

PPG Meeting Minutes – 30th July 2025

(updated following the September meeting)

Attendees: Nigel Davis (*PPG Chair*), Eric Cronwright, Janet Crewe, Lynne Hyde, Judith Purssell, Sophie Flexman (*Practice Managers Assistant, Minute taker*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Julie Saunders (*OMNIsector*).

Apologies: Rosemary Green (*patient*), Susan Oliver (*Patient*), Suzanne Miller (*Practice Manager*).

1. Welcome and Introductions.

Welcome to Judith our new member!

2. Approval of the Minutes of the meeting held on 11 June 2025.

Minutes approved and will be uploaded onto Practice Website.

Action- Julie to upload minutes to website.

3. Update on the changes to the Practice Website.

The Partner's meeting is being held at the Practice on Thursday 31st July, Suzanne will bring up the website changes and the PPG awareness survey.

Action- Sophie to feedback updates on this for next meeting.

4. Update/Discussion on current Action Plan.

Updates on Community SWITCH from Julie- the site recently hit 10,000 users! The site is always updating with new services. Please can the PPG members have a look at the site and feedback at the next meeting of any services that could be added.

Judith suggested adding the U3A Ringwood group to the site.

Verwood Rotary Club have sponsored the printing of some SWITCH plaques with a QR code to go around Verwood town- on benches, noticeboards etc. Julie has suggested that we do the same for Ferndown, could Absolute WI potentially sponsor these?

On 2nd September at Verwood House Care home, there is a pilot social isolation event being held for various services in East Dorset part of SWITCH to come together. This is only open to the organisations. Jayne Walton, Digital and Data Care Coordinator for the PCN is organising this event.

5. Feedback on the Digital Event on 2nd July, Eric/Kate.

The event on 2nd July was a success! Around 13 patients across Barcellos and West Moors Practice attended. Lynne attended this event and gave very positive feedback. Julie's presentation was professional and the event as a whole was very valuable.

6. Discussion: How can the PPG help/support the practice with DNA's

Discussed different ways in which the group can support the surgery in the DNA rates. Sophie asked the group if they have any suggestions from a patient perspective. It was suggested that a rough cost estimate is made for the cost of a DNA at the practice- e.g. 1 GP appt cost £X amount of money to the Practice.

Action- Sophie to run some DNA reports and send to the group before the next meeting.

7. AOB

The practice is moving across to the SystmConnect, which is an online consultation system which will eventually replace EConsult.

Flu and Covid season is approaching! We will be holding flu and covid clinics at the Practice this year, so that patients can have both vaccines at the same time if they wish. Further details will be shared soon, and patients can expect to be contacted from mid-August. Sophie is checking with the Practice if they require any PPG volunteers.

Updates from Julie Saunders-

Carer's UK State of Caring survey 2025 has launched!

The State of Caring survey is the UK's most comprehensive regular research into the lives and experiences of unpaid carers. It is used as a vital source of evidence not only by Carers UK, but by many other organisations including Government, local authorities, health and social care services, charities and carers groups.

The survey for 2025 has now been launched - if you look after a loved one, please take some time to complete the survey, it will help get a better understanding about the lives of unpaid carers in the UK

Complete the survey online here>> <https://www.surveymonkey.com/r/Q6J2MQ7>

The survey closes on the 10th of August 2025

For more information about the survey follow this link to the Carers UK website>>

<https://www.carersuk.org/policy.../state-of-caring-survey/>

NHS App – Updates and What's Ahead

Julie recently attended a webinar hosted by NHS Digital about the NHS App and how it's developing to better support patients. One of the key aims, as part of the NHS 10-Year Plan, is to create a *Single Patient Record* by 2028—essentially giving people easier access to their health information and services in one place, through the NHS App. The app is gradually becoming the main digital entry point to NHS services, allowing patients to manage appointments, view health records, and provide feedback on their care.

