

PPG Meeting Minutes – 28th January 2026

Attendees: Nigel Davis (*PPG Chair*), Roger Wearn, Eric Cronwright, Janet Crewe, Lynne Hyde, Sophie Flexman (*Practice Manager's Assistant, Minute taker*), Ange Fogg (*Reception Manager*), Kate Carroll (*Social Prescriber, Crane Valley PCN*), Julie Saunders (*OMNIsector*),

Apologies: Susan Oliver, Ann Green, Suzanne Miller (*Practice Manager*), Gill Foott (*Community Engagement Officer, NHS Dorset*).

1. Welcome and Introduction

No new members or updates this week.

2. Approval of the Minutes of the meeting held on 10 December 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.

Updates from Julie-

'Community SWITCH update: Supporting Community SWITCH – now with 108 organisations or groups listed and 20+ more to be added – agreeing priorities with the PCN – Mens Health listings for mental health, LTC and loneliness. Dementia support section being created and listings being collated and peer reviewed.

Since the last PPG meeting, the SWITCH website has had nearly 737 visitors and over 2,277 views. Fastest growing pages are related to transportation to appointments, followed by the Winter Wellbeing support information.

Latest resources added include:

- *Men's Shed Wimborne*
- *Bourne2Sing Male voice choir*
- *Kooth – online mental health support for young people*
- *Wimborne Parent Neurodivergence Support Group*

*On Tuesday, 3rd February, the **LiveWell Dorset** mobile van will be stopping right outside Corbin Avenue Surgery between 10 am and 4 pm for*

- Free blood pressure checks – simple, fast, and important*
- Practical lifestyle advice – small changes can make a big difference*
- Support to stop smoking – free, friendly guidance*

No appointment needed.

A Cranborne Practice PPG member will be joining Dorset Coast Radio's Community Connect programme this Wednesday 28th January at 7pm. Social Prescriber, Kate Carroll, will be speaking alongside PPG member Andy Saunders about Community

SWITCH.

Tune in and listen online here>>

<https://www.dorsetcoastradio.co.uk/schedule>

Dr Will Peskett will be away from the surgery from Monday 2 February, returning on Monday 2 March 2026. We have a locum who will be covering Dr Peskett's sessions for the month.

The information on the Carers Information web page has been updated to reflect change of service delivery to Help & Care. However, the information on the H&C website is limited, so I've reach out to the NHS Dorset Carer's engagement lead for further information.'

On 14th January, Kate ran a second community connections event for Switch at the Centre on Barns Road. Around 50 organisations attended- including a fraud officer for Dorset Police (who did a talk on romance fraud) as well as Wimborne and Ferndown PCN and PPG representatives. The event was an amazing success- a huge well done to Kate for organising! There will be another event in the future for Ferndown/West Moors community support.

Julie mentioned that the community connections newsletter now has 77 people on the circulation list!

Updates on the chatty benches- the funding has been secured but it is slightly less than initially hoping for. The 'butterfly benches' have agreed to work together with us to add the plaque with the QR code for Community SWITCH on their benches. The first bench will be placed in West Moors.

Updates on the waiting room TV- Ange confirmed that all the receptionists have been reminded to turn the TV on- Lynne confirmed she has seen the TVs on in the practice. There were a few technical difficulties initially but they should always now be on! As per the last meeting where Sophie shared copies of the current slideshow that plays, any suggestions on what to add to the TV would be greatly appreciated. Ange noticed in her own Surgery that there was information on pregnancies & what to do. This will be added to the new TV video.

Kate is organising a further digital support session alongside Eric- provisional date given of 18th March, 2pm- site to be confirmed but Kate will look at booking Kings Park Care Home.

Janet has had a look at the Practice website- all links are working and there are no suggestions at present. Janet did mention that there is no option on the online booking to book telephone appointments, only face to face. Sophie explained that we do not like to give out specific times for telephone appointments as the clinicians will call any time during their clinics, and currently the online booking system will only give an allotted time. Sophie confirmed that if you require an appointment that isn't a routine face to face with your usual GP, it is always best to ring the Practice.

Janet also had a look at the waiting room displays at both sites- she felt Glenmoor Road felt a bit more organised than Corbin Avenue's waiting room. Sophie mentioned that in February the Practice will be getting a fresh lick of paint, so the waiting room displays will be removed and reorganised when this happens.

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

Sophie and Julie met at the beginning of the new year to discuss the DNA rates and how to present the figures to patients. Nigel has also done some work on this with hourly rates found on the NHS website and the DNA figures from the Practice shared at the last meeting.

The figures which Sophie and Julie had used were including oncosts, based on the figures from this article-

The unit costs of health and social care 2024 (for publication)

https://kar.kent.ac.uk/109563/1/The%20unit%20costs%20of%20health%20and%20social%20care%202024%20%28for%20publication%29_Amended%2012%20October%202025.pdf

The rough costs for the practice on 1 year of DNAs (1435 total) were the following-

HCAs- £2,726

Nurses- £9,283

GPs- £26,706

The group had some ideas on how to share these figures- Roger suggested that for more of an impact, the costs of the DNAs could go alongside the percentage of appointments lost to DNAs too. Janet suggested the figures go onto the online appointment booking screen. Ange also suggested we could add them to the opening message on our phone system.

Sophie will take these ideas back to the Practice and start to make some updates.

5. AOB

For information- Carers Support Dorset has moved across to 'Help & Care'.

<https://www.helpandcare.org.uk/post/introducing-our-new-dorset-carer-service/>

Next meeting- Wednesday 4th March 2026, 11:45am