

PPG Meeting Minutes– 10th December 2025

Attendees: Nigel Davis (*PPG Chair*), Roger Wearn, Eric Cronwright, Susan Oliver, Janet Crewe, Ann Green, Lynne Hyde, Judith Purssell, Claire (*from West Moors Village Surgery PPG*), Suzanne Miller (*Practice Manager*), Sophie Flexman (*Practice Manager's Assistant, Minute taker*), Ange Fogg (*Reception Manager*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Julie Saunders (*OMNIsector*), Gill Foott (*Community Engagement Officer, NHS Dorset*).

Apologies: Katherine Ellis

1. Welcome and Introductions

Welcome to Claire who is shadowing the meeting today from West Moors Surgery's PPG!

2. Approval of the Minutes of the meeting held on 29 October 2025.

Minutes approved and will be uploaded to the Practice website.

Action- Julie to upload minutes to website.

3. Update/Discussion on current Action Plan.

Julie gave some updates on Community SWITCH-

Recently the PCN has been promoting a 'Winter Wellness' campaign, promoting things like cost of living support for the colder weather and winter vaccinations.

The events diary on the SWITCH website has been updated and now includes a brief summary of the groups.

Claire mentioned that there is a lunch group at St Antony's in West Moors which she attends, which can be added to the SWITCH website.

There is now also an electronic newsletter which is run by the PCN, the latest edition of which included vaccination advice and a section on 'connecting with nature'.

Janet has volunteered to liaise with Julie for support on Community SWITCH- thank you Janet!

Julie also mentioned that the digital champions- Julie and Roger- can do talks on IT support and advice. , recently they did one for Absolutely WI which Janet is a member of.

On 14th January, 10am at the Centre in Tricketts Cross, there is going to be another community connections event for groups and services to connect and share their resources for Community SWITCH. Nigel is attending this event, and another member is welcome to join.

Following on from the last meeting, Janet has had a look at the noticeboards at Corbin Avenue and noticed that the waiting room TV was not switched on. Ange will remind the receptionists to switch on the waiting room TV every day.

Some of the noticeboards on the left-hand side of the reception desk at Corbin Avenue are a bit out of date. Janet also mentioned that the hand sanitiser in the waiting room is not next to the patient check in screen.

As an ongoing action, Janet will look at the noticeboards at both sites and make sure the information is up to date, and Sophie will remove anything out of date. Suzanne and Sophie will also look into the hand sanitiser in the waiting room and see if it can be moved to be closer to the check-in screen.

Kate and Eric updated the group on the most recent digital support session which was held at a local care home in West Parley. The session was a huge success, with a larger group of patients attending, the digital champions even booked some patients in for further 1-1 sessions. There will definitely be future sessions in the new year, which will be open again to patients from Barcellos and West Moors surgery.

Roger asked if there was a specific online service that the NHS are promoting. Julie said that the NHS app is definitely where its heading, but its up to user preference which service they would like to use- whether its Airmid, SystmOnline or the NHS app.

The practice website will stay as a rolling item- patients are encouraged to look on occasion and report any suggestions back to the group or to Julie direct.

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

Nigel met with Julie, Gill and Jim (NHS Dorset) to discuss this. At the Bridges Medical Practice in Weymouth, they did a similar project which Jim assisted with. One of the suggestions from the group was to equate the DNAs to a cost and the hours wasted, which would be hard hitting, and these figures will be updated every month and added to the waiting room video.

Julie suggested doing a blanket text message to all patients with the costs of DNAs- the group raised that this will likely cause concern for patients who always attend etc.

Sophie raised that within SystmOne there is a 'DNA probability report', which produces 'RAG' ratings of patients likely to not attend their appointments in the coming weeks.

Plan is to focus on the red and amber patients with the text message to begin with, rather than sending to all patients.

Action- Julie and Sophie will meet regarding the waiting room TV and the DNA costings.

5. AOB

In the new year, there is a plan for the patient groups across the PCN to meet once a quarter, to share ideas and what everyone is getting up to. Aim is for the first meeting to be at the end of March time (the end of the quarter), and for each quarter the host to rotate- from Cranborne Practice to West Moors and to Barcellos- Verwood Surgery are just beginning to set up their group but will be included in the meetings.

Next on SWITCH, there is a focus on dementia support groups. Jayne Walton (Digital Care Coordinator) is working on this with Kate and Rachel (Social Prescriber for Verwood Surgery).

Judith mentioned that she received a call a few weeks ago from the hospital, asking her to attend on a certain date and time for an appointment, but when she attended the hospital they had no record of this. Roger mentioned that there are a few scams similar to this recently, his advice is to quiz the caller, asking questions only they would know, such as your postcode etc.

