

# PPG Meeting Minutes – 11<sup>th</sup> June 2025

**Attendees:** Nigel Davis (*PPG Chair*), Eric Cronwright, Janet Crewe, Lynne Hyde, Suzanne Miller (*Practice Manager*), Sophie Flexman (*Practice Managers Assistant, Minute taker*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Lisa Darbaz (*Care Coordinator, Crane Valley PCN (based at West Moors Surgery)*) Julie Saunders (*OMNIsector*).

**Apologies:** Gill Foott (*Community Engagement Officer, NHS Dorset*), Judith Pursell (*patient*).

## **1. Welcome and Introductions**

*We were joined by Lisa, who is a Care Coordinator for the PCN and is helping to start up the West Moors Group Practice PPG.*

## **2. Approval of the Minutes of the meeting held on 30 April 2025.**

*Minutes approved and will be uploaded onto Practice Website.*

*Action- Julie to upload minutes to website.*

## **3. Review/Discussion of the Practice Website, Janet/Julie.**

*Janet and Julie met a few weeks ago and went through the Practice website together. Julie showed Janet how she edits the website too.*

*One of the bits of feedback Janet shared is to simplify the home page a bit more, moving 'how to contact the practice' and 'what to do in an emergency' to the top of the page. The full report on Janet and Julie's discussion is attached along with the minutes.*

*Suzanne/Sophie will ask one of the Partners at the Practice to review the clinical information on the website.*

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

*Eric will update the action plan with amendments. Julie will upload the updated copy to the Practice Website.*

## **5. AOB**

*'Hope' Programme- held by 'Help and Care', with Jane Hullcoop (Health & Wellbeing Coach)- 6 sessions being held at Kings Park Care Home- Ferndown- includes topics like managing stress, fatigue, mindfulness, communication and relationships.*

*There is going to be another digital support session for patients of West Moors Group Practice and Barcellos on 2<sup>nd</sup> July, 2pm at Parley Place Care Home. This will support patients with setting up Viso, SystemOnline and the NHS App.*

*Anne, a digital champion from Ferndown Library will be attending with Julie.*

*Action- Julie, Eric, Kate and Anne to meet via Microsoft Teams to discuss a plan.*

*For info- EConsult is going in October, we will start to move across to SystemConnect, which is a similar system.*

*Sophie has asked if any PPG members would like to take over organising the PPG noticeboards at both Glenmoor Road and Corbin Avenue.*

*Updates from Julie-*

#### **Medicines Waste Campaign**

*Now in its second year, Dorset's hugely successful **Only Order What You Need** campaign is back, running via GPs and Community Pharmacies. Julie will be developing patient communications in readiness for a text messaging campaign to be sent out to patients across the PCN.*

*Patients are asked to:*

- Check their medicines before ordering repeat prescriptions*
  - Only order what they need - even if it's on their repeat list*
  - Speak to their pharmacy team if they have questions or need support*
  - Return unused or out-of-date medicines to any pharmacy for safe disposal.*
- These simple steps can save millions in waste, free up healthcare professional time, protect the environment and NHS resources.*

#### **New features on NHS App**

*The NHS App now offers a Prescription Tracking feature which enables patients to monitor the progress of their prescriptions in real-time, providing updates such as when a prescription is approved, sent to the pharmacy, ready for collection, or dispatched for delivery.*

[\*Follow this link to find out more>>\*](#)

#### **Keeping Vulnerable Loved Ones Safe with the Herbert Protocol**

*The Herbert Protocol, a national scheme set up to protect and support vulnerable people and enable them to retain their independence, has been refreshed here in Dorset.*

*The Herbert Protocol is a form that carers, family or friends of a vulnerable person, or the person themselves can fill in. It contains a list of information to help the police if the person goes missing, including:*

- medication required*
- mobile numbers*
- places previously located*
- a recent photograph*

*Keeping a completed form saves the worry of trying to recall the information during the stressful time of someone going missing. It also saves time for the police, allowing the search to start sooner.*

*A link to more information about the protocol can be found on the **Dorset Police** website here>>*

[\*https://www.dorset.police.uk/notices/af/herbert-protocol/\*](https://www.dorset.police.uk/notices/af/herbert-protocol/)  
[\*https://youtu.be/v83qx Dx5-yU?si=Vf2ladXl6MOScjY\*](https://youtu.be/v83qx Dx5-yU?si=Vf2ladXl6MOScjY)

### **Saving money on your NHS prescriptions**

*If you regularly pay for meds, the NHS Prescription Prepayment Certificate (PPC) could help cut costs. For a set fee, you receive unlimited prescriptions for 3 or 12 months – it could save you a significant amount!*

*The prescription charge in England is £9.90. A PPC costs:*

- £32.05 for 3 months
- £114.50 for 12 months

*For example, if you need 3 items each month, over 3 months, you're saving £57. For a 12-month prepayment, you're saving more than £241 for the year!*

*Find out more and check if it's right for you: <https://tinyurl.com/38h6bf45>*

### **Prescription Prepayment Certificate (HRT PPC)**

*If you pay for NHS prescribed HRT medicine 3 or more times in 12 months, an HRT PPC could save you money.*

*Each item on an NHS prescription usually costs £9.90. You can buy an HRT PPC for a one-off payment of £19.80 (the cost of two single items).*

*The HRT PPC covers an unlimited number of certain HRT medicines for 12 months, regardless of why they are prescribed. [The HRT PPC does not cover all HRT medicines. Check if it covers your HRT medicine.](#)*

**Next meeting-**

**Weds 30<sup>th</sup> July- 11:45am**

# Report to the Barcellos Family Practice PPG

June 2025

## PPG Review of the Practice Website

### Update on Website Review – June 2025

As part of the PPG Action Plan, we are reviewing the Barcellos Family Practice website ([www.barcellosfamilypractice.co.uk](http://www.barcellosfamilypractice.co.uk)) to ensure it is clear, helpful, and easy to use from a patient's point of view.

