

Welcome

**Listening to patients.
Improving
communication.
Supporting better care.**

AGM & Public Meeting
29 September 2026 | Uplyme Village Hall



Agenda

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PPG annual report

2

Wellbeing

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Practice team Q&A

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PPG AGM

LYME BAY MEDICAL PRACTICE

Patient Participation Group

Annual Report 2025/26

Listening to patients.
Improving communication.
Supporting better care.



What the PPG provided this year:

A regular route for feedback

Patients could raise concerns, share compliments, ask questions and suggest improvements through PPG meetings, the Virtual PPG and feedback routes.

A link between patients and the practice

The Steering Group brought patient experience into discussion with the Practice and helped keep issues visible until a response or next step was agreed.

A stronger way to track progress

The PPG introduced an action log so agreed actions could be followed up between meetings and reported back to members.

2025/26 at a glance

48

**actions
tracked**

50+

**website
improvements**

85%

**information
compliance**

6

**issue
themes**

**A year of patient feedback, follow-up and clearer
communication**

Issues patients brought to the PPG: 6 themes

ACCESS & TRIAGE

Safe signposting, online access and how patients with different communication needs can get help.

MEDICATION & PHARMACY

Medicine supply delays, repeat requests, pharmacy services and hospital outpatient medication.

PARKING & ACCESSIBILITY

Disabled parking, mobility needs, supportive seating and access across both surgery sites.

COMMUNICATION

How patients are addressed, clearer explanations, easier-to-find information and waiting room messages.

FACILITIES & COMFORT

Waiting room music, wheelchair maintenance, signage and consistent PPG displays.

HEALTH & WELLBEING

Carers, veterans, wellbeing events, social prescribing, health checks and community support.



Website revamp and relaunch

Easier pathways to what you need

Clearer routes to appointments, prescriptions, test results, Pharmacy First and help and support.

Better signposting

Improved information for carers, mental health, accessibility, facilities, long-term conditions and community support.

More accessible information

Important pages rewritten in shorter, clearer language, with improved navigation and expandable sections.

A stronger PPG presence

A new 'Your PPG' area, updated Terms of Reference and a PPG News and Information Hub.

Try it – you might like it!

PPG Priorities for 2026/27

LISTEN

Keep patient concerns and experiences at the centre of discussions.

FOLLOW UP

Use the action log to track agreed improvements and report progress.

COMMUNICATE

Keep website and patient information clear, current and accessible.

INVOLVE

Grow the Virtual PPG and Steering Group and support patient testing of future services.

**Every patient registered with Lyme Bay Medical Practice
can have a voice through the PPG.**

Thank you to every patient, PPG member and member of the practice team who contributed during 2025/26.

