

LYME BAY MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP (PPG)
ANNUAL REPORT 2025/26

Listening to patients. Improving communication. Supporting better care.

AGM & Public Meeting | 29 September 2026 | Uplyme Village Hall

2025/26 AT A GLANCE

48 Actions from Steering Group meetings Patient concerns discussed and followed up	Patient voice Across key service issues Access, pharmacy, parking, communication and facilities
50+ Website improvements Turning recurring questions into clearer information	85% Patient Information compliance Against the NHS standards assessed

What the PPG did this year

The PPG provided a regular route for patients to raise concerns, ask questions and suggest improvements. The group worked with the Practice to follow issues through, improve information and make services easier to understand and access.

Issues patients brought to the PPG

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.

The PPG introduced an action log during the year so agreed actions could be tracked between meetings and reported back to members.

What patients raised and what changed

The value of the PPG is in turning patient experience into practical discussion and follow-up. During 2025/26, the group raised a wide range of issues with the Practice and helped keep them visible until a response or next step was agreed.

Triage and signposting Patients raised: Examples where patients felt they had been directed to pharmacy or hospital services when clinical assessment was needed. Outcome: The Practice reinforced triage criteria, the importance of considering clinical history and the correct escalation route for inappropriate signposting.	Medication and pharmacy Patients raised: Medicine supply delays, urgent repeat requests, confusion about Practice Pharmacists and differences between hospital advice and GP prescribing rules. Outcome: The Practice reviewed messaging, explained pharmacist roles and agreed to consider clearer information where prescribing pathways cause confusion.
Communication with patients Patients raised: Concerns about informal terms of address and the need for clearer explanations of services and processes. Outcome: Feedback was shared with staff. The Practice reinforced respectful communication and the PPG prioritised clearer patient-facing information.	Digital access and inclusion Patients raised: How online consultation systems work for people with dyslexia, hearing loss, low literacy or limited digital confidence. Outcome: The Practice confirmed patients are not refused care if they cannot use online tools. Access needs can be recorded and staff can support completion by telephone.
Parking, mobility and facilities Patients raised: Disabled parking, repeated appointments for people with mobility or transport difficulties, supportive chairs and a wheelchair needing maintenance. Outcome: Parking work continued with Dorset Council and NHS Property Services. The Practice agreed to review seating, equipment and ways to coordinate appointments where clinically appropriate.	Waiting room and patient information Patients raised: Music volume, video messages moving too quickly, unclear QR code access and inconsistent PPG displays across sites. Outcome: Music levels and display timings were reviewed. QR banners were introduced and the PPG asked for consistent PPG information at the Lyme Regis and Charmouth sites.

Supporting health and wellbeing

The PPG also discussed support for carers, veterans, long-term conditions and people newly diagnosed with illness. Members welcomed the 'Well Man' event and wider use of social prescribing, Access Wellbeing and community support services. The Practice is considering future wellbeing events.

A two-way conversation

Patient feedback was not limited to problems. The PPG also shared compliments, highlighted positive experiences of expanded pharmacy services and welcomed strong results from the 2026 GP Patient Survey. This balanced feedback helps the Practice understand what patients value as well as what needs attention.

Improving communication: the website revamp and relaunch

Many of the issues raised during the year had a common theme. Patients needed clearer information about how services work, who can help, what to expect and where to find support. The website revamp developed from this wider need to improve communication.

From recurring questions to clearer answers

The aim was not simply to redesign the website. The PPG, Practice and web developer used patient questions and an NHS England website audit tool to make important information easier to find, easier to understand and more accessible.

What changed

Easier patient journeys Clearer routes to appointments, prescriptions, test results, Pharmacy First and help and support.	More accessible information Important pages rewritten in shorter, clearer language, with improved navigation and expandable sections.
Better signposting Improved information for carers, mental health, accessibility, facilities, long-term conditions and community support.	A stronger PPG presence A redesigned ‘Your PPG’ area, updated Terms of Reference and a PPG News and Information Hub sharing NHS Dorset information with all patients.

What the audit told us

The PPG Website Working Group used the ‘NHS England GP Website Benchmarking and Improvement Tool’. The assessment recorded 30 areas as Good, 12 as Adequate and 8 requiring improvement. The compliance section achieved 85% against the standards assessed. These findings were shared with the Practice and web developer and are being used to guide further work.

More than 50 requested website improvements have now been completed. The improved website is being relaunched as part of the 2026 AGM and Public Meeting.

Priorities for 2026/27

LISTEN	FOLLOW UP	COMMUNICATE	INVOLVE
Keep patient concerns and experiences at the centre of PPG discussions.	Use the action log to track agreed improvements and report progress.	Keep website and patient information clear, current and accessible.	Grow the Virtual PPG and Steering Group and support patient testing of future services.

GET INVOLVED

Every patient registered with Lyme Bay Medical Practice can have a voice through the Patient Participation Group. Join the Virtual PPG, express an interest in the Steering Group or share feedback through the Practice and PPG channels.

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