At the PPG meeting on 30th April, Janet Crewe shared some initial thoughts and suggested that the website's Home page might have too much information, which could make it harder for patients to find what they need. She recommended simplifying the layout.

Following this, and with the support of the Practice Operations Manager, Catherine Jones, a number of changes were made to the Home page by Julie Saunders of OMNIsector Ltd, who manage the website for the Practice as well as the PCN and other surgeries in the Crane Valley network. These changes already made include:

1. Removing images of the surgery from the "How to Contact Us" section to make it clearer and less cluttered.
2. Replacing a repeated mention of using SystmConnect for sick/fit notes with a direct link to the eConsult online consultation system.
3. Taking out the Vaccination Information section from the Home page (this information is still available through the Further Information menu and the website's Search feature).
4. Updating the GP Online Services section with a link to information about the Social Prescriber service.

Janet kindly offered to continue reviewing the website and met with Julie on 16th May to explore further improvements.

This report summarises the findings so far and outlines early recommendations for the Practice and PPG members to consider. Further updates and suggestions will follow as this work progresses.

Observation	Comments
<p>Home page and New Patient Registration page - is a map of the surgery catchment area needed? There is a search box to enter a postcode which is probably more accurate. The map may slow the page down.</p>	<p>NHS England's GP contract requirements and Digital Primary Care guidelines outline best practices for GP websites, including displaying the practice boundary or catchment area—preferably as a map, not just a description or post code checker. It's not a legal requirement but is strongly encouraged as a visual map is easier for some patient to interpret.</p>
<p>About Us page – do the images of the surgeries add to the customer experience? The photos may slow the page down and the photos may in fact turn someone away as the 2 surgeries look quite dated from the photos.</p>	<p>Images used on the website are optimised for website performance, but the Practice may want to consider updating images if they are going to continue to be used.</p>
<p>About Us page - Map of surgery locations - Not sure these are needed? Patients have the postcode and can find the location this way</p>	<p>There is an interactive map of surgery locations, which enables users to click on the location and get directions via Google maps.</p>
<p>Staff page – Is the reference to Dr Thompson's maternity leave date of return relevant?</p>	<p>Would be inclined to remove the return date of Doctors on maternity leave as it may be changed and is not relevant to patients visiting on a day-to-day basis.</p>
<p>Staff page - GP Partners &amp; Associate GPs - each member of staff should have a photo, or not at all. It doesn't look right if photos of some are missing.</p>	<p>The Staff page continues to be one of the top 10 pages viewed by website users. Options to address this include a) do nothing (not recommended!), b) removing images completely or c) obtaining updated images of staff – at minimum the clinical staff.</p>
<p>Staff page - Description of each GP – Information on the GPs is inconsistent.</p>	<p>Qualifications including years of qualification and registration, and specialisms should be added to the description and remove any personal information and interests eg football and sport as I feel this is not of interest to patients. This may have been needed years ago when each patient had a family doctor but feel its not relevant now.</p>

Observation	Comments
Staff page - Nurses - there are no photos of Nurses.	It is suggested that images are either added or removed (as referenced with GPs above).
News and Events page - News items show information of health action weeks that have passed (e.g., Mental Health Awareness week in May).	Consider applying standards for expiry of news items to these and other items such as seasonal vaccinations.
Opening Hours page – out of date information	At the time of the review (June) there was still reference to the May bank holiday opening times (now removed).
Opening Hours page - Out of hours Emergencies information could be more concise.	There is a lot of information before getting to 'telephone 111' which is the most important information.
Opening Hours page – “Your local pharmacy team can help” section contains unnecessary information.	Link to NHS website and NHS pharmacies is all that is needed here. There is no need for information about how long a pharmacist trains for and other information. Patients know what a pharmacist does and does sound a bit condescending.
Opening Hours page – Mental Health Crisis - The advice about calling 999 or go to A & E is repeated twice - only needed once	The duplication has been corrected. However, it is noted that immediate mental health may be needed urgently the Practice and PPG members may wish to consider moving reference to move that higher up the page and signpost to the Access Wellbeing HELP me now information here>> <a href="https://www.dorsetaccesswellbeing.co.uk/help_me_now/">https://www.dorsetaccesswellbeing.co.uk/help_me_now/</a>
Clinics and Services – Women’s Health - A brief look at the Women’s Health page indicates Breast Screening information is out of date as the age has now been extended to 71.	The Practice and PPG may wish to consider simplifying the content in sections to refer to the latest DHSC information here: <a href="#">Your guide to NHS breast screening</a> or NHS information here: <a href="#">NHS Breast Screening</a> . Also there is some information here <a href="#">Dorset Breast Screening Unit on the University Hospitals Dorset website</a> .

Observation	Comments
Clinics and Services – Women’s Health - Considering HRT : No mention of Prepayment Certificates.	Consider adding information on <a href="#">NHS Hormone Replacement Therapy Prescription Prepayment Certificates from the NHS Business Authority website.</a>
Clinics and Services – A review of the Clinics and Services pages will require more time.	<p>The other healthcare areas include on the list of clinics and services are:</p> <ul style="list-style-type: none"> <li>Men’s Health</li> <li>Children’s Health</li> <li>Long Term Conditions</li> <li>Maternity Care</li> <li>Travel Health</li> <li>General Health Advice</li> <li>Mental Health</li> <li>Vaccination Information</li> </ul> <p>Are these all appropriate and are they up to date. Further review is required.</p>