

LYME BAY MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY, 30TH APRIL 2024 AT 2.30 P.M.

1. Welcome and identification of participants:

Sarah Hill, April Boyle (Practice Managers), Caroline Aldridge, David Hardman, Penny Duffield, Susan Gale, Alan Kennard, Jane Mansergh, Lynette Ravenscroft, Elaine Taylor, Andy Taylor, Colin Bowditch, Joanna Scotton (Secretary).

2. Steering Group apologies: Vicci Stocqueler, Angela and John Tucker, Peter Hodges

3. Minutes of previous meeting and matters arising:

(a) Lobbying Dorset Integrated Care Board (ICB) in support of The Public Health Collaboration's Diet and Lifestyle course for all newly diagnosed diabetics.

The PPG had previously had a positive response from Sharon Rust, but unfortunately she has now left her post as Senior Programme Lead of the Diabetes Programme. Vicci and Dr. Sue Beckers will therefore have to start again when Sharon's replacement is in post.

Action- Vicci Stocqueler

(b) Complaint to Care Quality Commission (CQC)

Caroline Aldridge and Peter Hodges now have a video call booked on 16th May 2024, to meet with Neil Cox, Deputy Director of the CQC South Network. They aim to push the question: how does the CQC intend to work directly with patients during future inspections? Feedback at the next PPG meeting.

Action – Caroline Aldridge/Peter Hodges

(c) Provision of local community beds

David Hardman's letter to Damien Kendrick, Locality Manager for Mid and West Dorset, and Damien's reply, were circulated with the agenda. The Steering Group agreed that Damien's very general response to David's specific questions was very unsatisfactory. David intends to persist in trying to find out what has happened to the money that has been saved by not providing local community beds. We also want to know how people who need the previous service are being managed within the community, particularly since there has been no increase in community staff, as we were told would happen in the absence of nursing home beds for people discharged from hospital.

Sarah Hill will give David the name of another person to approach, and David will also ask for support from Chris Loder, M.P.

Action – David Hardman/Sarah Hill

(d) Car parking concerns at Lyme Regis Medical Centre

Sarah and Vicci have pursued this matter. Sarah has contacted Dorset Council and someone is coming out about the issue of people parking on the double yellow lines outside the entrance to the surgery. The Highways Department will be sending out an Enforcement Officer regarding the same matter. Highways are also looking at a 20 mph zone along the road, possibly 24 hours, or just during school exit times. According to the Highway Code, you must not park less than 10 metres (32 feet) from a Junction.

Dorset Healthcare own the building and the Practice has been in discussion with them about a disabled bay, as well as disabled access and the possibility of a pedestrian walkway from the car park to Reception. Susan Gale suggested erecting signs e.g. 'Private Car Park for the Medical Centre' as a deterrent. Sarah will discuss this with Dorset Healthcare.

Staff do not think there are many people who park without using the Practice, apart from parents at school times, and the school has been spoken to many times.

Vicci hopes to have a meeting with our local councillor in the near future.

Two patients with disabled badges reported to Vicci that they had been challenged aggressively by a man when they parked outside the chemist and they wondered if members of the PPG, or volunteers, were now acting as parking wardens? Vicci reassured them that this was not the case!

Action – Vicci Stocqueler/Sarah Hill

(e) Discharges from Royal Devon and Exeter Hospital

Maurice Dunster has not received any response from patients to his request in the minutes of the last meeting to let him know of any problems with discharge from the Royal Devon & Exeter Hospital in Devon, back home over the county border to Dorset. April had responded on behalf of the Practice.

This topic created considerable discussion about the problems caused when various NHS systems are not linked up, not just for patients but also for practice staff.

4. REGULAR ITEMS:

(a) Practice Report. This was circulated with the agenda.

Further to the item on Carers' Week 10th -16th June 2024, Sarah announced that the Social Prescribers are holding a drop-in Carers' Event at the Lyme Regis Practice on **Tuesday, 21st May 2024**. Carers registered with the Practice as Carers will get an invitation and details by text, but anybody is welcome to attend – the event is open to all.