Judith also mentioned that this will be her last meeting as she plans to move to be closer to her son. Thank you, Judith, for all your support and work for the group!

Next meeting- Wednesday 28th January 2026, 11:45am

Merry Christmas and a Happy new Year from everyone at the Practice!

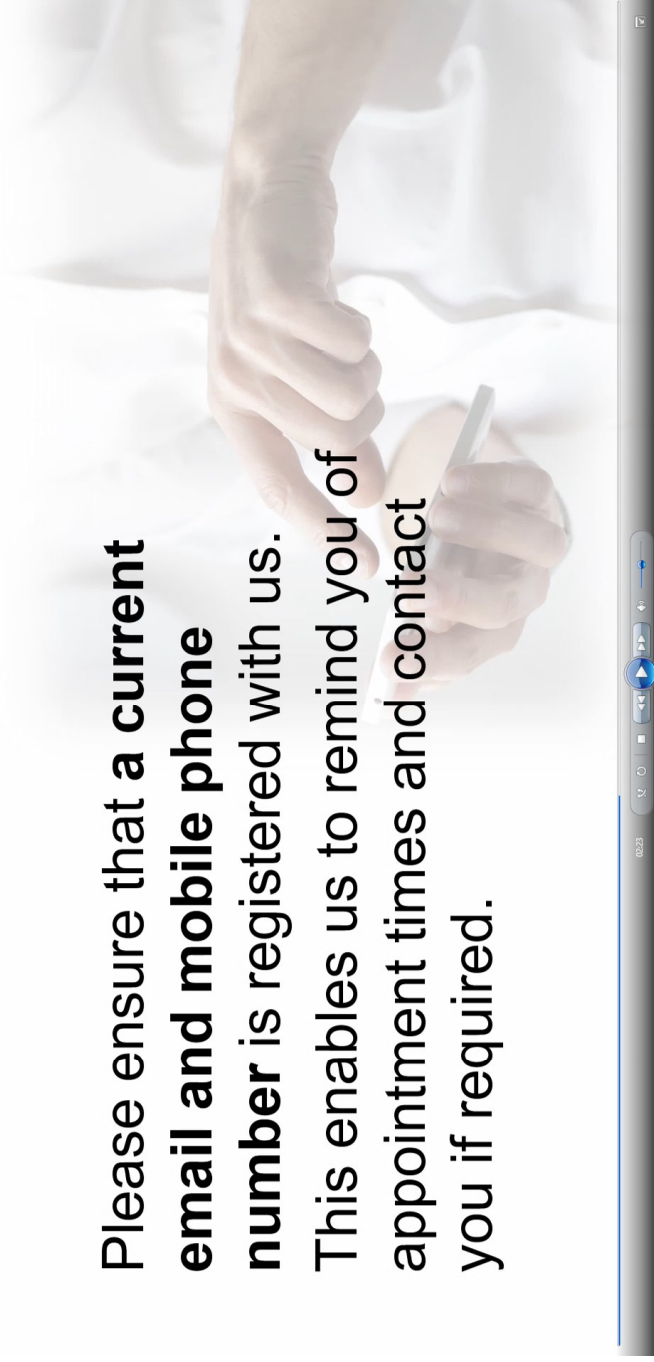


Can we reach you when we need to?

