

Action Plan – updated 17th September 2024

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
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Objective	Priority	Action	Owner	Target Delivery Date	Progress
Establish a close working relationship between Practice staff + PPG	O	Organise and hold regular meetings	Nigel Davis	Ongoing	Meeting dates for 2024 have been scheduled and meetings for 2025 to be agreed.
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 once log in details are provided to him.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Encourage patients to sign up for GP online services with online services	M	Develop guidance for patients on how to use Online Services	Eric Cronwright	Sept 2024	Work in progress - Eric, Julie and Nigel to meet to discuss next steps.
	W	Educate Practice staff about the range of online services available to patients + how these can be set up and used	Catherine Jones	TBC	Catherine to consider how this can best be achieved.
	O	Signpost patients to Digital Champion learning sessions.	Catherine Jones	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.
Promote the PPG to encourage patients to join and advertise what the group are working on	O	Create a PPG noticeboard in the surgery waiting rooms	Celia Marker	Ongoing	PPG Noticeboard installed – patient feedback so far has been positive. Information to be updated as agreed at future meetings.
	W	Develop a Youth PPG for younger patients aged 16 and over	PPG Owner required	Not Stated	Information has been provided by Gill Foott, but members agreed in August that this activity was lower priority until the PPG membership for adults is increased.
	M	New - Attend Practice Health Events to raise awareness and encourage membership	Nigel Davis	Ongoing	PPG members attended the CVD Prevent event in Ferndown on 12 th September. Celia to provide an update at the next meeting.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Promote the PPG to encourage patients to join and advertise what the group are working on (cont'd)	H	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.	Celia Marker	Sept 2024	Julie has offered to provide help with the development of proposed printable and digital comms. Celia will develop a letter that GPs can hand out as a personal invitation to patients which will explain the benefits and encourage their participation. She also intends to develop an “advertorial” for local community magazines and will contact Forest FM to discuss promoting the PPG on one of their Community Matters slots.
Support practice on development of PPG section on website	C	Create PPG web page and upload Terms of Reference, meeting minutes and Action Plan	Julie Saunders	Complete	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	New - Review Practice website comment from a patient perspective and provide feedback	PPG owner required	TBC	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.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<p>Work to positively influence the provision of health services in the local community</p>	<p>H</p>	<p>New – 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>	<p>Lynne Hyde</p>	<p>Sept 24</p>	<p>PPG members have raised concerns about how the development of the area will impact healthcare provision by the Barcellos Family Practice. The retirement development is in addition to the building of up to an additional 386 homes at Kingsmere Park. 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 PPG wants to formally write to local councillors to express concerns about how the resulting increased demand from new Kingsmere Park residents will impact the provision of healthcare for existing patients. They are seeking input from the Practice for their letter.</p>