

PPG Meeting Minutes– 17th September 2025

Attendees: Nigel Davis (*PPG Chair*), Eric Cronwright, Lynne Hyde, Judith Pursell, Ann Green, Susan Oliver, Roger Wearn.

Sophie Flexman (*Practice Manager's Assistant, Minute taker*),

Suzanne Miller (*Practice Manager*)

Kate Carroll (*Social Prescriber, Crane Valley PCN*),

Julie Saunders (*OMNIsector*).

Apologies: Janet Crewe (*Patient*).

1. Welcome and Introductions.

Welcome to our new members Roger and Ann!

2. Approval of the Minutes of the meeting held on 30 July 2025

Minutes approved and will be uploaded onto Practice Website.

Action- Julie to upload minutes to website.

3. Practice response on the changes to the Practice Website.

Suzanne reports no objections by the Partners for the proposed website changes.

Roger mentioned that he has some previous experience in typography and would be interested in reviewing the Practice website.

Action- Roger to review the website and bring thoughts to next meeting.

Action- Julie to amend the website with the proposed changes from the previous meeting.

4. Update/Discussion on current Action Plan

Eric to update action plan.

5. Agree meeting dates for 2026

To be discussed at next PPG meeting.

6. Discussion/Suggestions on how to deal with DNAs

Action- Sophie to produce reports on DNAs in past year as a percentage of all appointments for the next meeting, and if possible to equate this to 'money lost'.

7. Feedback on Community SWITCH event on 2nd September 2025

For the new PPG members, Julie explained what Community SWITCH is-

<https://communityswitch.org/>

SWITCH= Supporting wellbeing improving the community's health.

The most looked at topics on the website have been for loneliness.

In September there was an event for all of the services that are on SWITCH. The teams met and discussed all the help and events they offer.

There is now an events diary on the SWITCH website where all of the events are available to view, and there are plans for a newsletter for those patients who cannot access the website.

8. AOB

'Chatty benches'- Suzanne and Kate have been speaking with the Ferndown Rotary Club about possibly funding some 'chatty benches' for in and around Ferndown, to get people talking and to promote Community SWITCH. Kate will keep the PPG posted if funding is approved, and PPG members are encouraged to think of spaces around Ferndown where the benches could go.

The Flu and Covid vaccine clinics are filling up, more appointments have been opened up on Tuesday 7th October.

Following on from the success of the last digital support session for patients, Kate is going to contact the Centre at Barns Road to see if we can hold another session for our patients again. Roger and Eric are interested in supporting this.

Roger holds the 'Internet club' at Ferndown library on the 1st and 3rd Tuesdays every month from 2:30pm to 4pm, which is a digital support group.

Nigel and Kate are speaking with Dallas Gale at BCP Council to produce a leaflet for carer's support when they are no longer caring due to bereavement.

The Practice also would like a PPG member to keep an eye on the PPG noticeboards in the waiting rooms at both sites to make sure they are up to date and tidy, and come up with any ideas on what to add.

Next meeting- Wednesday 29th October, 11:45am