Colin Bowditch said that the Rotary Club had funded a Carers' Day at the Bridport Youth and Community Club, Gundry Lane, Bridport during Carers' Week on 14th June – another day event open to all carers.

(b) Issues raised by members:

- (i) Further to the item raised at the last PPG meeting regarding a patient's concern about medication being changed 'further down the line' after it had been agreed with the doctor, Caroline Aldridge asked if the Practice could provide a generic explanation so patients can understand the reasons why this might happen. **This is attached to the minutes.**
- (ii) A patient wishes to promote Nordic Walking as a health benefit – the card was given to Sarah Hill, who will pass it on to the Social Prescribers to add to their portfolio.
- (iii) A patient has asked if Reception can have paper forms for those people who are unable to complete forms on-line, or do not use a computer. April and Sarah responded saying that copies of forms should be available on Reception in a folder, and they will check this out.

Action – Sarah Hill/April Boyle

5. Any Other Business:

- (a) Alan Kennard asked how prevalent **Autism** is, how many patients with autism are known to the Practice, what resources are available, and where?

Action – Sarah Hill

- (b) **Digital technology** – at the beginning of the meeting, when introducing himself as a new member of the Steering Group, Andy Taylor described his role as a 'Digital Champion'. **Computer training sessions are held at Lyme Regis Library, currently Monday afternoons but shortly changing to Monday mornings. If anyone needs assistance e.g. operating their computer, getting on-line, or accessing and using the NHS App, he and others are there to help.**

Appointments can be made either by:

phoning Lyme Regis library direct on 01297 443151,

or by phoning Dorset Council's Digital Support Hotline on 01305 221048

or by looking at Dorset Council's website: www.dorsetcouncil.gov.uk and searching for Digital Champion Sessions.

Andy also recommended a Barclays Bank website that enables anyone to learn and develop their digital skills (including using the NHS App.). You do not have to have an account with Barclays, but you do have to register with an email address. The Barclays site is called Digital Wings and can be found at <https://www.barclays.co.uk/digital-confidence/digital-wings/>

Discussion followed about the pros and cons of the digital E-Consult system. The question was raised about why the system is not useable evenings and weekends? The answer from staff was that when E-Consult was available for patients to use 24 hours a day, they could not cope with the numbers coming in over the weekends and during the night, which is why it is only useable when the surgery is open. There were also instances of people abusing the system out-of-hours.

There is the possibility of more E-Consult training for patients, which Sarah will look into.

Action – Sarah Hill

Date of next meeting - 16th July, 2024.

Minutes – Joanna Scotton, Secretary, Lyme Bay Medical Practice Patient Participation Group.

Explanation regarding issue of medication from April Boyle, Practice Manager:

The practice has a process for handling requests for medication, if items are on the patients repeat list and they are due for issuing this is straight forward and can be requested directly by the admin team dealing with request, this then goes to the Prescribers (GPs, Nurse practitioners, Pharmacists) for digital signing. Where a request is put in for a medication that is not due, has not been issued for some time, or is not on the repeat list, this then needs to be forwarded to the prescribing team to deal with, sometimes more than one person can be involved in the process depending on the type of drug that is being requested. Our pharmacy team also are involved in changing medications to more cost effective prescribing where appropriate and recommended by the NHS as well as having to source alternative drugs when some are not available which happens more frequently of late. The practice manager would only get involved if we were requested to intercede by a member of the team if there was a problem in issuing the medication.

With regard to confidentiality, all employees of the practice are signed up to a code of confidentiality and information is only shared with those involved with the care of the patient.

With reference to medication being removed from the repeat list because of 'stockpiling' that would have been a decision made by a clinician to remove from the repeat list. We allow patients to request their medication 2 weeks before it is due which would have allowed time to issue any medication that may have been removed from the repeat list.

We can only apologise that on this occasion the patient was not happy with the time it took for us to resolve their request for their medication, but can only assure them that we are doing our best, and that we regularly deal with in excess of 700 prescription requests per week.

April