

## PPG Meeting Minutes- 4<sup>th</sup> March 2026

**Attendees:** Nigel Davis (*PPG Chair*), Ann Green, Roger Wearn, Lynne Hyde, Eric Cronright, Janet Crewe, Marilyn Mani, Sophie Flexman (*Practice Manager's Assistant, Minute taker*), Suzanne Miller (*Practice Manager*) Kate Carroll (*Social Prescriber, Crane Valley PCN*), Andy Saunders (*OMNIsector*).

**Apologies:** Susan Oliver, Beverley Boon, Ange Fogg (*Reception Manager*), Gill Foott (*Community Engagement Officer, NHS Dorset*), Julie Saunders (*OMNIsector*)

### 1. Welcome and Introduction

*Welcome to new member Marilyn!*

*Welcome also to Andy who is representing OMNIsector and Community SWITCH today.*

*Suzanne mentioned if from the next meeting if everyone would be happy to have the meetings in the Corbin Avenue practice in the meeting room. Everyone was happy with this.*

**Action-** *Nigel to send reminder when sending the next agenda that the meeting is at Corbin Avenue Surgery.*

### 2. Approval of the Minutes of the meeting held on 28<sup>th</sup> January 2026

*Minutes approved, Julie has already uploaded to the website.*

### 3. Update/Discussion on current Action Plan.

*Kate has arranged another digital support session- 18<sup>th</sup> March, 2pm at Parley Place Care Home.*

*Updates from Julie/Andy on Community SWITCH-*

*Supporting Community SWITCH – now with 112 organisations or groups listed and 20+ more to be added. Most recent additions are:*

- o Douch Family Bereavement Groups*
- o Douch Family Community Support*
- o Leonardo Carer Support*
- o Alzheimer's Society*
- o Dementia UK*
- o Home-Start Wessex*

*Since the last PPG meeting, the SWITCH website has had more than 2,000 visitors and nearly 4,000 views. The Events Diary of Support is proving very popular. We have added new functionality to the events diary (currently offers 105 events) so that people can filter their searches to find exactly what they need. We've created a video to explain how this works here:*

[https://youtu.be/f1lwddhvmml?si=zq\\_c2b-JeG2NvPJ3](https://youtu.be/f1lwddhvmml?si=zq_c2b-JeG2NvPJ3)

*Janet mentioned that Orchid House Surgery have contacted Absolutely WI to invite them to their community event, which is upcoming.*

*Andy mentioned that they have also been speaking with Orchid House Surgery as they would like to be involved in Community SWITCH.*

*Andy discussed how SWITCH needs the PPG to be more proactive and involved in the ongoing development of the programme, as they are the voice of the patients.*

*Members need to be more active in helping with events and bringing ideas to the table.*

*Nigel mentioned that Carers' support would be a really important section to add to SWITCH.*

**Action- Nigel, Kate and Andy will meet to discuss Carer's Support on SWITCH.**

*Roger mentioned that a new section for 'I am struggling with the NHS app/digital support' would also be beneficial.*

**Action- Roger and Andy will meet prior to the next PPG meeting and begin work on this section of the website.**

*Marilyn has offered to liaise with Dorset Fire and Rescue Service to review Community SWITCH and see if there is anything that can be added onto the website from their perspective.*

**Action- Marilyn to contact fire service regarding Community SWITCH and report back at next meeting.**

*Updates regarding the 'Chatty Benches' - the initial bench will be going in West Moors as previously mentioned. The aim is for another bench to be installed in West Parley, but funding has not yet been confirmed.*

*Andy mentioned that the artwork for the Verwood bench can be adapted for the West Parley bench.*

**Action- Nigel to identify the cost of a bench, a location in West Parley for the bench to go, and any other maintenance/installation costs.**

*Regarding the waiting rooms, the group are encouraged again to visit the waiting rooms at both sites and review the displays- are the posters large enough, can they be read from far away etc.*

*It was suggested that the that positive figures and facts about the practice can go up on the waiting room TV and displays- e.g. there were XXX amount F2F appointments this month, there were XXX amount of blood tests taken etc.*

**Action- PPG members to come up with ideas for waiting room TV/displays and report to Nigel, who will then update Sophie for confirmation.**

#### **4. Update on DNAs**

*Julie and Sophie have the data including the admin and oncosts of the DNAs. This data will be added to the new waiting room TV slideshow, as well as on posters for the waiting rooms at both sites.*

## 5. AOB

*BP at Home app 'Viso' is changing to an app called 'Luscii'. Patients reported a lot of technical issues on 'Viso' so the move to the new app should solve these issues.*

*In February, the LiveWell Dorset bus visited Corbin Avenue Surgery to check BPs and promote stop smoking. It was a huge success, and the practice are looking to book the bus again for Glenmoor Road Surgery.*

*Lynne mentioned that planning has now been passed for a Starbucks drive through and a block of flats on the new building site in West Parley.*

*Updates from Julie-*

*"Social Prescribing Day is 26th March – The Dorset GP Alliance has advised that they are happy to give SPs a shout-out for the work they are doing. I thought it might be an opportunity to highlight how SWITCH is used to support the community's health and wellbeing. Rachel has advised there are no plans in Verwood as there a regular monthly Carers tea on the 23rd, but it seems to me like we are missing an opportunity – **what do Barcellos PPG think?**"*

*Patient information updates:*

*Expansion of the NHS RSV Vaccination Programme*

*Starting 1 April 2026, the NHS is expanding the RSV (Respiratory Syncytial Virus) vaccination programme to help protect those most at risk of serious illness.*

*Who is newly eligible?*

- *Everyone aged 80 and over.*
- *All residents in care homes for older adults.*

*Who is already eligible?*

- *Adults aged 75 to 79.*
- *Pregnant women (to protect their babies).*

*What do I need to do?*

*There is no need to contact the surgery right now. We will contact all eligible patients directly to book their appointment once the rollout begins in April.*

*Learn more:*

*<https://www.nhs.uk/vaccinations/rsv-vaccine/>*

**Next meeting- Wednesday 6<sup>th</sup> May, 11:45am  
At Corbin Avenue Surgery.**