

## PPG Meeting Minutes – 19<sup>th</sup> March 2025

### Attendees:

Nigel Davis (PPG Chair), Eric Cronwright, Janet Crewe, Lynne Hyde, Sue Oliver  
Catherine Jones (Operations Manager),  
Kate Carroll (Social Prescriber, Crane Valley PCN),  
Gill Foott (Community Engagement Officer, NHS Dorset),  
Julie Saunders (OMNIsector, Patient Communications and – for this session - Minute taker).

Not able to attend: Suzanne Miller (Practice Manager) Sophie Flexman (Practice Manager's Assistant), Colin Payne (PPG Member).

### 1. Welcome and Introductions.

*Welcome to our new member Sue!*

*Regrettably, David who had attended the previous meeting has advised he won't be attending future meetings.*

### 2. Approval of the Minutes of the meeting held on the 5<sup>th</sup> of February 2025.

*Minutes approved and are uploaded to website.*

### 3. Update from the practice on the Action points from the previous meeting.

*The Practice now has over 8,600 patients registered. Catherine confirmed that there is sufficient staffing of clinical and administrative roles to meet associated increased demand.*

*Catherine advised Dr Eloise Thompson will be on maternity leave from the end of March, and that Dr Jen Field will commence maternity cover starting the 22<sup>nd</sup> of April. There have been changes to the Reception team with several new staff members and the Practice is leading recruitment for maternity cover for Rachel Hucker, PCN Pharmacy Tech.*

*Members noted there is still an outstanding action from previous minutes:*

*Action - group to send a 'sorry you're leaving' card for Celia*

### 4. Update/Discussion on current Action Plan.

*The following Action Plan items were discussed –*

**Community SWITCH** – *Kate reminded members that this 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 Community SWITCH website: [www.communityswitch.org](http://www.communityswitch.org). Julie shared highlights from a report from Andy Saunders, who provides website management support for SWITCH. This shows increased use of the website, and that the highest volume of visitors is to the "I feel lonely" page. Andy's report detail recommendations and acknowledges the work done by PPG member, Celia Marker in the initial development of the Community SWITCH programme.*

*Action – Julie to share a copy of the report with PPG members.*

**Digital Learning sessions** – *In February, Colin and Eric held an initial IT Support session for patients with an emphasis on how to access GP online services. It was not particularly well*

attended due to last minute cancellations, but members agreed that further small group sessions should be offered and widely publicised. Julie mentioned that Ferndown Library offer monthly IT and Tech support sessions between 2 and 3 pm on the last Friday of each month (details shared to members).

*Action – Kate to confirm date, time and venue for the next session in April and Julie will develop promotional materials.*

**Review Practice website** – Janet kindly offered to look at the Practice website ([www.thebarcellosfamilypractice.co.uk](http://www.thebarcellosfamilypractice.co.uk)) and provide feedback on content and usability.

*Action – Eric to update Action Plan accordingly.*

**Organise regular PPG meetings** – Members noted that meeting dates beyond June 2025 need to be agreed. During Catherine’s maternity leave, it is anticipated that Suzanne Miller, Practice Manager, will attend to represent the Practice. Catherine’s last PPG meeting before her leave will be the end of April.

*Action – agree dates for remainder of 2025 at the April meeting.*

**Actions to add/close** – Members noted that vaccination information poster and leaflet have been created, and this action can now be closed. Members also noted that the Practice has confirmed that there will be sufficient staffing of clinical and administrative roles to meet any increased demand and that the action to evaluate impact from the Kingsmere Park development can be closed.

*Action – Eric to update Action Plan accordingly.*

During general discussion it was noted by members that patients may see healthcare professionals other than a GP and it would be useful to know who they are and what they do.

*Action- Eric to add an item to the PPG Action plan about creating some 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).*

## 5. AOB

Julie – provided various updates on communications members may find of interest:

Changes to Bowel Cancer Screening age – more info on the PCN website here>>

<https://www.cranevalleypcn.org/bowel-cancer-screening>

Consultations going on re the ‘NHS 10-year health plan’. There is a survey open to enable people aged 16 and over in England to give feedback on their priorities>>

<https://change.nhs.uk/en-GB/projects/your-priorities-for-change>

Information about NHS Health Checks, who is eligible and why, etc>>

<https://www.cranevalleypcn.org/nhs-health-checks>

**Next meeting-**

**Wednesday the 30<sup>th</sup> of April – at Hope Church - 11.45am for a prompt 12noon start.**