

# Action Plan – updated January 2026

## Aims of PPG

1. To consult with the GP Practice on the development and provision of community needs;
2. To contribute to and be kept informed of GP Practice decisions;
3. Participate in two-way communication with both the NHS Dorset Integrated Care Board (ICB) and the Practice to positively influence the provision of health services in the locality;
4. Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices;
5. Share news of the work of the PPG through various communication channels to the broader local community;
6. Ensure that patient information and advice are readily available and clearly presented.



Red – High Priority	Amber – Medium Priority	Green – Low Priority	Purple – Ongoing	White – Not started	Blue – Complete
Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the local community</b>	O	Provide input to the development of the PCN-led Community SWITCH initiative.  SWITCH stands for Supporting Wellbeing Improving the Community's Health – an is used by Social Prescribers and Care Coordinators to help patients with their unique non-medical needs.	Janet Crewe	Ongoing	<p>In January's PPG meeting, Julie reported that the <b>Community SWITCH programme</b> now features 108 organisations, with 20+ more joining soon. The site lists roughly 100 upcoming events monthly and provides a printable version for offline users. Since December, the site has seen 737 visits and 2,277 views.</p> <p>Additionally, Kate Carroll noted that the <b>Community Connection Event</b> on 14th January was a great success; a follow-up event is currently being planned.</p> <p>Julie encourages members to review the website (<a href="http://www.communityswitch.org">www.communityswitch.org</a>) and suggest new resources the PCN may consider for addition.</p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the local community (cont'd)</b>	O	Provide input to programme of “chatty benches” to tackle loneliness in the community	Kate Carroll	Ongoing	<p>Kate confirmed that the Ferndown Rotary Club approved funding for some ‘chatty benches’ for in and around Ferndown, to get people talking and to promote Community SWITCH. ‘Butterfly Benches’ has agreed to add the Community SWITCH Plaque with QR code to their benches, starting in West Moors</p> <p><b>PPG members are encouraged to think of spaces around Ferndown where the benches could go.</b></p>
<b>Ensure that patient information and advice are readily available and clearly presented</b>	M	Regularly review the Waiting Room TV video to ensure it remains relevant and useful	Sophie Flexman/ Julie Saunders	March 2026	<p>At the January meeting, Ange confirmed that the Waiting Room TVs are operational.</p> <p><b>Sophie has sent a copy of the current presentation to the group for review.</b></p> <p><b>Members are requested to bring their suggestions to the next meeting.</b></p>
<b>Encourage patients to sign up for GP online services with online services</b>	O	Develop guidance for patients on how to use Online Services	Eric Cronwright	Ongoing	<p>Kate Carroll and Eric Cronwright have provisionally booked the next session for patients not using digital services to be held at Kings Park Care Home on Wednesday 18th March at 2pm.</p> <p><b>Volunteer Digital Champions are welcome to participate and Julie has been requested to give her presentation.</b></p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Support practice on the development of the Practice website</b>	O	Review the Practice website comment from a patient perspective and provide feedback	Janet Crewe	March 2026	Janet confirmed that the website is working and there are no current suggestions.  <b>PPG members and practice staff are requested to review the Clinics and Services page and provide feedback on the content.</b>
<b>Promote the PPG to encourage patients to join and advertise what the group are working on</b>	L	Prepare and disseminate materials to promote the PPG to encourage patients to join and advertise what the group is working on to encourage new members to join.	PPG Julie Saunders	On hold	Julie previously shared a proposed survey to help members determine patient awareness of and willingness to join the PPG. The survey can be printed and left for patients to answer in the surgery waiting rooms. The online version can be sent to patients by email or text message with a covering message and <a href="#">the URL link</a> . A poster with a QR code can be provided for display in the surgeries.  <b>At the January meeting, it was agreed that this was a lower priority as new members have recently joined the group.</b>
	O	Attend Practice Health Events to raise awareness and encourage membership	PPG	Ongoing	Volunteers to be sought from within the PPG.
	H	Noticeboards to be maintained by PPG in Corbin Avenue and Glenmoor Road Reception Areas.	Susan Oliver (Corbin Avenue) Janet Crewe (Glenmoor Road)	Ongoing	The Practice 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.  <b>Julie can provide any information posters or leaflets that the PPG may require.</b>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Support the Practice in reduction of DNAs (Did Not Attends)</b>	H	Raise awareness of the implications in terms of resources and costs.	Nigel Davis Sophie Flexman	March 2026	<p>PPG members have been requested to suggest potential solutions to help reduce the number of DNAs (Did Not Attend)</p> <p>Sophie and Julie met in early January and calculated the estimated financial cost to be in the region of £39,000. Nigel reached a similar amount using costs on the NHS website.</p> <p>Roger suggested adding the cost of lost appointments extending waiting periods for appointments.</p> <p>Janet suggested adding the statistics to the online appointment page and Ange suggested that the issue could be added to the opening message on the Barcellos Family Practice incoming telephone line.</p> <p><b>The Barcellos Family Practice will provide statistics, including patients with a track record and probability of missing appointments.</b></p>

