

DATE: 26th May 2026 at 2.30 PM.

VENUE: LYME REGIS MEDICAL CENTRE

PRESENT: Jane Gregory (Chair), Emma-Jane Loveridge (Secretary), Caroline Aldridge, Andy Taylor, David Hardman, Elaine Taylor, Penny Duffield, Shirley Williams, Sarah Hill

1. WELCOME

The Chair welcomed everyone to the meeting and noted the resignations to step down from the PPG Steering Group received from Colin Bowditch and Alan Kennard due to personal reasons. Thanks were expressed for their contributions to the Steering Group and ongoing contributions as part of the 'Virtual Group'.

2. APOLOGIES

Formal apologies were received from Susan Gale. Absent from the meeting was Michelle Rescorla and Lynette Ravenscroft.

3. MINUTES of the previous meeting and matters arising

The minutes from the previous meeting were reviewed. Members confirmed they were an accurate record.

(a) Car Parking update

An update was provided regarding the proposed disabled parking bay markings outside the practice. Correspondence from Dorset Council confirmed there was no objection in principle to the works. A licence arrangement remains outstanding and there remains uncertainty regarding the application process and documentation required. Sarah confirmed plans and photographs had previously been submitted to the council. Belinda Bawden has contacted council representatives to seek clarification regarding the next steps and whether the responsibility now sits with Dorset Council or the practice.

The proposal currently focuses on formalising the disabled parking bays with road markings rather than installing an additional dropped kerb. Members agreed this would strengthen enforcement and improve accessibility.

Action point(s)	Sarah to forward all existing correspondence and plans regarding the disabled parking proposals for further follow up.
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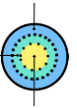
(b) Online Triage platform update

Sarah updated the group regarding replacement of the current eConsult system. The practice has reviewed several AI enabled triage platforms and identified a preferred option which integrates with the telephone system and supports automated note transcription during consultations. The Dorset ICB has agreed funding support in principle. Staff must complete training before implementation and the practice will need to assume responsibility for clinical safety assurance. One of the nurse practitioners has registered for the required training.

Members discussed the potential benefits for appointment capacity and clinician efficiency and explored how the system would work for patients with speech and language difficulties. It was confirmed the clinician would always review and approve notes before they are added to patient records.

The group expressed interest in future patient testing and demonstration sessions once implementation progresses further.

Action point(s)	PPG to support future patient testing and feedback sessions once the platform is ready for demonstration.
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(c) Package of advice on all relevant sources of help to give to those newly diagnosed

Members received confirmation that patient resource information for long term conditions, including diabetes, has now been incorporated into the practice website via links to the social prescribing resources and support information.

Members welcomed the improvements and agreed the action could now be closed.

(d) Terms of Reference

The revised Terms of Reference were discussed following circulation of the updated draft and member feedback. Discussion focused on ensuring the wording clearly reflects that all registered patients are considered part of the wider Patient Participation Group, while the Steering Group acts on behalf of the patient population. The revised Terms of Reference were approved subject to the minor wording amendments.

The updated Terms of Reference were approved and agreed this action could now be closed.

(e) Website review and feedback

Sarah, Michelle and the PPG secretary have been holding regular review meetings with the website designer over the last two months. Significant work has been completed to improve accessibility, usability and navigation across the website. Updated pages include:

- Facilities information for both Lyme Regis and Charmouth sites
- Appointment booking guidance
- Accessibility and communication support information
- Travel and parking guidance
- Patient environment and comfort information

Members heard that 41 improvement actions had been identified to date, with 15 completed and several others in progress. The group welcomed the clearer design structure using expandable sections rather than large blocks of text.

Members discussed promoting the updated website more widely once the review work is complete.

(f) Proposed new PPG web page

The draft updated PPG webpage was reviewed. Subject to one final wording amendment, members approved the page for publication. The PPG web page has been redesigned with the aim to increase engagement, improve clarity, and boost sign-ups to both the Virtual Group and the Steering Group.

(g) NHS website audit tool working group

The group discussed the NHS website audit tool which assesses website accessibility and usability against NHS standards. Several members volunteered to participate in a working group to complete the assessment.

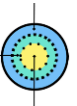
Action point(s)	A small working group will be established to complete the NHS website audit exercise.
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4. STANDING ITEMS:

(a) Practice Report (attached)

Sarah presented the practice report and highlighted the following:

- Covid vaccination activity is nearing completion with approximately 30 doses remaining. Final clinics are scheduled for Friday 29th May.



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- Members heard positive feedback regarding the recent ‘Well Man’ event. The session included both clinical presentations and patient experience input. The event also helped identify previously unengaged patients requiring PSA testing and wellbeing support.
- The practice is working more closely with Access Wellbeing and social prescribing services to improve referrals and service uptake.
- The practice is reviewing if it is possible to hold annual ‘wellbeing’ events. Members discussed the potential for future themed wellbeing events, including possible women’s health sessions.

(b) PPG Red comments boxes in surgery waiting rooms

The Chairs confirmed there had been no comments submitted through the red feedback boxes at either the Lyme Regis or Charmouth surgeries. It was agreed this may reflect improving patient experience. The boxes will remain in place and continue to be monitored.