Please ensure that a **current email and mobile phone**

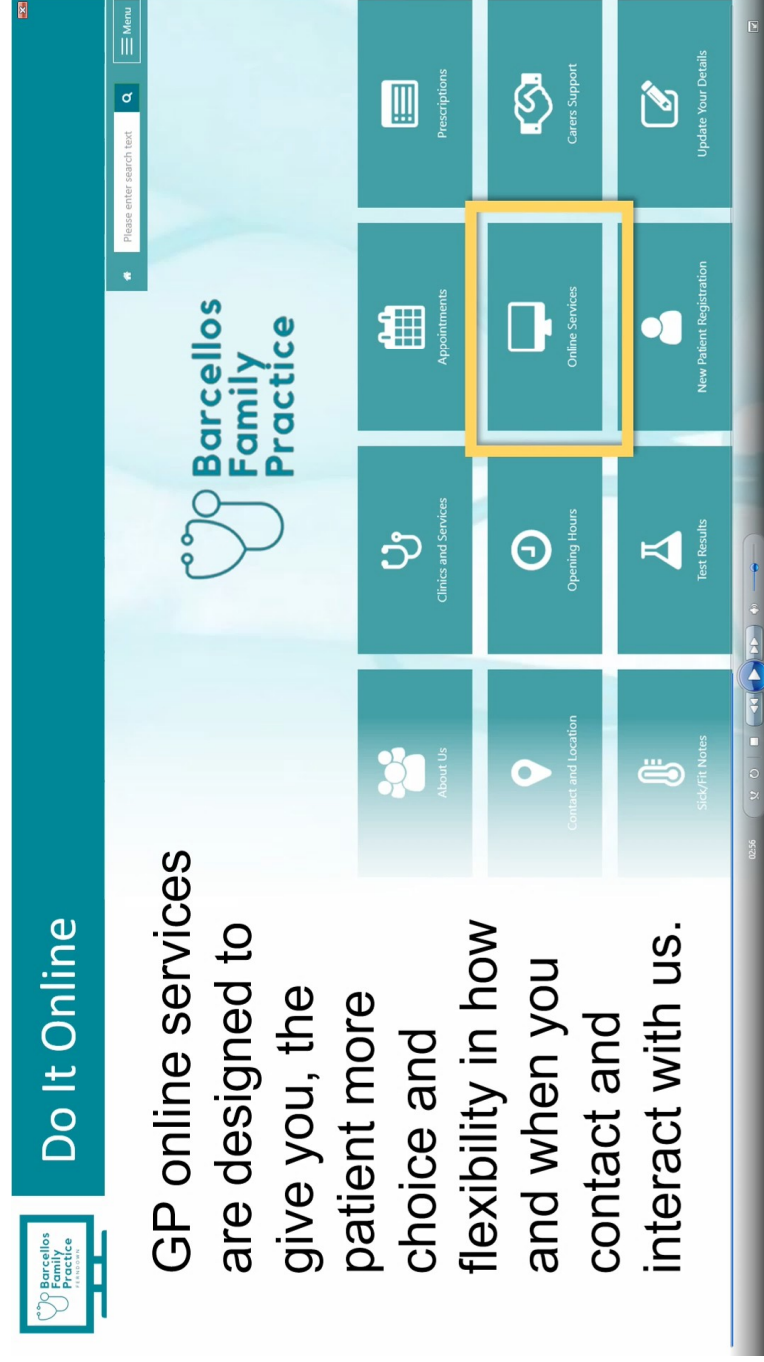
number is registered with us.

This enables us to remind you of appointment times and contact you if required.

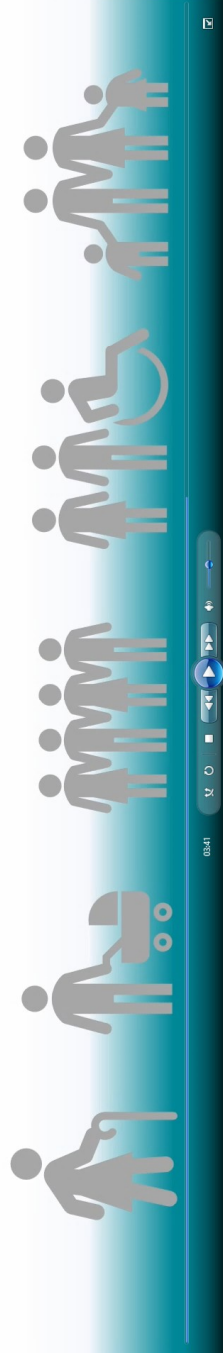


Do It Online

GP online services are designed to give you, the patient more choice and flexibility in how and when you contact and interact with us.



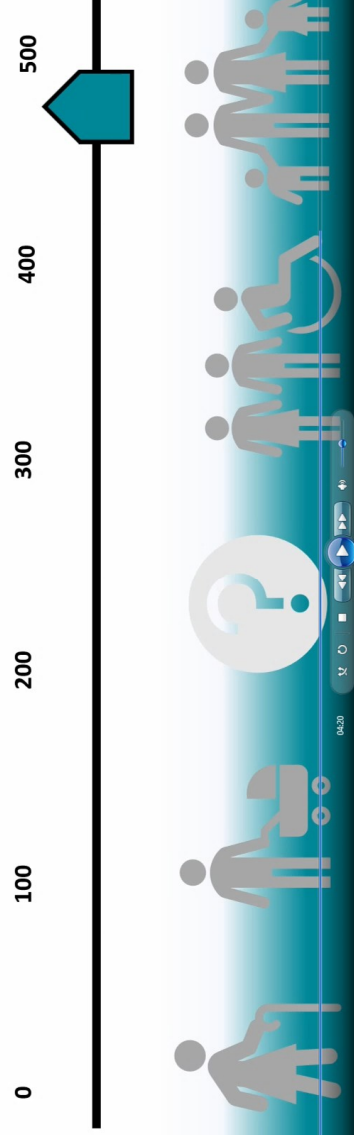
In the first 3 months of this year
1000's of people managed to get
an appointment at the surgery



But **not all** attended!

thereby taking up time and resources that could have been allocated to other patients

Let's see how many appointments were
missed in the **those 3 months** **487**





If you are unable to attend your appointment

Please contact us as soon as you know you cannot attend your appointment.