Wellbeing



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Access Wellbeing

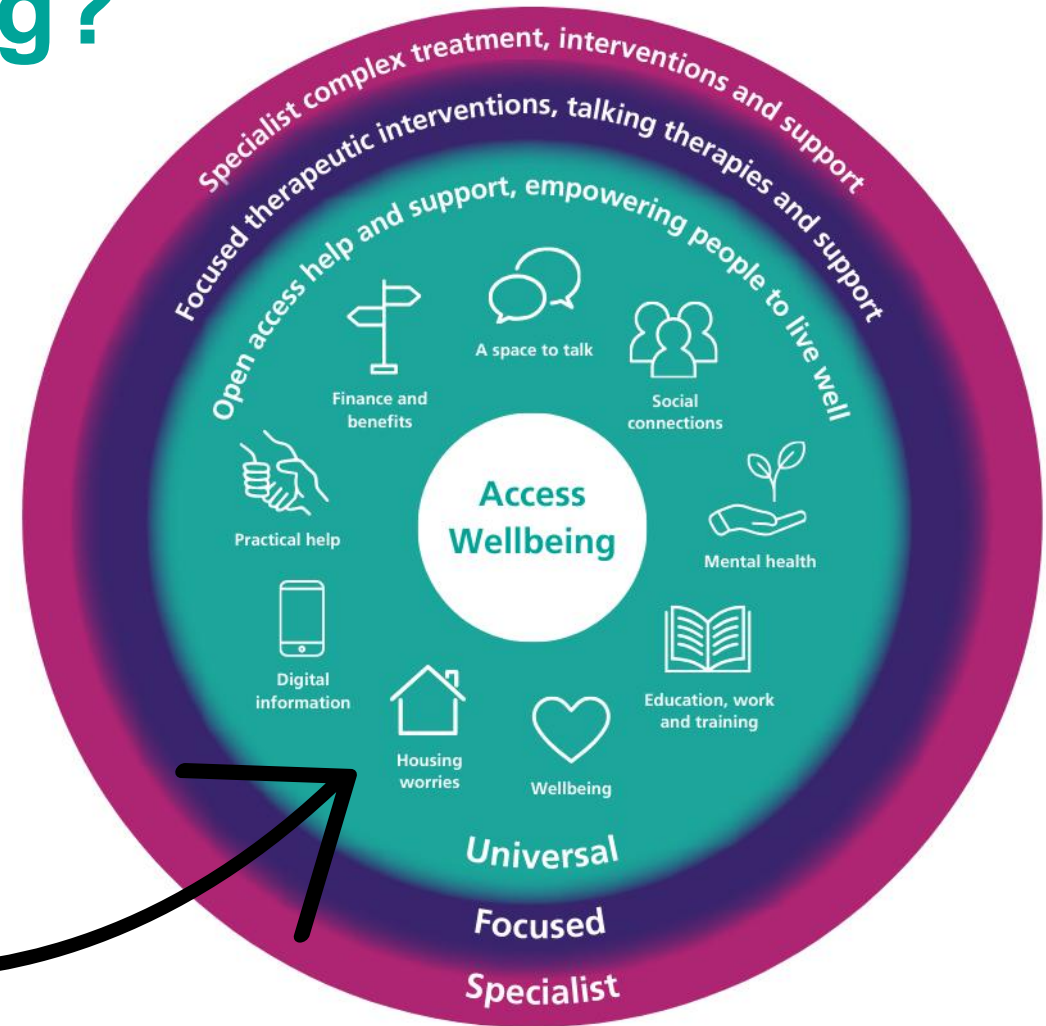
Universal Hubs and Drop in Spaces



Supporting your mental health

What is Access Wellbeing?

- Dorset's community mental health system
- Brings together NHS, VCS and wider services to create one connected system that is easier to access and navigate
- Three key areas of support – Universal, Focused and Specialist
- Access Wellbeing hubs and drop-in spaces that many people are familiar with are just one part of the wider Access Wellbeing model (Universal)



What are our shared aims?

Working together, we aim to provide:



The right support – person-centred mental health and wellbeing support that can be accessed by anyone



At the right time – access to advice and help when it is most needed, recognising what matters most to an individual at any point in time



In the right way – a choice of different way ways to get help and support, including face to face and online, and a 'no wrong door' approach.



What are our shared principles?



Person-centred support

We listen to you, take your experiences seriously, and shape support around you



Easy access to help

You can access support when you need it, with no wrong door, and find help at an earlier stage



Connected services

Services work together to provide joined-up, flexible support without you repeating your story



Every voice matters

We listen to every voice, make decisions together, and improve support through feedback



Support to build the life you want to live

We support you to feel connected, address real-life worries, and build strong networks around you

Peer Open Dialogue Dorset (PODD)

Innovative approach to mental health support that spans Access Wellbeing

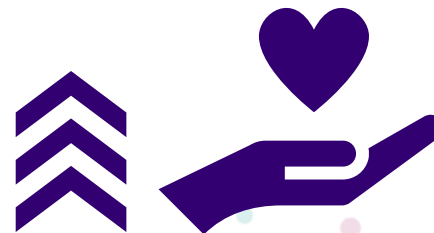


130 colleagues trained in PODD

from a mix of clinical, voluntary sector and lived experience backgrounds
– over 450 network meetings in the last year



