

LYME BAY MEDICAL PRACTICE

MINUTES OF STEERING GROUP PATIENT PARTICIPATION GROUP MEETING

HELD AT LYME REGIS MEDICAL CENTRE ON TUESDAY 27TH MAY 2025 AT 2.30 P.M.

1. Welcome and identification of participants:

Caroline Aldridge (Chair), April Boyle (Practice Manager), Lynnette Ravenscroft, David Hardman, Shirley Williams, Susan Gale, Penny Duffield, Emma-Jane Loveridge, Elaine and Andy Taylor, Colin Bowditch, Joanna Scotton (Secretary).

2. Apologies: Sarah Hill, Jane Gregory, Alan Kennard

3. MINUTES of last meeting were approved as correct. 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.

Joanna had emailed Dr. Sue Beckers, summarising our contact with the ICB and asking if there was anything else we could do. Dr. Sue replied saying she is shortly attending a Public Health Collaboration UK Conference and asked Joanna to contact her before the next PPG meeting.

It was also suggested that we could publicise Dr. Sue's monthly support group for people with Type 2 Diabetes in Bridport – Joanna to ask Dr. Sue for details.

Action – Joanna Scotton

(b) April had not seen anyone from Highways, nor a Traffic Warden, particularly at school pick-up time when a lot of illegal activity goes on in the road by the Medical Centre. It was recognised that there are currently not enough Enforcement Officers. Neither has Sarah heard from Councillor Belinda Bawden – Caroline will contact Belinda to try and progress the matter.

The words on the current sign stating the car park is for patients only have been worn away. April will raise the matter with NHS Properties.

Action - Caroline Aldridge/April Boyle

(c) PPG video

The PPG video, which may need subtitles, still needs to be added to the content on the waiting room television screen.

Action – April Boyle/Sarah Hill

Suggestions for the content on the waiting room television screens had been put forward by Steering Group members, including a very comprehensive list of ideas for visuals and scripts from Emma Loveridge. Em and Elaine offered to work with April and Sarah on this. Joanna to send Em and Elaine email addresses for April and Sarah for ease of communication.

Action – Emma-Jane Loveridge/Elaine Taylor/April Boyle/Sarah Hill

(d) PPG Notice boards

Jane and Susan are yet to liaise about updating the boards. Meantime, outdated information regarding names has been removed.

Action – Jane Gregory/Susan Gale

(e) Open Meeting and A.G.M.

Joanna has booked Uplyme Village Hall for the evening of Tuesday, 23rd September 2025. Sarah has paid the £80 required for the booking.

Publicity needs to be organised well ahead. This could include electronic publicity and the Practice Facebook page. Caroline emphasised that we need all members of the Steering Group to help with publicity, specifically putting up posters, which need to be designed and printed in good time.

Discussion followed about speakers and two suggestions were decided upon:

- 1) We asked if Dr. Forbes Watson and the team could suggest some specific areas to discuss in a practice presentation, perhaps with a nominated lead, e.g. physiotherapy. April to discuss with Dr. Watson.

Action – April Boyle

- 2) Andy offered to put Joanna in touch with Lyndsey Trinder, Dorset Council Officer responsible for the Digital Champions. Lindsey talks to groups, aiming to reduce digital poverty, and could put an emphasis on how to look after our medical needs using the NHS App, with practical hands-on group work with people and their digital devices.

Action – Andy Taylor/Joanna Scotton

(f) Ambulatory blood pressure monitors

April had checked the waiting time for these machines and there was no explanation why Caroline had previously had to wait 5 months. There is not normally a long waiting list.

(g) Names of duty doctors to be displayed in waiting rooms

There had been a misunderstanding about this item. The ‘Duty Doctor’ is the doctor responsible for emergencies in the afternoon and the doctors performing this duty had declined to be named.

However, the request for doctors’ names to be displayed in the waiting rooms referred to the doctors who were in surgery, seeing patients. Patients would like to know the name of the doctor they are going in to see.

April will ask the question again, and in the meantime it was pointed out that the names of doctors in surgery are always on the door of the consulting room.

Staff had declined to have their photograph and name put up in the waiting rooms.

Action – April Boyle

4. REGULAR ITEMS:

(a) Practice Report – circulated to all PPG members before the meeting.

(b) Issues raised by members:

There had been two comments in the Charmouth Red Box – both requesting that the names of the doctors on duty i.e. seeing patients in surgery, be put up in the waiting room so patients know who they are seeing.

Caroline will respond to these + April will ask again (see item 3 (g) above).

Action Caroline Aldridge/April Boyle

5. How to get the ‘General Information’ sent out by Joanna distributed to the wider community.

- (i) Possibilities were discussed, including networking with charities and volunteer groups. Since most of the information comes from Jim Gammans, Community Engagement Officer, NHS Dorset, it was decided that in the first instance, Joanna will ask Jim who he sends his information to, to prevent overlapping.

Action – Joanna Scotton

- (ii) It was agreed that the information could go on the Practice website. Joanna will forward Jim's information to Julie Saunders, Omnisector company which updates the Practice website, and to whom Joanna sends the minutes to go on the website.

Action – Joanna Scotton

- (iii) As there has not been a Practice Information Leaflet since Covid, April offered to look into re-introducing this for new patients, incorporating various useful items, including information about the PPG. (April did make the point that many patients register with the Practice but never use it.)

Action – April Boyle

6. Any Other Business

Colin said he would be attending an Open Meeting of the 'Jurassic Coast Integrated Care Board' the following day and asked what this was?

April thought this title was incorrect, explaining that there is the 'Dorset Integrated Care Board' and the 'Jurassic Coast Primary Care Network (PCN) which covers Beaminster, Bridport and Lyme Regis/Charmouth.

Colin will let us know what the meeting is about.

Action – Colin Bowditch

Date of next meeting - 22nd JULY 2025.

Minutes – Joanna Scotton.