

Action Plan – updated September 2025



Aims of PPG

1. To consult with the GP Practice on the development and provision of community needs;
2. To contribute to and be kept informed of GP Practice decisions;
3. Participate in two-way communication with both the NHS Dorset Integrated Care Board (ICB) and the Practice to positively influence the provision of health services in the locality;
4. Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices;
5. Share news of the work of the PPG through various communication channels to the broader local community;
6. Ensure that patient information and advice are readily available and clearly presented.

Red – High Priority		Amber – Medium Priority		Green – Low Priority		Purple – Ongoing		White – Not started		Blue – Complete	
Objective		Priority		Action		Owner		Target Delivery Date		Progress	
Work to positively influence the provision of health services in the local community		O		Provide input to the development of the PCN led Community SWITCH initiative. SWITCH stands for Supporting Wellbeing Improving the Community’s Health		TBC		Ongoing		Community SWITCH is a set of resources that can be used by Social Prescribers and Care Coordinators to help patients with their unique non-medical needs. The resources are provided through the website: www.communityswitch.org . At the September PPG meeting, Julie provided an update that there are now 95 programme resources and over 70 events listed on the website – a printable version is being developed for those who can’t go online. She reminded members that a status report was emailed to them on 5th September will details of the initiative’s progress.	

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Work to positively influence the provision of health services in the local community (Continued)	O	Provide input to the development of the PCN led Community SWITCH initiative. SWITCH stands for Supporting Wellbeing Improving the Community's Health	TBC	Ongoing	PPG members to continue to identify groups and organisations that should be included among the resources currently on the site. Following Judith's suggesting of adding the list of resources u3a Ringwood and u3a Verwood are being added to the list of programme resources.
	W	Support 2025 Winter Vaccination Clinics with patient marshalling	TBC	Oct 2025	The Practice has advised that this season COVID vaccines will be offered alongside flu vaccines. Clinics will commence 2 nd October for over 65s. Pregnant women and children may be offered flu vaccines from September. Vaccines have been delivered. Clinics will be held during weekdays and not on Saturdays
	W	New – Provide input to programme of “chatty benches” to tackle loneliness in the community	TBC	TBC	Suzanne and Kate have been speaking with the Ferndown Rotary Club about possibly funding some ‘chatty benches’ for in and around Ferndown, to get people talking and to promote Community SWITCH. Kate will keep the PPG posted if funding is approved, and PPG members are encouraged to think of spaces around Ferndown where the benches could go.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Ensure that patient information and advice are readily available and clearly presented.	M	Create patient communications explaining the roles and responsibilities carried out by the various healthcare professionals who may see patients, (e.g. Advanced Nurse Practitioners, Social Prescribers).	TBC / Julie Saunders	Revised to Nov 2025	Members have noted that patients may see healthcare professionals other than a GP and it would be useful to know who they are and what they do. Julie has drafted information for a PCN leaflet, but surgeries have requested their own versions which is additional work. Target delivery date updated.
Encourage patients to sign up for GP online services with online services	O	Develop guidance for patients on how to use Online Services	Eric Cronwright	Ongoing	The Parley Place Care Home session was considered a success, and the participation of Volunteer Digital Champions, Julie and Anne played a significant role. The Practice has been requested to send out text messages to patients not using digital services, offering assistance and creating a list of interested patients who could benefit from future sessions. The Practice expressed interest in sourcing other locations, such as The Centre, which may attract patients closer to alternative venues.
Support practice on development of PPG section on website	M	Review Practice website comment from a patient perspective and provide feedback	Janet Crewe	Sep 2025	Proposed changes and options for improvement were reviewed at the June meeting. At the September meeting Suzanne confirmed that the GP Partners had agreed to the proposed changes. Julie to action.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Establish a close working relationship between Practice staff and PPG	O	Organise and hold regular meetings	Nigel Davis	Ongoing	Meeting dates till December 2025 have been agreed and scheduled. PPG members will agree to the 2026 meeting dates at the next PPG meeting on 29th October.
Promote the PPG to encourage patients to join and advertise what the group are working on	L	Prepare and disseminate materials to promote the PPG to encourage patients to join and advertise what the group are working on encourage new members to join.	PPG Julie Saunders	On hold	In May, Julie shared a proposed survey to help members determine patient awareness of and willingness to join the PPG. The survey can be printed and left for patients to answer in the surgery waiting rooms. The online version can be sent to patients by email or text message with a covering message and <u>the URL link</u> . A poster with a QR code can be provided to be displayed in the surgeries. At the September meeting it was agreed this was a lower priority as new members have recently joined the group.
	O	Attend Practice Health Events to raise awareness and encourage membership	PPG	Ongoing	Volunteers to be sought from within the PPG.
	H	New - Noticeboards to be maintained by PPG in Corbin Avenue and Glenmoor Road Reception Areas.	TBC	TBC	The Practice would like a PPG member to keep an eye on the PPG noticeboards in the waiting rooms at both sites to make sure they are up to date and tidy, and come up with any ideas on what to add. Volunteers to be sought from within the PPG.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Support the Practice in reduction of DNAs (Did Not Attends)	H	Raise awareness of the implications in terms of resources and costs.	TBC	Sept 2025	PPG members have been requested to suggest potential solutions to help reduce the number of DNAs (Did Not Attend) The Barcellos Family Practice will provide statistics, including patients with a track record and probability of missing appointments.

