

Action Plan – updated June 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 |
| Work to positively influence the provision of health services in the local community | H | <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 | On-going | <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 website: www.communityswitch.org.</p> <p>At the June PPG meeting, Julie provided an update on new resources added to the programme since the last meeting, including the Diary of Events that were taking place across East Dorset for Carers Week.</p> |

| Objective | Priority | Action | Owner | Target Delivery Date | Progress |
|---|----------|---|-----------------|----------------------|---|
| Work to positively influence the provision of health services in the local community (Continued) | H | Provide input to the development of the PCN led Community SWITCH initiative. SWITCH stands for Supporting Wellbeing Improving the Community's Health | TBC | On-going | The HOPE programme will be starting a six week free course starting on 18 th September and will include up to six free sessions of health and wellbeing coaching. PPG members are asked to identify organisations that should be included among the resources currently on the site. |
| Establish a close working relationship between Practice staff and PPG | O | Organise and hold regular meetings | Nigel Davis | Ongoing | Meeting dates till December 2025 have been agreed and scheduled. |
| Encourage patients to sign up for GP online services with online services | O | Develop guidance for patients on how to use Online Services | Eric Cronwright | Ongoing | The next session will be at Parley Place Care Home on 02nd July from 2pm till 3:30pm. Volunteer Digital Champions, Julie and Anne have offered to provide support at this session. Julie has offered to develop promotional materials. |
| Support the Practice in reduction of DNAs (Did Not Attends) | | New - Raise awareness of the implications in terms of resources and costs. | TBC | Not started | |

| Objective | Priority | Action | Owner | Target Delivery Date | Progress |
|---|----------|---|-----------------------|----------------------|--|
| <p>Promote the PPG to encourage patients to join and advertise what the group are working on</p> | O | Attend Practice Health Events to raise awareness and encourage membership | PPG | Ongoing | Volunteers to be sought from within the PPG. |
| | 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 Julie Saunders | Ongoing | <p>In May, Julie created a survey to help members determine patient awareness of and willingness to join the PPG. This was shared with PPG members and the Practice.</p> <p>All PPG members are requested to review the survey. Suzanne to discuss with GP Partners.</p> <p>If the Practice and the PPG are happy to proceed, the survey can be printed and left for patients to answer in the surgery waiting rooms. The online version can be sent to patients by email or text message with a covering message and the above URL link. A poster with a QR code can be provided to be displayed in the surgeries.</p> <p>Online responses will be automatically tabulated and printed forms returned can be scanned and emailed to me, so limited administrative burden for the Practice.</p> |

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|--|----------|--|----------------------|----------------------|---|
| Support practice on development of PPG section on website | M | Review Practice website comment from a patient perspective and provide feedback | Janet Crewe | June 2025 | Janet and Julie have summarised proposed changes and options for improvement in a report that was reviewed at the June meeting. Suzanne to review with the GP Partners and get their feedback and input to any website changes. |
| Ensure that patient information and advice are readily available and clearly presented. | M | 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 | 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. Julie will work with a nominated PPG and Practice representative to develop communications materials. |

****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 |
|--|----------|--|----------------|----------------------|---|
| Establish a close working relationship between Practice staff and PPG | 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 |
| Encourage patients to sign up for GP online services with online services | 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 | Details of 2025 meetings provided and are published on the Practice website. |
| | 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. |
| | 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 & Stone proposal to build a retirement living development featuring around 50 one- and two-bedroom apartments at Parley Cross.</p> | 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. 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. |

| Objective | Priority | Action | Owner | Target Delivery Date | Progress |
|--|----------|---|-----------------|----------------------|--|
| Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices | C | 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 members noted that vaccination information poster and leaflet have been created, and this action can now be closed. |
| Develop and update a PPG action plan in line with PPG objectives and aims | O | Create and populate an Action plan and ensure it is regularly updated | Eric Cronwright | Ongoing | 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. |
| Support practice on development of PPG section on website | 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. |