

# Action Plan – updated March 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
<b>Work to positively influence the provision of health services in the local community</b>	<b>H</b>	<p>Provide input to the development of the PCN led Community SWITCH initiative.</p> <p>SWITCH stands for Supporting Wellbeing Improving the Community’s Health</p>	TBC	TBC	<p>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 Community SWITCH website: <a href="http://www.communityswitch.org">www.communityswitch.org</a>.</p> <p>Julie shared a report from Andy Saunders who manages the site, which shows the highest volume of visitors is to the “I feel lonely page.”</p> <p><b>PPG members are asked to identify organisations that should be included among the resources currently on the site.</b></p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Establish a close working relationship between Practice staff and PPG</b>	O	Organise and hold regular meetings	Nigel David	Ongoing	Meeting dates till June 2025 have been agreed and scheduled. <b>Dates for the remainder of the year to be agreed.</b>
<b>Encourage patients to sign up for GP online services with online services</b>	O	Develop guidance for patients on how to use Online Services	Colin Payne / Eric Cronwright	Ongoing	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. <b>A date, time and venue for the next session in April is being agreed and Julie has offered to develop promotional materials.</b>
<b>Promote the PPG to encourage patients to join and advertise what the group are working on</b>	O	Attend Practice Health Events to raise awareness and encourage membership	PPG	Ongoing	Volunteers to be sought from within the PPG.

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	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	Ongoing	Julie has offered to provide help with the development of proposed printable and digital comms
<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 to explain what the PPG does and how to join. Terms of Reference, meeting minutes and Action Plans added and updated when provided to the web editor.
	M	Review Practice website comment from a patient perspective and provide feedback	Janet Crewe	April 2025	Web editor, Julie Saunders, has asked PPG members to look at the PPG website and provide feedback. The NHS has developed a GP Practice website assessment tool, which can be used to guide members. The PPG may want to consider carrying out a survey of all patients.  <b>At the March meeting Janet kindly offered to look at the Practice website and provide feedback on content and usability at our next meeting.</b>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Ensure that patient information and advice are readily available and clearly presented.</b>	<b>W</b>	<b>New</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).	TBC / Julie Saunders	June 2025	<p>During discussions at the March PPG meeting, 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.</p> <p>Julie will work with a nominated PPG and Practice representative to develop communications materials.</p>

**\*\*This ends the regularly reviewed actions on the plan. Completed or Ongoing actions requiring nor specific monitoring ) 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>	O	Organise and hold regular meetings	Nigel Davis	Ongoing	Meeting dates till June 2025 have been agreed and scheduled.
	C	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	November 2024	Complete
<b>Encourage patients to sign up for GP online services with online services</b>	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 – Nov 2024	
	O	Ensure that the carers in the local community are represented.	Kate Carroll		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 &amp; Stone proposal to build a retirement living development featuring around 50 one- and two-bedroom apartments at Parley Cross.</p>	Lynne Hyde	Ongoing	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>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<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	Feb / Mar 2025	<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>
<b>Develop and update a PPG action plan in line with PPG objectives and aims</b>	<b>O</b>	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>