5. MEMBER REQUESTED ITEMS

a) Links for Carers

Members discussed support available for carers. The practice website contains dedicated carers information and links to support services through social prescribing resources. A new carers support group is launching at the Waffle House in Lyme Regis on the second Thursday of each month. Social prescribers will support the initial sessions. Members were reminded of the importance of carers registering with the practice so they can receive information packs and targeted support updates.

b) Patient attendances

Members discussed concerns raised by patients regarding multiple appointments for different issues and difficulties attending repeated appointments due to mobility and transport problems. Sarah explained that patients with long term conditions are generally managed through coordinated review appointments, including healthcare assistant assessments and follow up discussions which can often be completed by telephone where clinically appropriate. The practice aims to combine appointments wherever possible and encouraged patients to inform staff if mobility or travel difficulties exist.

c) Effectiveness of a two site medical practice

Members discussed the operation of the Lyme Regis and Charmouth sites five years after the merger. Sarah reported improved staff integration across both sites and confirmed most clinical staff now work across both locations and patients can request appointments at their preferred site wherever possible. Members agreed the two site model appears to be functioning effectively and continues to provide flexibility and local access for patients.

6. Any Other Business

a) Steering Group member resignation

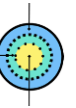
Membership of the Steering Group has now reduced to 11 members and the terms of reference allow up to 15 members. It was agreed recruitment activity would take place ahead of the AGM. Initial invitations will be circulated to the virtual PPG group, with wider promotion through Facebook, noticeboards and practice displays if required.

Action point(s)	A recruitment message will be circulated inviting expressions of interest for Steering Group membership ahead of the AGM.
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b) 2026 AGM Planning

Members began initial discussions regarding planning for the AGM and public engagement event scheduled for September at Uplyme Village Hall. Potential themes discussed included:

- Mental health and wellbeing
- Young people’s mental health



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- Social isolation
- Healthy ageing
- Men’s health
- Weight management and lifestyle support

Members discussed creating a more interactive format with themed information tables and participation from external wellbeing services. It was agreed further planning work is required before the July meeting.

Action point(s)	<p>An email will be circulated to all virtual group members requesting AGM theme and activity suggestions.</p> <p>The Chairs to meet with Dr Watson to discuss the suggestions received from members.</p> <p>A draft proposal will be prepared for discussion at the next meeting.</p>
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c) Premises Maintenance

A member raised concerns regarding damaged fencing near the pharmacy entrance which presents a trip hazard.

Action point(s)	Sarah agreed to raise this with the appropriate property team.
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d) Pharmacy Services

Members discussed positive experiences of expanded pharmacy services, including shingles assessment and treatment pathways.

7. Date of next meetings

Steering Group meetings will continue to be held bi-monthly on the fourth Tuesday afternoon in the month at Lyme Regis surgery, dates as follows:

28th July 2026 (Chair – Caroline Aldridge)
24th November 2026
23rd March 2027

29th September 2026 (Chair – Jane Gregory)
26th January 2027
25th May 2027

Lyme Bay Medical Practice

Patient Participation Group (PPG) Practice Report

April 2026

Covid Boosters – Spring Campaign

The Spring Covid Booster Campaign began on 13th April. Since the start of the campaign, the Practice has delivered 982 Covid vaccinations across our patient population, including eligible patients aged over 75 years, immunosuppressed patients, care home residents and housebound patients.

Our Saturday clinics on 18th April and 16th May were well attended and we would like to thank all staff involved in supporting the campaign delivery.

Website Review

Work continues on reviewing and updating the Practice website. Recent updates have included policy updates and changes agreed following feedback and internal review to help ensure the website is visually clearer and more accurate for patients.

We will continue reviewing pages over the coming weeks, including further updates to patient information and staff pages. Any additional feedback or suggestions would be welcomed.

NHS App and Online Services

The Practice continues to encourage patients to make use of the NHS App and online services where appropriate, including ordering repeat prescriptions, viewing messages and accessing health information.

The new QR code banners within reception areas are designed to help patients more easily access online services, Practice information and support resources.

Disabled Bay

There have been no further updates regarding the disabled parking bay at the front of Lyme Regis Medical Centre. We continue to await formal confirmation from Dorset Council before any work can be arranged.

Well Man Evening

The Well Man Evening held on Wednesday 29th April was very well attended, with just under 50 patients attending throughout the evening.

The event included talks and information regarding PSA testing, healthy lifestyle choices, mental health and screening programmes. Patients were also able to have health checks carried out, including blood pressure, height/weight and cholesterol checks.

We received very positive feedback from attendees and would like to thank all staff, speakers and supporting teams involved in making the evening a success.

Access Wellbeing Service Information

Access Wellbeing is a new NHS and community partnership service providing mental health and wellbeing support for anyone aged 18 and over. Patients do not require a GP referral and can attend drop-in sessions for support with wellbeing, social connection, bereavement, housing, finances, carers support and volunteering opportunities.

Please note this is not a crisis service.

Local Access Wellbeing Locations

Lyme Regis – Mondays, 10am–3pm

Guildhall, Lyme Regis, DT7 3QE

Pre-bookable appointments are also available on SystemOne.

Maiden Newton – Tuesdays, 10am–3pm

Memorial Playing Fields, Hedley Howard, Maiden Newton, DT2 0AX

Bridport – Wednesdays, 10am–3pm

The Harmony Centre, Units 1 & 2, The Tower Building, St Michael's Estate, Bridport, DT6 3FN

Beaminster – Thursdays, 10am–3pm

Prout Bridge Project, 6 Prout Hill, Beaminster, DT8 3AY

Prepared for:

Lyme Bay Medical Practice Patient Participation Group (PPG)