****This ends the regularly reviewed actions on the plan. Completed or routine actions appear on the following pages****

Completed Objectives (or Ongoing requiring no specific monitoring of actions)

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Establish a close working relationship between Practice staff and PPG	C	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	Complete	Complete – November 2024
Encourage patients to sign up for GP online services with online services	O	Signpost patients to Digital Champion learning sessions.	Kate Carroll	Ongoing	The Practice website has an Online Services page. Details of Local Digital Champion sessions are published there. The Practice has links to book sessions for patients if required and can sign post to PPG led sessions when in place.
	O	Educate Practice staff about the range of online services available to patients and how these can be set up and used	Kate Carroll	Ongoing	Patients are being directed to Kate to be added to the training list.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Work to positively influence the provision of health services in the local community	C	Send details of future Carers event invites to PPG participants.	Kate Carroll	Complete	Details of 2025 meetings provided and were published on the Practice website in November 2024
	O	Ensure that the carers in the local community are represented.	Kate Carroll	Ongoing	Nigel is now a member of the Pan Dorset Carer's Steering Group. He will report back on any Steering Group discussions that may be of interest to PPG members. NB. Social Prescriber, Kate Carroll also participates in the Group.
	C	<p>Evaluate the impact of how the increased demand from new Kingsmere Park residents will impact the provision of healthcare for existing patients.</p> <p>Lynne Hyde raised concerns about the McCarthy & Stone proposal to build a retirement living development featuring around 50 one- and two-bedroom apartments at Parley Cross.</p>	Lynne Hyde	Complete	PPG members have raised concerns about how the development will impact healthcare provision by the Practice. Given that the whole development falls within BFP's catchment area, and the Glenmoor Road site is the nearest GP surgery, it is possible that anyone relocating to the area may approach Barcellos to register. The Practice has confirmed that there will be sufficient staffing of clinical and administrative roles to meet any increased demand and members agreed at the March meeting that this action can be closed.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices	C	Create a draft poster/leaflet promoting vaccinations and present to future meeting.	Julie Saunders	Complete	<p>Julie worked with the Practice and Celia to update the Vaccines Information page on their website in November 2024. A “Know Your Vaccines” information leaflet for patients has been created and was reviewed and approved by PPG members along with a poster for the surgery waiting rooms.</p> <p>At the March meeting members noted that vaccination information poster and leaflet have been created, and this action can now be closed.</p>
Develop and update a PPG action plan in line with PPG objectives and aims	O	Create and populate an Action plan and ensure it is regularly updated	Eric Cronwright	Ongoing	<p>This plan is now in place and members agreed it will be reviewed at least every other meeting. Eric has agreed to update a PPG Action Plan based on feedback received from action owners. Eric has also agreed to monitor the PPG email inbox.</p>
Support practice on development of PPG section on website	O	Create and maintain the PPG web page and upload Terms of Reference, meeting minutes and Action Plan	Julie Saunders	Ongoing	<p>A re-designed Practice website was launched in April 2024 and included a dedicated PPG page. The PPG Terms of Reference, meeting information and Action Plans added and updated when provided to the web editor.</p>