

PPG Meeting Minutes– 29th October 2025

Attendees: Nigel Davis (*PPG Chair*), Roger Wearn, Eric Cronwright, Susan Oliver, Janet Crewe.

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

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

Julie Saunders (*OMNIsector*)

Gill Foott (*Community Engagement Officer, NHS Dorset*).

Apologies: Suzanne Miller (*Practice Manager*), Lynne Hyde, Judith Purssell, Katherine Ellis, Ann Green.

1. Welcome and Introductions

Roger started the meeting with a suggestion that when emailing the group, we use the 'BCC' box so that everyone's email addresses remain hidden and are protected from any potential scams.

The group agreed we will trial this when emailing each other, and if anyone needs to contact a specific person from the group, they can ask Nigel or Sophie for their email address.

2. Approval of the Minutes of the meeting held on 17 September 2025.

Minutes approved and will be uploaded to Practice website

Action- Julie to upload minutes to website.

3. Update/Discussion on current Action Plan.

Julie gave some updates on Community SWITCH-

'Since the last PPG meeting SWITCH has had 614 visitors and 2,472 views.

We regularly list about 100 events for the current through next month and periodically promote awareness of the Events page.

Latest resources added include:

- *OCD UK – advice information and support for those affected by obsessive compulsive disorder*
- *Waythrough – addiction recovery support*
- *HOPe New Forest – befriending and practical support for older people*
- *Age UK BPED – range of support services for older people*
- *Relationships Wessex – counselling support for individuals, couples, families*
- *AbilityNet – resources and at home IT support to older people and those with disabilities*

There are now 100 resources listed on the programme with more than 20 further organisations currently being reviewed.

There is a Community Event on 1st November in Verwood that Community SWITCH will be represented at. Kate is organising a Community Connections event for 14th January at The Centre, Barns Road, Ferndown – the event will follow a similar format to the Verwood Tackling Loneliness event.'

Kate provided an update on the chatty benches which were discussed in the last meeting- the funding has almost been confirmed now by Ferndown Rotary Club. The first bench will be placed in West Moors and there will be a QR code on the benches which will take you to the Community SWITCH website.

Julie has created a leaflet which explains the roles and responsibilities of various healthcare professionals in the Practice and PCN. From this, Sophie will look at the 'clinic and services' section on the Practice website, and the PPG are encouraged to look too.

Susan and Janet have kindly offered to keep an eye out on the PPG noticeboards at both practice sites- thank you both!

4. Agree meeting dates for 2026.

Nigel has proposed some dates for 2026 meetings.

All meetings are Wednesdays, 11:45am-

28th January

4th March

6th May

17th June

29th July

9th September

28th October

9th December

5. Discussion/Suggestions on how to deal with DNAs.

Sophie presented the reports for the Practice DNAs in the past year. From 28th October 2024 to 28th October 2025 there were 1510 DNAs.

Nurse and HCA appointments had the highest rate of DNA at 68.5%, followed by GP appointments at 28.9%.

The group discussed the best way to highlight this to patients. Julie suggested on the waiting room TV the figures can be added to the slideshow. The current presentation does need updating- Sophie will send a copy to the group for a review.

Members can bring their suggestions at the next meeting.

6. AOB

No other business today.

**Next meeting- Wednesday 10th December, 11:45am
(Christmas jumpers and mince pies!)**

Report Results: DNAs in past 1yr (Sophie Flexman / PPG)
(From 28th Oct 2024 to 28th Oct 2025)

Age range	Patient Count	Percentage of the total
70-79	235	15.6 %
80 +	203	13.4 %
60-69	192	12.7 %
50-59	191	12.6 %
30-39	180	11.9 %
40-49	180	11.9 %
20-29	147	9.7 %
10-19	100	6.6 %
0-9	82	5.4 %
	TOTAL= 1510	