

## PPG Meeting Minutes– 6<sup>th</sup> May 2026

**Attendees:** Nigel Davis (*PPG Chair*), Sue Oliver, Marilyn Mani, Ginny Syrett, Lynne Hyde, Eric Cronwright, Bev Boon, Kate Ellis, Ann Green, Roger Wearn, Sophie Flexman (*Practice Manager's Assistant, Minute taker*), Catherine Jones (*Operations Manager*), Ange Fogg (*Reception Manager*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Julie Saunders (*OMNISector*)  
Andy Saunders (*OMNISector*)

**Apologies:** Suzanne Miller (*Practice Manager*), Janet Crewe, Charlie Maddison.

### **1. Welcome and Introductions.**

*A big welcome back to Catherine, after her maternity leave! Catherine gave birth to a baby girl in June 2025.*

*Welcome to our new members Bev and Kate!*

### **2. Approval of the Minutes of the meeting held on 4 March 2026**

*Minutes approved, Julie to upload to the Practice website.*

*Bev mentioned that there were quite a few acronyms in the minutes of the last meeting that she was unfamiliar with, Kate E agreed, particularly SWITCH. Sophie will add a list of common acronyms to the bottom of the minutes.*

*Community SWITCH stands for 'Supporting Wellbeing Improving the Community's Health'.*

*It is a community project which connects and signposts patients of Crane Valley Primary Care Network (PCN) to local services. (Crane Valley PCN consists of Barcellos Family Practice, West Moors Village Surgery, Verwood Surgery and the Cranborne Practice).*

*It asks patients 'how are you feeling' to better connect patients with the support they need. It is an online resource currently (<https://communityswitch.org/>) but here is a printout version available. There is also an events diary for community events and groups. The services on SWITCH are both volunteer and trained services.*

*Andy encouraged the new members of the group to review the SWITCH website from a patient's perspective and do a bit of a 'peer review', if there are any additional services that can be added, if the format works etc.*

*Sue asked if SWITCH is accessible for those who do not have access to the internet. There is a printed version available, anyone can go into Verwood library and ask for a copy. Patients can also contact the Practice to be connected to the Social Prescriber for support with IT literacy.*

*Andy and the social prescribers are currently organising a connections event for services in dementia/memory loss. They have invited 40+ groups at the moment, but*

*only a few have responded so far; there are lots of other meetings going on in community.*

### **3. Update/Discussion on current Action Plan.**

*On Wednesday 20<sup>th</sup> May, Kate, Andy and Nigel will meet via Microsoft Teams to discuss adding a carers support page on SWITCH.*

*Roger and Andy are yet to meet re NHS app/digital support.*

*Marilyn's son works at Springbourne fire department and has tried to contact a few people in Dorset and Wiltshire service, but they have not got back as of yet. Changed to 'ongoing' on action plan.*

*Regarding the chatty benches, Andy has written a letter ready to send to the Council regarding funding/upkeep of the benches, which will come from the PPG chair.*

*Nigel is no longer looking at costs of bench/ location etc.*

*The group discussed West Parley/Ferndown locations for the benches and decided the first place to suggest is outside the post office on Victoria Road.*

**Action- Nigel to send letter to the council suggesting this place for the bench.**

*Marilyn suggested that the TV screen over at Glenmoor could be moved to a different corner to make it easier for patients to view. The practice will look into this but will be dependent on the position of the plugs.*

*Kate is looking to arrange a further date for another digital support session.*

*New members are encouraged to look at practice website and feedback any suggestions.*

*Regarding the DNAs (did not attend), Bev and Kate E mentioned that at previous practices, there was a display in the waiting room that showed weekly the number of DNAs as well as the costs.*

*It was agreed to trial this but monthly, as weekly may not be manageable currently, with a section with information on how patients can cancel their appointments.*

**Action- Sophie to send DNA figures/costs to Andy to come up with the wording of the display.**

*Regarding the waiting room TV, the current one does need an update. Suggestions to add information about SWITCH, DNA figures and costs, and to add Operation Crocus information.*

*Operation Crocus, or OP Crocus is an initiative by Dorset Police to help support victims of financial abuse. The number to call is 0300 123 2040 to report fraud.*

*For information, on 23<sup>rd</sup> May, there is a defibrillator demonstration session at West Moors memorial hall.*

### **4. AOB**

*Roger spoke about the recent changes to the NHS app. The main change is that the GP health record viewing has moved and is slightly more hidden. The path the user has to take is now-  
'Appointments -> Appointment notes and other updates (consultations and events)'*

*Ange will inform the receptionists at the Practice of this change to help any patients who cannot find their records.*

*Kate and Bev both consented for Julie to be given their email addresses. Sophie will share these with Julie.*

***List of terms-***

***PPG-*** Patient Participation Group

***PCN-*** Primary Care Network

***SWITCH-*** Supporting Wellbeing Improving the Community's Health

***DNA-*** Did not attend

***Next meeting-*** Wednesday 17<sup>th</sup> June 2026- 11:45am

***Location to be confirmed.***