

## **PPG Meeting Minutes – 30<sup>th</sup> April 2025**

**Attendees:** Nigel Davis (*PPG Chair*), Eric Cronwright, Janet Crewe, Lynne Hyde, Sue Oliver, Catherine Jones (*Operations Manager*), Sophie Flexman (*Practice Managers Assistant, Minute taker*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Gill Foott (*Community Engagement Officer, NHS Dorset*), Julie Saunders (*OMNIsector*).

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

*Sadly, Colin has decided to leave the PPG due to family commitments. We wish Colin all the best and we will miss his digital knowledge!*

*Eric will take over Colin's digital work.*

*Today's meeting will be Catherine's last PPG meeting before she goes on maternity leave. We wish Catherine the best of luck!*

### **2. Approval of the Minutes of the meeting held on 19 March 2025.**

*Minutes approved and will be uploaded to the Practice website.*

*Action- Julie to upload minutes to website*

### **3. Update from the practice, and a brief overview of the telephone system.**

*A few staff changes- we have 2 new receptionists, a new PCN Care Coordinator, and we have a new Pharmacy Technician starting in May.*

*Action- Catherine/Sophie to send up to date staff list to Julie to update the website*

*The new phone system was installed in April 2024. Discussed the 'call back' service- if the queue is long then patients can request a 'call back' from the Practice.*

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

*Community SWITCH updates- there is now a section on cost-of-living support.*

*Julie has asked if anyone spots any organisations that aren't already on SWITCH, then please drop her an email with the details- [julie.saunders@omnisector.com](mailto:julie.saunders@omnisector.com)*

*Janet mentioned that she runs the social media and website for 'Absolutely WI' in Ferndown. Julie will add this to SWITCH.*

*Discussed the Practice website- Janet kindly looked through the website and wrote down some notes from a patient's perspective:*

*-she noted that the front page was very long- particularly on a mobile and takes a while to load up- she suggested to remove the photos of the surgeries on the first page to help the loading speed.*

*Julie asked if Janet could have a look at Cranborne Practice, West Moors Practice and Verwood Surgery's websites as a comparison.*

*Kate mentioned having a social prescribing section on the front page with the 'know who to turn to for your healthcare' section. Julie suggested there is an information section on each PCN role on the website- to include social prescribing, paramedic, pharmacists and technicians and care coordinators.*

*Action- Julie and Janet to meet and discuss the Practice website.*

*Action- Other PPG members to look at Practice website and present thoughts to next meeting.*

*Action- Janet to look at other practice websites and share thoughts at next meeting.*

**5. Update from Colin on Internet training session.**

*As Colin has now left the PPG, Eric will take on supporting the digital training sessions. Hoping to have the next session on Weds 2<sup>nd</sup> July, 2pm at Parley Place Care Home- Kate will confirm this.*

**6. Set dates for meetings for the rest of the year.**

*Meet at 11:45 for a 12pm start- at the Hope Church, Ferndown.*

*Weds 11<sup>th</sup> June*

*Weds 30<sup>th</sup> July*

*Weds 17<sup>th</sup> Sept*

*Weds 29<sup>th</sup> Oct*

*Weds 10<sup>th</sup> Dec- Mince pies and Christmas jumpers!*

**7. AOB**

*Julie mentioned asking our patients to complete a survey for 'PPG awareness'.*

*Action- Julie to send Sophie/Catherine a copy of the survey to send to patients.*

*Practices now have free Wi-Fi for patients!*

*Action- Julie to create 'Free Wi-Fi posters for the practice waiting rooms.*

*Information from Julie-*

*Last year, people in Dorset were asked to share their thoughts on self-care in Dorset. The results have recently been published, and 2,485 people responded. This feedback is important because it helps GP Practices understand how confident patients feel about caring for their own health and what support they need to do so even better. <https://tinyurl.com/ymshuevf>*

*Healthwatch Dorset is gathering case studies to inform the NHS Future Care programme in Dorset. They want to hear from people who have spent time in a community hospital bed in the last year, like Wimborne or Blandford Hospitals. They'd like to find out what that was like for you and/or your family & friends, what worked well and what could be improved. Get in touch and tell your story; they'll use all the feedback gathered to improve local services.*

*Call 0300 111 0102, email [enquiries@healthwatchdorset.co.uk](mailto:enquiries@healthwatchdorset.co.uk) or have your say online here <https://www.healthwatchdorset.co.uk/share-your-views>*

*Introducing a new Women's Health Website to help women take control of their health. The new website, produced by Dorset Women CIC in collaboration with NHS Dorset, healthcare professionals, and members of the community, is centred on the voices and experiences of local women. It's a safe, inclusive space for all women—including those who are transgender or non-binary—to explore trusted*

*health information and local services. Whether you're looking for information on contraception, mental health, breast health, menopause, pelvic health, or HPV, this website is designed to support you in making choices about your mental and physical well-being.*

*Visit the Dorset Women's Health website at <https://ourdorset.org.uk/women/>*

*Are you or someone you know affected by Parkinson's? Parkinson's UK can support you on your Parkinson's journey.*

*Their experienced Parkinson's Local Advisers are working in our area, and they include a team of volunteers who run regular groups and activities locally.*

*You can contact Helen Brown, Parkinson's UK Local Adviser, by email at [adviser.southwest@parkinsons.org.uk](mailto:adviser.southwest@parkinsons.org.uk) or call their helpline at 0808 800 0303 for support. <https://communityswitch.org/parkinsons-uk/>*

*One thing I meant to mention but forgot (!) was a communication that is going out on social media to highlight Lyme Disease Awareness month. While Lyme disease remains relatively uncommon in the UK compared to some other countries, its incidence has been increasing.*

*Also, I mentioned the Patient's Association, which is an independent patient charity campaigning for improvements in health and social care for patients. I have signed up to receive the Patients Association weekly newsletter.*

*If you are interested in signing up for their weekly newsletter yourself, simply complete this form>> [The Patients Association](#)*

**Next meeting-**

**Weds 11<sup>th</sup> June- 11:45am**