

LYME BAY MEDICAL PRACTICE

MINUTES OF PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY 16TH JULY 2024 AT 2.30 P.M.

1. Welcome and identification of participants:

Vicci Stocqueler (Chair), Sarah Hill (Practice Manager), Julie Mullen (Head of Admin.), Caroline Aldridge, Alan Kennard, Lynette Ravenscroft, Elaine King, Joanna Scotton (Secretary).

2. Steering Group apologies: David Hardman, April Boyle, Angela and John Tucker, Susan Gale, Colin Bowditch, Shirley Williams, Jane Mansergh, Andy Taylor, 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.

Sharon Rust, Commissioner for Diabetes Intervention, Dorset Integrated Care Board, who had previously sent a very positive email, has now left her post, but Vicci had a conversation with her replacement, who said that whilst she was happy to publicise The Public Health Collaboration's Diet and Lifestyle course on their website, and would be happy for anyone to set up local courses, Dorset Healthcare would not be offering funding support (people presently have to pay for the course).

Caroline reminded the meeting that the emphasis from Dr. Sue was on a low-carb diet which has proved to be very effective, rather than the longstanding low-fat diet recommended in current practice.

Vicci will liaise with Dr. Sue about this latest development. **Action – Vicci Stocqueler**

Sarah offered to invite Emma Dunn, Diabetic Dietician to our next meeting to talk about the service that she offers. **Action –**

Sarah Hill

Discussion followed about how people who are pre-diabetic may be identified and tested.

(b) Complaint to Care Quality Commission (CQC)

Peter Hodges had offered to support Caroline Aldridge in her on-line meeting with Neil Cox,

Deputy Director South Network – Hampshire, Dorset, Bath & Wiltshire, Care Quality Commission, but the meeting had been rescheduled by the CQC and Peter had not been informed, despite Caroline being reassured that he had. Caroline therefore

spoke to Neil Cox on 30th May 2024 (two years after the inspection to which our complaint referred!). but did not feel the meeting really addressed our main issue i.e. the lack of engagement with the PPG at the time of the inspection. This was reflected in an email from Neil Cox after the teleconference, which Caroline read out at our meeting. Not only did it contain incorrect information, but was fairly general in content. We agreed that nothing more could be done, but Caroline offered to draft a response to Neil Cox requesting reassurance that the CQC will engage with the PPG in future inspections, which will be circulated to members of the Steering Group.

Discussion followed about the outcome of the inspection and the response by the Practice.

Action – Caroline

Aldridge

(c) Provision of local community beds.

Report sent by David Hardman: David, Vicci, John Tucker and Sarah had a face time meeting on Tuesday May 28th with Kris Dominy, Chief Operating Officer and Deputy CEO Dorset Healthcare.

Kris Dominy made it clear that there was no longer any ring fenced money that we had been told would be utilised in terms of step down, step up bed provision and increased social care at home. The money had been reallocated to financing Dorset Healthcare debt. She apologised that we had not been informed sooner.

She agreed there had been no increase in social care provision. She made noises about what was intended but did not sound very convincing.

The PPG members were deeply disturbed and disappointed and made their views known.

At the end, David made it clear that the lack of honest transparency showed a disregard for the work of the PPG and that we had only got an explanation and apology because we had become a persistent irritant. We resented being strung along and it reflected badly on Dorset Healthcare

Kris Dominy again apologised but quite clearly it was a fait accompli.

Sarah was asked if there was any problem in delayed hospital discharges because of a lack of community home care? She was not aware of any problems, and therefore thought not.

(d) Car Parking concerns at Lyme Regis Medical Centre

Previous doctors are owners of the surgery building and lease it to Dorset Healthcare. NHS Property Services manage the building on behalf of Dorset Healthcare. NHS Property Services have liaised with the owners to agree on the work to be done. Plans have been proposed for a walk way up from the car park + two disabled parking bays with access to the front entrance. The plans should be completed within two months.

PPG members again voiced their concerns about where and how people park – it is not just inconsiderate, but positively dangerous, as well as being illegal when people

park on the double yellow lines. Sarah offered to contact the Highways Department again about the issues.

Action – Sarah Hill

(e) Prevalence of Autism and resources available.

Approximately 9,000 patients are registered with the Practice, of whom 83 people are registered with Autism – 15 adults, the remainder children. Referrals are made to Bridport Mental Health Team.

People with a learning disability and autism have an annual health check.

All staff and clinicians are receiving training in autism.

Sarah will enquire about the help available at Woodroffe School.

Action – Sarah Hill

What is the impact on the surgery? Not so much Autism, but the growing number of people with mental health problems is having an impact to the extent that the Practice has identified that it would be beneficial to have a mental health worker within the Team.

(f) E-Consult training for patients

Andy Taylor has liaised with Peter Lloyd – Jurassic Coast Digital Care Co-ordinator. The intention is to show patients on a ‘synthetic’ app, how to use the NHS App. The NHS App is an extremely useful tool for making appointments, ordering prescriptions, checking test results + other things, but many people do not know how to download the App on their mobile phones, or have difficulty doing so.

