

Action Plan – updated January 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
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Objective	Priority	Action	Owner	Target Delivery Date	Progress
Establish a close working relationship between Practice staff and PPG	C	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	November 2024	Complete
	O	Organise and hold regular meetings	Nigel Davis	Ongoing	Meeting dates till June 2025 have been agreed and scheduled.
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.

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	Colin Payne	Mar 2025	Work in progress – Colin will work with Eric to develop a plan to promote online services and help people who are unable to access digital to be able to do so.
	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 and can sign post to PPG led sessions when in place.
	Not started	Educate Practice staff about the range of online services available to patients and how these can be set up and used	Catherine Jones	TBC	Catherine to consider how this can best be achieved.
Promote the PPG to encourage patients to join and advertise what the group are working on	O	Attend Practice Health Events to raise awareness and encourage membership	Celia Marker	Ongoing	Celia continues to work on communications and marketing materials to promote the PPG.

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Promote the PPG to encourage patients to join and advertise what the group are working on (cont'd)	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.	Celia Marker	Ongoing	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	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	New - Review Practice website comment from a patient perspective and provide feedback	Nigel Davis	Mar 25	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.

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<p>Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices</p>	C	Create a vaccination page on the Practice website and email the wording to Celia.	Julie Saunders	Completed Nov 2024	<p>Complete – the website has been updated.</p> <p>Follow this link to view the Barcellos vaccination information page>></p>
	M	Create a draft poster/leaflet promoting vaccinations and present to future meeting.	Celia Marker	Feb / Mar 2025	Work in progress - Celia to provide an update at the next meeting.
<p>Work to positively influence the provision of health services in the local community</p>	O	<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	Ongoing	<p>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.</p> <p>As at December 2024, Lynne reported that she has raised the issue with the local Council and is awaiting their response. Lynn to provide an update at the next meeting.</p>

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Work to positively influence the provision of health services in the local community	H	<p>New - 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>	Celia Marker		<p>The Community SWITCH website contains details of community, healthcare, and wellbeing support organisations that can work in tandem with our surgeries, providing opportunities beyond traditional medical care that can assist people in managing their health and wellbeing.</p> <p>Celia has been instrumental in the co-creation of the process that Social Prescribers use to connect patients to SWITCH resources. PPG members are asked to identify organisations that should be included among the resources currently on the site.</p> <p>Follow this link to view the Community SWITCH website>></p>
	O	Ensure that the carers in the local community are represented.	Nigel Davis		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	Send details of future Carers event invites to PPG participants.	Kate Carroll	Complete – Nov 2024	

Completed Objectives (or Ongoing requiring no specific monitoring of actions)

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