National research:
Reduction in need
for crisis support and
inpatient care



Improved experiences
of mental health
services

The journey so far

**In 2024, the first Access Wellbeing
service opened its doors.**

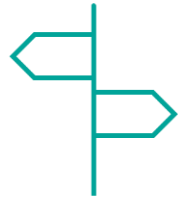


Our hubs and drop-ins

- Trained wellbeing coordinators who can take the time to listen
- Person-centred support on the issues that matter to each individual including:



Mental health
and emotional
wellbeing



Housing,
benefits and
finance



Social
connections
and activities



Support for
carers



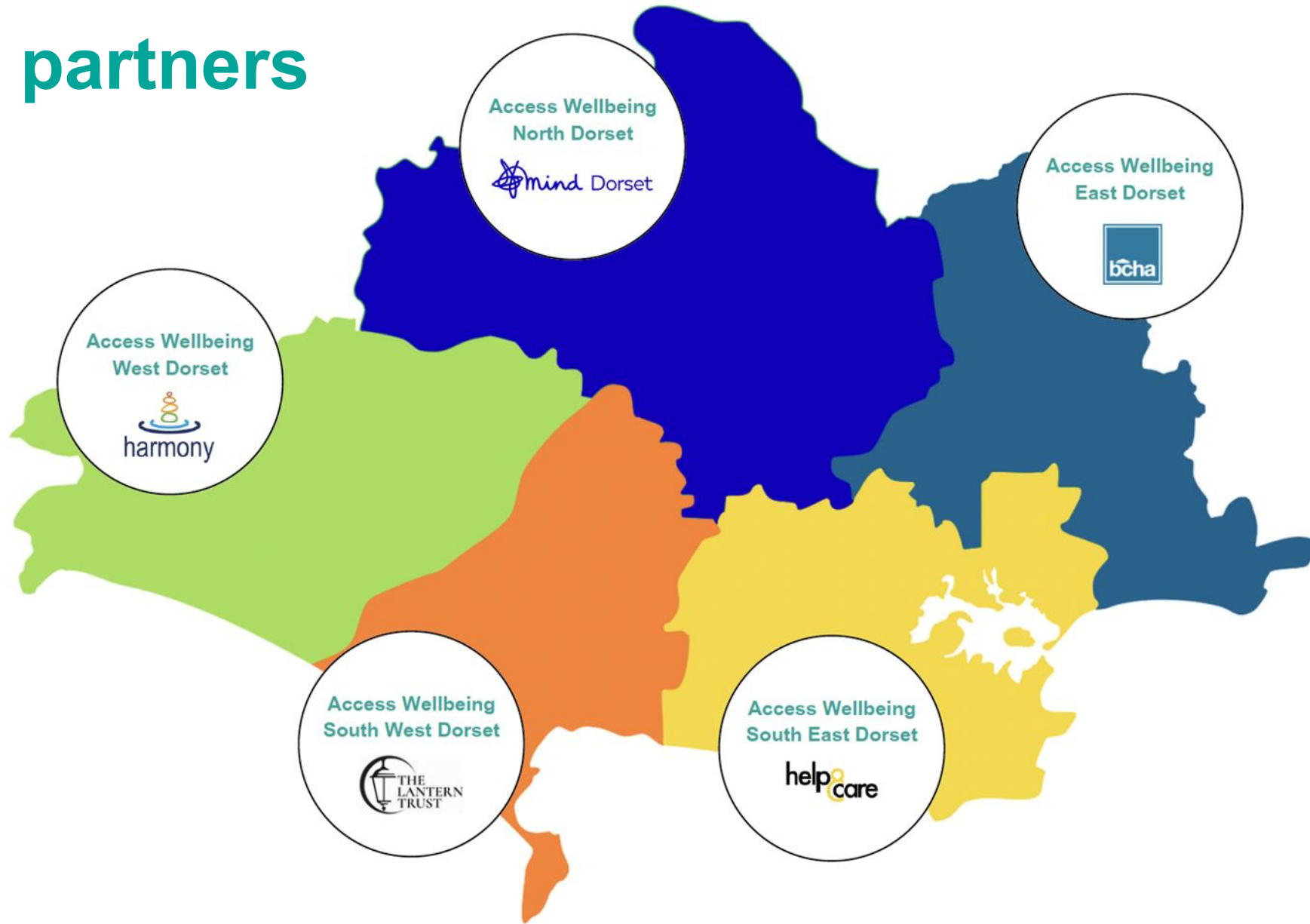
Education,
training and
work



Giving back to
the community

- Link into other services as needed to help people find the right support and practical help
- Not a crisis service

Charity partners



Open-access support across Dorset

- Over 40 wellbeing coordinators working across the county
- Three hubs and 30 community drop-in spaces
- People can access help wherever works for them – not restricted to one service or area



What our clients say

You have helped me in such a small amount of time. It's a relief that someone can help me get my life back on track.

They make me feel that I've been heard and just that little thing means the world

Supportive and friendly – they gave me the time to talk

I feel like I can breathe again

They gave me assistance and practical advice in manageable chunks to help me work towards my goals

It took a lot of courage on my part to come here. I'm so glad that I did.

2025-26 in numbers



16,743
visits for support

including appointments and
shorter walk-in visits.

Compares to 5,487 visits
in 2024-25, **an increase of
over 200%.**



10,760
one-to-one
appointments

including **6,800** in hubs
and **3,960** in drop-in spaces.



2,511

attendances at groups

within our hubs to support
wellbeing and mental health.