Andy had asked if people could be reminded of his digital help sessions (including how to download the NHS App) at Lyme Regis Library on Monday mornings 10.00 a.m. – 1.00 p.m.

Appointments can be made at the library in person, or by phoning the library on 01297 443151

Or by phoning Dorset Council’s Digital hotline on 01305 221048

Andy will be doing digital staff training at the surgery, to enable staff to help patients.

Action – Andy Taylor

4 (a) Practice Report.

This was emailed out with the meeting agenda.

Sarah was asked how the Well Being event had been advertised – this was organised by the Primary Care Network – it was advertised on Facebook and patients had been sent text messages.

4 (b) Issues raised by members

- i. A Steering Group member said she had been told by 6 different patients with different ailments that they had been very disappointed with their physiotherapy appointments at the surgery as the staff member had not done any ‘hands-on’ treatment, just given them some exercises to do.

Sarah and Julie explained that these would have been 'first contact' physiotherapy appointments i.e. assessment, advice + exercises to try if appropriate. If these exercises do not give any benefit, then the patient should report this back and they can then be referred for other options e.g. an X-ray, possibly an injection, or to the 'community physiotherapist' (also based at the surgery) for a more 'hands-on' session. Sarah will speak to the 'first contact physiotherapist' and ask them to clarify to patients what the appointment is about.

Action – Sarah Hill

- ii. A patient had completed a card for the PPG box at the surgery, expressing their concerns about the parking at Lyme Regis surgery, and another patient had also emailed the same concerns.
See item 3 (d) above.
- iii. Another card in the box was a compliment to staff about their friendliness and helpfulness.

5. Clarification of the role of the PPG to the wider Practice users.

Vicci expressed concern that several patients she has spoken to think the PPG is either employed by the Practice, or working on behalf of the Practice. She had tried to reassure them by explaining the role of the PPG, but was concerned that this view may be held by others.

Caroline suggested that information about the PPG should be more obvious on the first page of the Practice website, and there should be a more obvious and easier way of accessing PPG information.

Sarah agreed to look into this.

Action – Sarah Hill

6. Any other business:

(a) Community Cafe at The Hub, Lyme Regis, Thursday and Friday mornings, 9.30 am – 2.00 p.m.

Lynette Ravenscroft asked if Practice staff could spread the work about the Cafe, which is a helpful and welcoming resource for anybody who is lonely, or just wants a chat. The cafe is run by volunteers who provide tea, cake and a listening ear.

Lynette will produce an information leaflet, send it to Julie for Practice staff, and also to Joanna who will send the information out to all members of the PPG.

Action – Lynette Ravenscroft

(b) November Open Meeting

Ideas were requested for the annual Open Meeting in November when the AGM is also held. A popular suggestion was that Andy Taylor should talk about the NHS App, giving advice on how to download and use it. Elaine Taylor will ask him and if he is in agreement, could he please confirm to Joanna.

Action – Andy Taylor

Sarah offered to make enquiries about the Social Prescribing Team doing a session to clarify their role.

Action – Sarah Hill

Joanna will investigate the availability of Charmouth Village Hall and Uplyme Village Hall as venues for the meeting. The Baptist Church Hall in Lyme Regis, though central, was dismissed due to the absence of nearby parking, and the Football Club will remain on the back burner for now. Woodmead Hall was also suggested, but it is a large venue to fill, and from enquiries in previous years, is very busy with regular bookings.)

Action – Joanna Scotton

Lynette suggested it would be a good opportunity to publicise the Community Cafe by the volunteers offering teas and cake at the meeting.

DATE OF NEXT MEETING - this is now TUESDAY 10th SEPTEMBER 2024.

Minutes – Joanna Scotton

LYME REGIS COMMUNITY CAFE

The Community Cafe was set up in The Hub over two years ago by Lyme Regis Development Trust. It operates on Thursdays & Fridays 9.30-2pm. It is predominantly run by a keen group of volunteers under the supervision of two employees (Lisa & Mary).

The purpose of the Café is to provide a safe and friendly environment to our local community (although all are welcome).

The prices are set to ensure local people can afford to come out and share a pot of tea or a delicious cup of coffee with a friend. With prices starting from £1 for drinks & homemade cakes with a freshly brewed cappuccino costing £2.00.

Our friendly catering volunteers not only bring in a gorgeous selection of delicious homemade cakes but they also provide a wide selection of toasted sandwiches and for £6 can make a hearty full English breakfast.

We also have volunteers who at their own expense pop in for a cuppa but also make a point to talk to anyone coming into the cafe alone.

Over the last two years we have created a happy, friendly and on a cold winter's day warm environment where local folks come and they know they will feel wanted and valued. Quite a few of our regular customer's have also become volunteers by bringing in some of their own homemade delights.

We also have a fridge that has food items that are available free to all. These are items remaining from the Food Store (also operating from these premises) and are available to avoid food waste.

We look forward to seeing you and we thank you for supporting our Community Cafe. You will find us between Lyme Regis Theatre and St Michael's Church we are in The Hub Thursdays & Fridays 9.30-2pm.

Please come and join us but more importantly please let anyone who is feeling a little bit down or lonely know we are here for them.