Please see below links to the slides which cover the current and upcoming changes.

https://drive.google.com/file/d/1_xDTaDQOgWzwng0BYUCMUjkGNyQUcgGQ/view?usp=sharing

And you can watch the website on the PCN cloud folder here>>

<https://drive.google.com/file/d/1l2o3g132k16sS9q5HDxPLy1a3egnazeL/view?usp=sharing>

Changes to gluten-free NHS prescriptions

Currently in Dorset, people with a diagnosis of either coeliac disease or dermatitis herpetiformis can receive an NHS prescription for gluten-free bread or flour mixes (subject to normal NHS prescription charge rules). In line with other health regions in England, NHS Dorset is considering changing this, meaning that people would no longer be able to obtain these items on an NHS prescription. A consultation is currently underway, more information and a survey can be found by following this link>>



<https://nhsdorset.nhs.uk/.../medicines/helpyournhs/gluten/>

PCN Health and Wellbeing Coach,

Jane Hullcoop from [Help & Care](#), was recently interviewed on [Dorset Coast Radio](#).

Jane and Community Connect programme host Kev chatted all about the free health and wellbeing support available in our area, including Crane Valley PCN's groundbreaking Community SWITCH programme. ❤️

Listen to the podcast to learn how we're helping people take small steps toward a healthier, happier life. Stay connected, stay well!



<https://player.autopod.xyz/942117>

Next meeting- Wednesday 17th September, 11:45am.

Added to the minutes following the September meeting:

New Online GP Consultation System

After a successful trial, The Barcellos Family Practice is now using SystmConnect – a new online consultation system that's replacing some of the services we previously offered through eConsult. You can now use SystmConnect to:

- Get help with a new or ongoing health issue
- Request a fit/sick note
- Ask about your test results
- Request a doctor's letter or report

You don't need a SystmOnline account to use it — but if you do log in with SystmOnline or your NHS login, it'll save you time by filling in some of your details automatically.

Annual GP Patient Survey

The Barcellos Family Practice is one of Dorset's highest-rated GP practices in the 2025 Annual GP Patient Survey — scoring 98% for overall patient experience.

Key highlights from this year's results:

- 99% of our patients said they felt *listened to and treated with care and concern*
- 100% had *trust and confidence* in the healthcare professional they saw
- Following our investment in a new phone system, more patients found it *easy to contact us by phone*
- There was a 15% rise in patients finding it *easy to contact us online*, especially through the NHS App

The Practice would like to thank our dedicated team and the Patient Participation Group, who help us continually improve the care we provide to the community. A summary of results are attached.

GP PATIENT SURVEY

Results from the 2025 survey

Practice details

The Barcellos Family Practice

Tricketts Cross, Corbin Avenue,
Ferndown, BH22 8AZ

J81621 Practice code

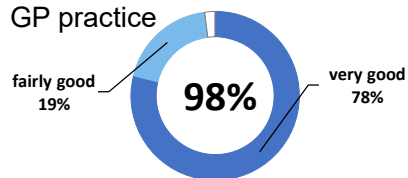
259 surveys sent out

101 surveys sent back

39% completion rate

Overall experience

Good overall experience of this GP practice



	Very Good	Fairly Good
National	75%	44%
ICS	81%	50%

i Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

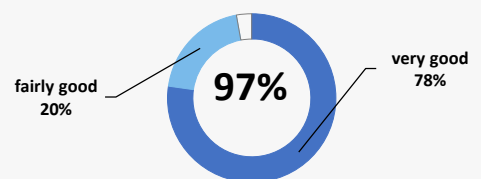
Data by Ipsos

The Barcellos Family Practice



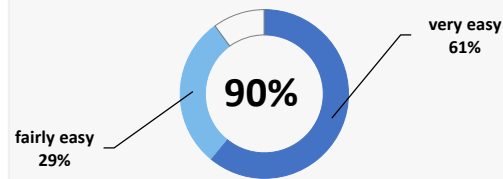
Accessing the practice

Good overall experience of contacting this GP practice



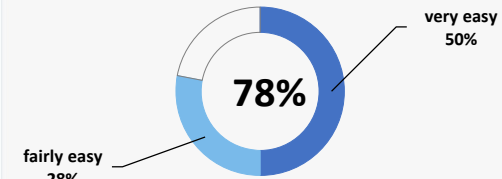
	Very Good	Fairly Good
National	70%	39%
ICS	76%	46%