We're here for your health and wellbeing

Our mission is to help people living in Dorset lead healthier, happier lives. Our coaching, support and advice is free and part of your council's commitment to improving public health.

[Register Now](#)

[Find Out More](#)



How can we help you?



Move More

Let us help you discover activities that work for you, to boost your body and mind.



Manage Weight

Find out if you're eligible to vouchers for a kick start at your local weight-loss group.



Stop Smoking

You may be eligible for coaching, nicotine replacement, vapes or an Allen Carr Easyway seminar.



Drink Less

How much is too much? We'll help you rethink your drink through free coaching.

NHS Data for Healthcare Research

Dr Keith Gomes Pinto
Andy Taylor

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Wessex
SECURE DATA
ENVIRONMENT

Part of the
**NHS Research Secure Data
Environment Network**

GP data: powering better research for improvements to care and outcomes

GPs as partners to the the Wessex
SDE

Wessex SDE

Helping health **researchers** get faster access to **NHS patient data** for projects with a clear **public benefit** – whilst upholding the highest standards for **safety, security and patient privacy**

90%

Healthcare delivered in
Primary Care including
GP services

2.9M

Wessex residents
using GP services

c.210

GP practices across
Dorset, Hampshire
& Isle of Wight

1.5M

GP appointments
each month in Wessex



The Wessex SDE unlocks the power of NHS patient data for research – giving approved researchers secure access to de-identified data for studies with clear public benefit.

Imagine what we could discover with GP data...



Becoming a Wessex SDE research partner

- Why GP data is uniquely valuable
- How the SDE enables research safely
- How patients and practices retain choice and control
- What joining means for Lyme Bay
- What happens next



