the nature of the county of Dorset

Chris Boothroyd suggested that now we have the dates set for future meetings, we could pre-book topics/speakers for issues of interest. The idea was agreed.

**Action - All PPG members to email Joanna Scotton with suggested topics for discussion.**

## **8. Date of next meeting – 17<sup>th</sup> May 2022 at Lyme Regis Football Club.**

**Dates of future 2022 meetings - 19<sup>th</sup> July, 20<sup>th</sup> September, 22<sup>nd</sup> November.**

Minutes – Joanna Scotton.