01202 897989
for our Corbin Avenue surgery or
01202 874302
for our Glenmoor Road branch.



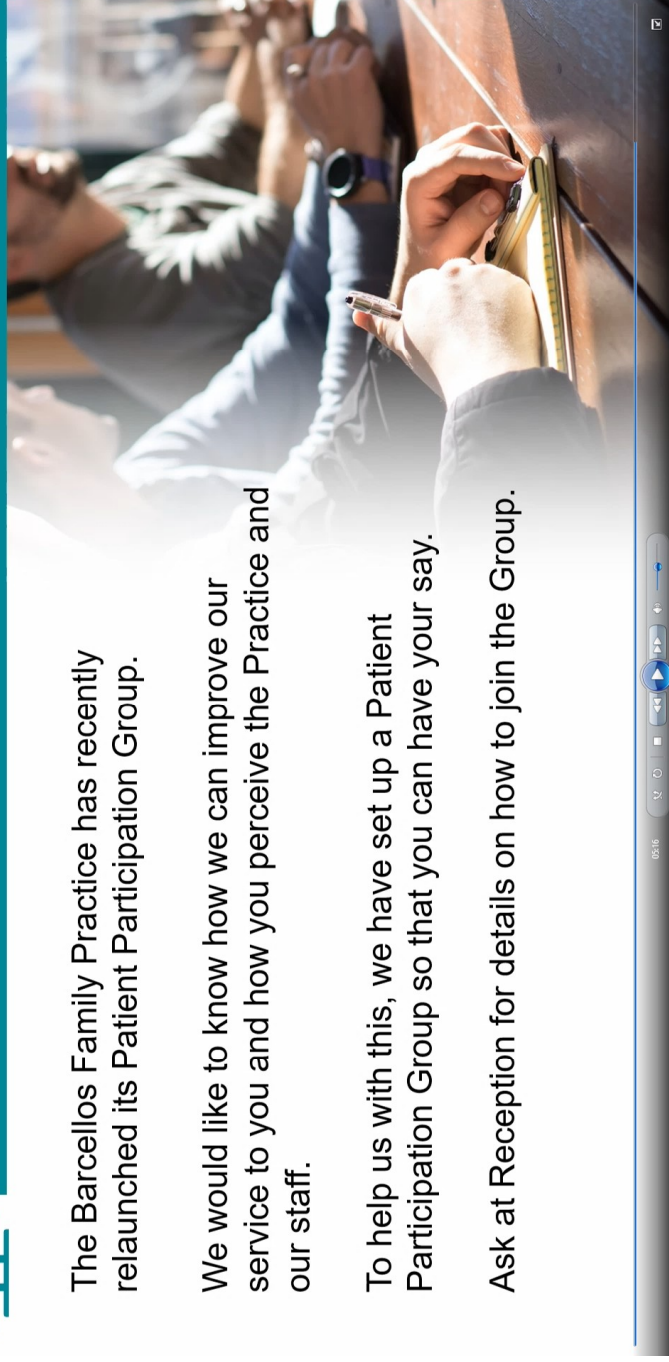
Our Patient Participation Group (PPG)

The Barcellos Family Practice has recently relaunched its Patient Participation Group.

We would like to know how we can improve our service to you and how you perceive the Practice and our staff.

To help us with this, we have set up a Patient Participation Group so that you can have your say.

Ask at Reception for details on how to join the Group.





We are now on Facebook!

Follow or "Like" our page for the latest information, news and events.

Scan this QR code to visit our Facebook page:



Providing you with comprehensive NHS primary care services to help you manage your health and well-being.



Welcome to Barcellos Family Practice

The Barcellos Practice provides comprehensive NHS primary care services to help you manage your health and well-being.



We have two health centres

Corbin Avenue

Tricketts Cross

Ferndown



54 Glenmoor Road

West Parley

Ferndown





Our Mission

*“We take great pride in our tradition of **promoting** and **maintaining** good health and wellbeing in the local community, in challenging times.”*

– Dr Elissa Barcellos, GP Partner



About Us

- Our practice area includes Ferndown, West Parley, West Moors, Longham, Canford Bottom and Hurn.
- We serve just over **8,000 patients** from our two surgery sites.
- We offer the **same service across both of our branch sites.**





About Us

- Both sites are **baby friendly** and have **free parking** and **wheelchair accessibility**.
- Our Corbin Avenue Surgery is open from **7 am on Thursdays**
- Our Glenmoor Road branch is open from **7 am on Tuesdays and Fridays**.
- We are a training practice and teaching is really important to our team. We teach a range of doctors and medical students.