We keep patient data safe and private



Five Safes
A proven framework
for safe data use



NHS-led governance
The NHS retains
oversight and control



Public involvement
Patients and the
public help shape
decisions



Transparent data use
Approved projects and
uses are published

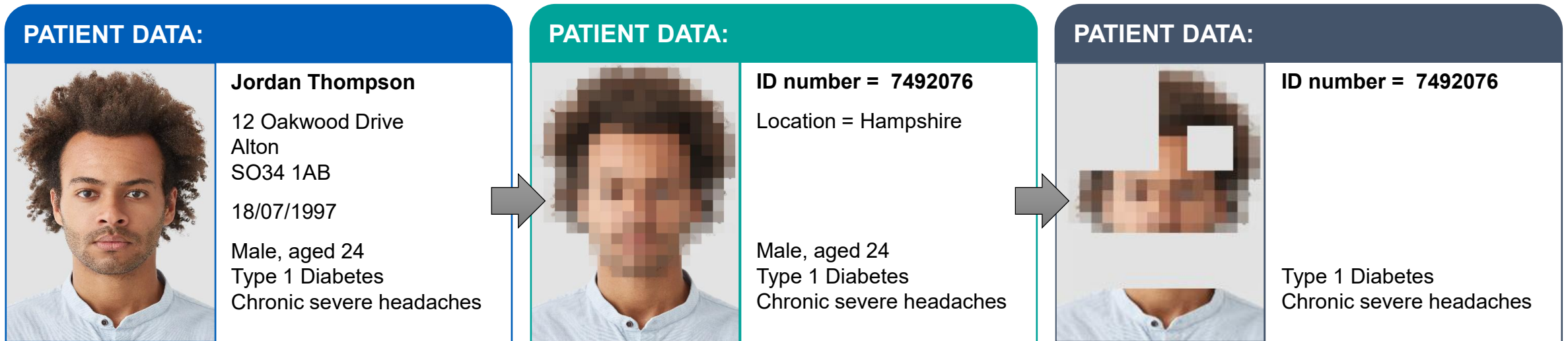


ISO 27001 security
Data remains
protected within the
secure environment

PERSONALLY IDENTIFIABLE DATA

DE-IDENTIFIED/ PSEUDONYMISED DATA

PSEUDONYMISED AND MINIMISED DATA



Real details about patient collected by GP and other NHS services for your care.



Data processed in the SDE Data Processing Environment (DPE) where identifying information is removed and replaced with a code.



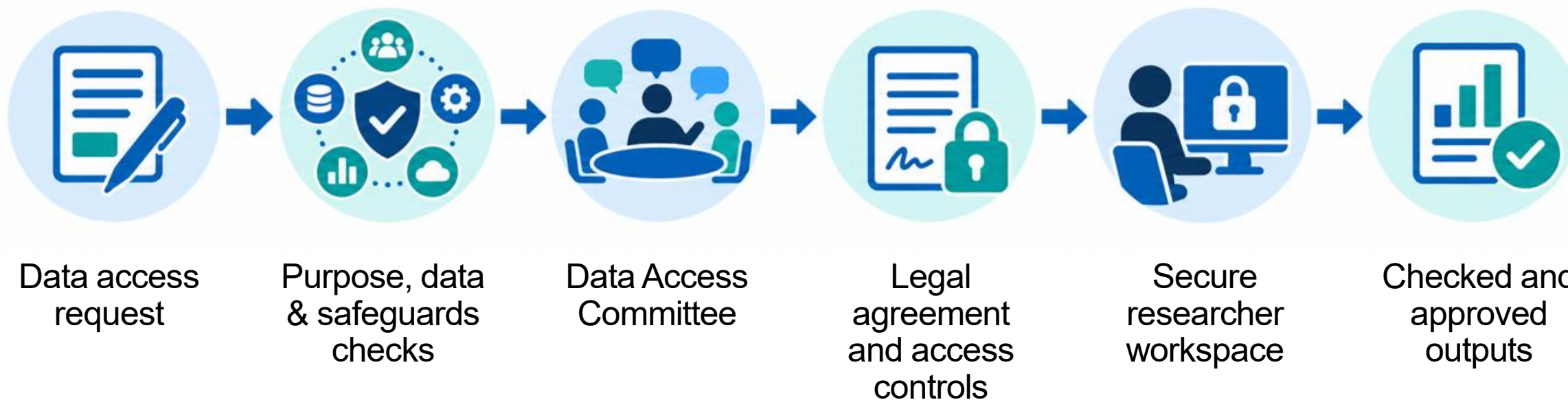
Accessed in a secure researcher workspace (TRE). Researchers only see the minimum data they need for their approved research purposes.

