

# Action Plan – updated May 2026

## 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
<b>Work to positively influence the provision of health services in the local community</b>	O	<p>SWITCH stands for Supporting Wellbeing Improving the Community’s Health – an is used by Social Prescribers and Care Coordinators to help patients with their unique non-medical needs.</p> <p>Provide input to the development of the PCN-led Community SWITCH initiative.</p>	Janet Crewe	Ongoing	<p>As of May, the <b>Community SWITCH programme</b> now features more than 120 resources. The site regularly lists more than 100 upcoming events monthly and now has added search functionality, which is explained in this <a href="#">video</a></p> <p>Since our March meeting, the website there have been &lt;3,200 visitors and 5,500 views.</p> <p>Andy urged greater PPG pro-activity. <b>Nigel, Kate and Andy are scheduled to meet on 20<sup>th</sup> May to discuss further PPG-level actions and any recommendations for information to add or update on the current Carer support section of SWITCH.</b></p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the local community (cont'd)</b>	O	Provide input to the development of the PCN-led Community SWITCH initiative (cont'd).	Marilyn Mani	Ongoing	Marilyn persists in attempts to find a community contact in the Dorset Fire and Rescue Service to review Community SWITCH to determine whether anything can be added to the website from their perspective.
	O	Support the programme of “chatty benches” to tackle loneliness in the community	Kate Carroll  <b>A PPG owner needs to be identified to progress this initiative further.</b>	TBC	After the March meeting, Andy had provided Nigel with an appeal letter template and example Ferndown Chatty Bench artwork mock-up to enable the PPG to identify a sponsor for a bench in Ferndown or West Parley. the group discussed the options for where a bench could be located in Ferndown or West Parley.
<b>Support the Practice in reduction of DNAs (Did Not Attends)</b>	H	Raise awareness of the implications for resources and costs.	Nigel Davis/ Sophie Flexman	On hold	<p>Suzanne identified an issue with missed appointments with the nursing team as the biggest issue. PPG members were requested to suggest potential solutions to help reduce the number of DNAs.</p> <p>While some costs have been calculated, Catherine has requested a pause while these are checked. In the meantime, as well as highlighting the cost value of missed appointments, other suggestions for patient communications include reference to:</p> <ul style="list-style-type: none"> <li>• extending waiting periods for appointments</li> <li>• adding the statistics to the online</li> <li>• adding info to the opening message on the Barcellos Family Practice incoming telephone line.</li> </ul>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Ensure that patient information and advice are readily available and clearly presented</b>	<b>H</b>	Noticeboards to be maintained by PPG in Corbin Avenue and Glenmoor Road Reception Areas.	Susan Oliver (Corbin Avenue) Janet Crewe (Glenmoor Road)	Ongoing	At the March meeting, all members were again encouraged to visit the waiting rooms at both sites, review the displays, and provide feedback on whether the posters are large enough and legible from a distance.
		Regularly review the Waiting Room TV (WRTV) video to ensure it remains relevant and useful	Nigel Davis	Ongoing	It was suggested that the positive figures and facts about the practice can go up on the waiting room TV and displays <b>Nigel to coordinate PPG members' feedback on waiting room TV/displays and report to Nigel</b> Julie and Andy can provide updates to WRTV video or any information posters or leaflets that the PPG may require.
<b>Support practice on the development of the Practice website</b>	<b>M</b>	Review the Practice website comment from a patient perspective and provide feedback	Janet Crewe	<b>May 2026 Overdue</b>	Janet confirmed that the website is working and there are no current suggestions. <b>PPG members and practice staff are requested to review the Clinics and Services page and provide feedback on the content.</b>
<b>Encourage patients to sign up for and use GP online services with online services</b>	<b>O</b>	Develop guidance for patients on how to use Online Services  Signpost patients to Digital Champion learning sessions.	Kate Carroll	Ongoing	Another How to use Online GP services was held at Kings Park Care Home on Wednesday, 18th March at 2 pm. If required another can be arranged. 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.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Encourage patients to sign up for and use GP online services with online services (cont'd)</b>	H	Develop guidance for patients on how to use Online Services (cont'd)	Roger Wearne	July 2026	<p>Roger advised members that the NHS App had recently undergone updates, which have led to information being organised differently. He suggested this may confuse patients. This led to lot of concerns being raised by meeting participants.</p> <p><b>Julie suggested that the PPG work with her to develop a short guide or a “top tips” flyer for the surgery waiting rooms or practice website.</b></p> <p>Post-meeting note: Julie has sent PPG members resources explaining the new layout and the reasoning behind it, along with links to the “What’s New” official guide, which is regularly updated with the latest features and navigation tips.</p>
<b>Promote the PPG to encourage patients to join and advertise what the group are working on</b>	L	Prepare and disseminate materials to promote the PPG, encourage patients to join, and advertise the group's work to attract new members.	PPG Julie Saunders	On hold	<p>Julie previously 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 via email or text message, along with a cover message and the URL. A poster with a QR code can be provided for display in the surgeries.</p> <p><b>At the January meeting, it was agreed that this was a lower priority as new members have recently joined the group.</b></p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Promote the PPG to encourage patients to join and advertise what the group are working on (cont'd)</b>	O	Attend Practice Health Events to raise awareness and encourage membership	PPG owner needed	Ongoing	Volunteers to be sought from within the PPG.
<b>Develop and update a PPG action plan in line with PPG objectives and aims</b>	H	Create and populate an Action plan and ensure it is regularly updated	PPG owner needed	July 2026	This plan is now in place, and members reviewed it at every meeting. Eric Cronwright needs to step back from managing the plan for the time being and Julie Saunders has been asked to manage it temporarily while a PPG member is sought to oversee it on an ongoing basis. Eric had also agreed to monitor the PPG email inbox and that requires a transfer of ownership too.  Priority changed to High accordingly.

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**\*\*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
<b>Establish a close working relationship between Practice staff and PPG</b>	<b>C</b>	Organise and hold regular meetings	Nigel Davis	Complete	Meeting dates till December 2026 have been agreed and scheduled. <b>Julie to add to the PPG page on the practice website.</b>
	<b>C</b>	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	Complete	Complete – November 2024
<b>Ensure that patient information and advice are readily available and clearly presented.</b>	<b>C</b>	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).	Julie Saunders	Complete	Members have noted that patients may see healthcare professionals other than a GP and it was felt that it would be useful to know who they are and what they do. <b>Julie has created a leaflet which explains the roles and responsibilities of various healthcare professionals in the Practice and PCN. This was uploaded to the Practice website in December 2025.</b>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Support practice on development of PPG section on website</b>	O	Create and maintain the PPG web page and upload Terms of Reference, meeting minutes and Action Plan	Julie Saunders	Ongoing	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.
<b>Work to positively influence the provision of health services in the local community</b>	C	Support 2025 Winter Vaccination Clinics with patient marshalling	N/A	Closed – no PPG support was required by the Practice	The Practice has advised that this season COVID vaccines will be offered alongside flu vaccines. Clinics will commence 2 <sup>nd</sup> 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
	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.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the local community (cont'd)</b>	<b>C</b>	Evaluate the impact of how the increased demand from new Kingsmere Park residents will impact the provision of Evaluate the impact of how the increased demand from new Kingsmere Park residents will impact the provision of healthcare for existing patients. 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.	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. <b>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.</b>
<b>Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices</b>	<b>C</b>	Create a draft poster/leaflet promoting vaccinations and present to future meeting.	Julie Saunders	Complete	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.  At the March meeting embers noted that vaccination information poster and leaflet have been created, and this action can now be closed.