Easy to contact this GP practice on the phone



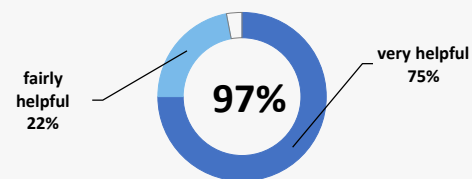
	Very Easy	Fairly Easy
National	53%	21%
ICS	59%	24%

Easy to contact this GP practice using their website



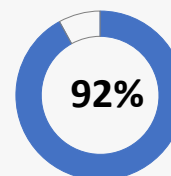
	Very Easy	Fairly Easy
National	51%	23%
ICS	61%	29%

Helpfulness of reception and administrative team at this practice



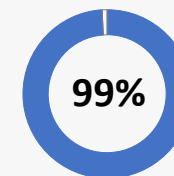
	Very Helpful	Fairly Helpful
National	83%	42%
ICS	88%	50%

Knew what the next step would be after contacting this GP practice



	Yes, knew next step
National	83%
ICS	88%

Knew what the next step would be within two days of contacting this GP practice



	Yes, knew within two days
National	93%
ICS	92%

For more information about this practice, please go to: <https://Gp-Patient.Co.Uk/Patientexperience/Results?Code=J81621>



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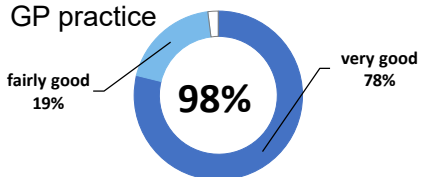
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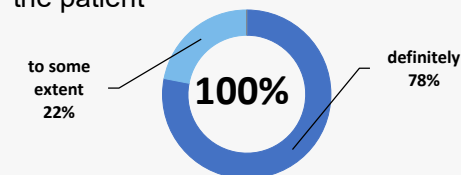
National	75%	44%	31%
ICS	81%	50%	30%

The Barcellos Family Practice



Experience at last appointment

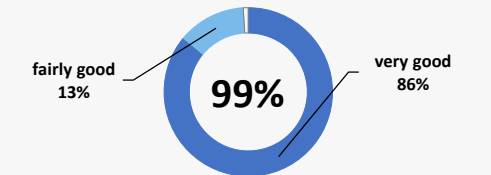
The healthcare professional had all the information they needed about the patient



Definitely To some extent

National	92%	57%	34%
ICS	93%	61%	32%

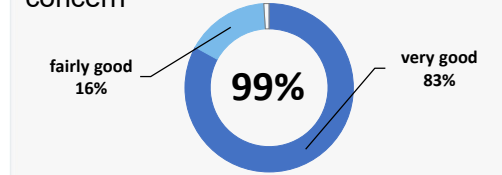
The healthcare professional was good at listening to the patient



Very Good Fairly good

National	87%	62%	25%
ICS	90%	68%	22%

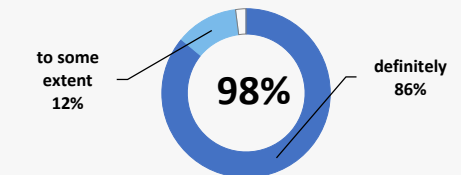
The healthcare professional was good at treating the patient with care and concern



Very Good Fairly good

National	86%	61%	25%
ICS	89%	67%	23%

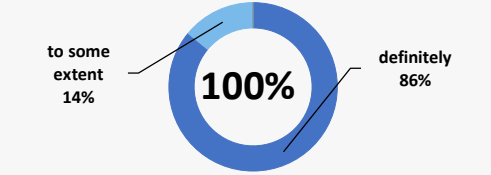
The patient was involved as much as they wanted to be in decisions about their care and treatment



Definitely To some extent

National	91%	62%	30%
ICS	92%	67%	25%

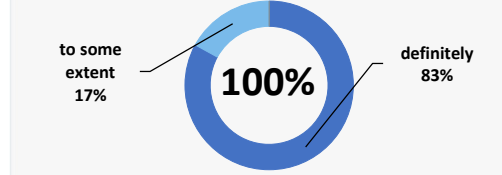
The patient had confidence and trust in the healthcare professional they saw or spoke to



Definitely To some extent

National	93%	64%	29%
ICS	94%	68%	26%

The patient's needs were met



Definitely To some extent

National	90%	57%	33%
ICS	92%	63%	30%

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