Choice and transparency

- Patients can **opt out nationally or from the Wessex SDE**
- Practices can **opt out of individual studies**
- Patients are **clearly informed about how their data is used**
- Every approved study is **published in our Data Use Register**

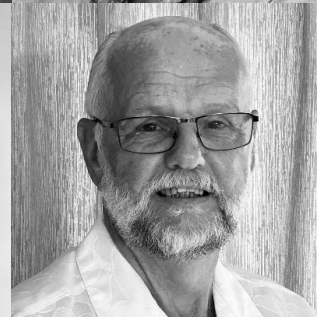


How are studies approved?



What kinds of studies do we support?

- Clear public benefit
- A lawful and ethical purpose
- Trusted, approved researchers
- Only the data genuinely needed
- Strong privacy and security safeguards
- **Fair value back to the NHS and participating Practices where value is created**



What joining means for Lyme Bay



Less admin

Centralised access, feasibility and governance reduce repetitive work.



Strong safeguards

Secure access and NHS governance reduce risk.



Stay in control

Practices can opt out of studies and have a voice in governance.



Fair financial value

Funding to join, study funding where available, and fair value sharing.



Shape research

Help set priorities and develop research around frontline needs.



Better research, better care

Support new treatments, prevention and better local services.



Recognition

Credit for practices enabling research and innovation.



Genetics of Paediatric IBD study: **Preventing years of pain for kids with a rare genetic disease**

- Rare genetic IBD can be hard to spot.
- GP records hold the key: symptoms, family history, growth and repeat visits over time.
- Linked with hospital and genomic data in the SDE they can help find children who need genomic testing sooner.
- Earlier diagnosis can prevent years of pain, uncertainty and avoidable emergency care – and replace it with tailored treatment.

An opportunity to make a difference

By joining the Wessex SDE, Lyme Bay can help turn the everyday experience of its patients into research that improves care for people here and across the NHS.



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Role of a Pharmacist in General Practice

Medicines expertise embedded in the practice team — improving safety, access and patient outcomes.

1

Medication reviews & repeat prescribing — Review medicines, streamline repeats and check benefit, side effects and adherence.

2

Long-term condition support — Optimise treatment for BP, cholesterol, diabetes, respiratory disease and heart failure.

3

Monitoring & safety checks — Check bloods, renal function, anticoagulant doses, interactions and safety alerts.

4

Patient education — Explain medicines clearly, support shared decisions and improve confidence with treatment.

5

Quality improvement — Lead prescribing audits, QOF/IIF searches and safe, cost-effective medicines use.

6

GP workload support — Handle medicines queries, resolve routine issues and escalate clinical concerns appropriately.

Core purpose: safer prescribing, better patient understanding and more capacity for the wider clinical team.

Anticoagulation for Atrial Fibrillation

Surgery Level

- Recall patients on AF register
- Book blood tests and physical checks with HCA
- Pharmacist reviews medication and symptoms in clinic
- Continue current medication where appropriate
- Change medication or dose if clinically needed
- Review changes

PCN Level

- Audit date of blood tests
- Review dose from recorded clinical data
- Inform GP if change may be needed

What is Pharmacy First?

An NHS service where patients can get advice and treatment for some common conditions from a community pharmacist.

The following table shows the 7 conditions pharmacists can manage across various age ranges.

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

Source: NHS England – Pharmacy First



Questions & Answers

Your questions, views and ideas



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Help shape your PPG

Chair • Secretary • New members

Could you get involved?

Stronger
Healthier
Happier
Together



Chair

Secretary