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**\*\*This ends the regularly reviewed actions on the plan. Completed or routine actions appear on the following pages\*\***

## Completed Objectives (or Ongoing requiring no specific monitoring of actions)

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Establish a close working relationship between Practice staff and PPG</b>	C	Organise and hold regular meetings	Nigel Davis	Complete	<p>Meeting dates till December 2026 have been agreed and scheduled.</p> <p><b>Julie to add to the PPG page on the practice website.</b></p>
	C	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	Complete	Complete – November 2024
<b>Ensure that patient information and advice are readily available and clearly presented.</b>	C	Create patient communications explaining the roles and responsibilities carried out by the various healthcare professionals who may see patients, (e.g. Advanced Nurse Practitioners, Social Prescribers).	Julie Saunders	Complete	<p>Members have noted that patients may see healthcare professionals other than a GP and it was felt that it would be useful to know who they are and what they do.</p> <p><b>Julie has created a leaflet which explains the roles and responsibilities of various healthcare professionals in the Practice and PCN. This was uploaded to the Practice website in December 2025.</b></p>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the local community</b>	C	Support 2025 Winter Vaccination Clinics with patient marshalling	N/A	Closed – no PPG support was required by the Practice	The Practice has advised that this season COVID vaccines will be offered alongside flu vaccines. Clinics will commence 2 <sup>nd</sup> October for over 65s. Pregnant women and children may be offered flu vaccines from September. Vaccines have been delivered. Clinics will be held during weekdays and not on Saturdays
	C	Send details of future Carers event invites to PPG participants.	Kate Carroll	Complete	Details of 2025 meetings provided and were published on the Practice website in November 2024
	O	Ensure that the carers in the local community are represented.	Kate Carroll	Ongoing	Nigel is now a member of the Pan Dorset Carer's Steering Group. He will report back on any Steering Group discussions that may be of interest to PPG members. NB. Social Prescriber, Kate Carroll also participates in the Group.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Encourage patients to sign up for GP online services with online services</b>	O	Signpost patients to Digital Champion learning sessions.	Kate Carroll	Ongoing	The Practice website has an Online Services page. Details of Local Digital Champion sessions are published there. The Practice has links to book sessions for patients if required and can sign post to PPG led sessions when in place.
	O	Educate Practice staff about the range of online services available to patients and how these can be set up and used	Kate Carroll	Ongoing	Patients are being directed to Kate to be added to the training list.
CC	C	Evaluate the impact of how the increased demand from new Kingsmere Park residents will impact the provision of healthcare for existing patients.  Lynne Hyde raised concerns about the McCarthy & Stone proposal to build a retirement living development featuring around 50 one- and two-bedroom apartments at Parley Cross.	Lynne Hyde	Complete	PPG members have raised concerns about how the development will impact healthcare provision by the Practice. Given that the whole development falls within BFP's catchment area, and the Glenmoor Road site is the nearest GP surgery, it is possible that anyone relocating to the area may approach Barcellos to register. <b>The Practice has confirmed that there will be sufficient staffing of clinical and administrative roles to meet any increased demand and members agreed at the March meeting that this action can be closed.</b>

Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices</b>	C	Create a draft poster/leaflet promoting vaccinations and present to future meeting.	Julie Saunders	Complete	<p>Julie worked with the Practice and Celia to update the Vaccines Information page on their website in November 2024. A "Know Your Vaccines" information leaflet for patients has been created and was reviewed and approved by PPG members along with a poster for the surgery waiting rooms.</p> <p>At the March meeting members noted that vaccination information poster and leaflet have been created, and this action can now be closed.</p>
<b>Develop and update a PPG action plan in line with PPG objectives and aims</b>	O	Create and populate an Action plan and ensure it is regularly updated	Eric Cronwright	Ongoing	<p>This plan is now in place and members agreed it will be reviewed at least every other meeting. Eric has agreed to update a PPG Action Plan based on feedback received from action owners. Eric has also agreed to monitor the PPG email inbox.</p>
<b>Support practice on development of PPG section on website</b>	O	Create and maintain the PPG web page and upload Terms of Reference, meeting minutes and Action Plan	Julie Saunders	Ongoing	<p>A re-designed Practice website was launched in April 2024 and included a dedicated PPG page. The PPG Terms of Reference, meeting information and Action Plans added and updated when provided to the web editor.</p>