Barcellos Family Practice
Patient
Participation
Group

Notes on the Patient Participation Group Meeting held on
Wednesday 28th October 2026

Present:

The Barcellos Family Practice:	Catherine Jones (Operations Manager)
OMNIsector Limited	Andy Saunders – Interim Chair Julie Saunders – Patient Communications Support
Patient representatives:	Eric Cronwright, Janet Crewe, Marilyn Mani, Roger Wearne
Apologies received:	*From the PPG:* Bev Boon and Lynne Hyde.

Meeting notes

At this meeting members it was agreed that:

- Andy Saunders would act as interim chairperson until a patient chair is appointed.
- The Action Plan will serve as meeting notes/record of actions for review at each meeting.

This means that:

Actions arising from the previous meeting are included on an updated PPG Action Plan, which is accessible via the Practice website PPG page (and attached to this PDF copy).

Instead of approving the meeting minutes, PPG members are asked to review the latest Action Plan (attached to this PDF copy) and provide comments and queries to the Chairperson before or at the next meeting.

Date and Time of Next Meeting

The next PPG meeting is scheduled for **Wednesday December 9th, commencing at 12 noon at the Corbin Avenue surgery in Ferndown.** Members are asked to arrive at the surgery at **11.45 am for a prompt 12noon meeting start**. An agenda is posted on the PPG page of the Practice website a few days prior to the meeting date.

*** END ***

Action Plan – updated October 2026

Barcellos Family Practice Patient Participation Group

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
Establish a close working relationship between Practice staff and PPG	H	**New -** Appoint a PPG Chairperson to replace Nigel Davis	All PPG members	Jan 2027	The previous chair has stood down, and the Practice has asked Andy Saunders of OMNIsector to act an interim chair while the PPG appoints a new patient chairperson.
	O	Practice to provide regular updates at each meeting	Catherine Jones	Ongoing	Catherine advised that Jacy Brewer, has recently retired and that Sophie Lemon will take on the role of Diabetic Nurse. New member of the reception team, Julia, will replace Haley. Catherine confirmed that main Winter vaccination clinics went well. This led to a discussion about traffic congestion issues at Glenmoor Road. **New item to be added to the Action Plan on traffic management for next season's programme.**

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Develop and update a PPG action plan in line with PPG objectives and aims	O	Create and populate an Action plan and ensure it is regularly updated	PPG owner needed	Ongoing	This plan is now in place, and members reviewed it at every meeting. Eric Cronwright needs to step back from managing the plan for the time being and Julie Saunders has been asked to manage it temporarily while a PPG member is sought to oversee it on an ongoing basis. Eric had also agreed to monitor the PPG email inbox and that requires a transfer of ownership too. **Members agreed that the Action Plan would take the place of formal minutes.**
Work to positively influence the provision of health services in the local community	L	Provide input to improving the patient experience at future Winter Vaccination Clinics	TBC	August 2027	Members discussed the traffic congestion at the 2026 clinics, and it was agreed to develop communications to manage this better next time. **Andy suggested that the local Rotary could be approached to provide marshalling support to release staff to focus on healthcare duties instead of traffic management!**
	O	Provide input to the continued development of the PCN-led Community SWITCH initiative. SWITCH = Supporting Wellbeing Improving the Community's Health The Community SWITCH programme is supported by a website: www.communityswitch.org	Janet Crewe	Ongoing	As of the October meeting, there are > 140 listings and 150 events featured on the site. In the previous 30 days the website has seen 352 visitors and > 1,200 views. Andy Saunders reported that a SWITCH Patient Representative Steering Group has been established as a framework to support the continued input of PPG members to the continued development of the programme. **Members of the PRSG have reviewed and provided input to the development of the new patient information leaflet and user guides.**

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Work to positively influence the provision of health services in the local community (cont'd)	**L**	Support the programme of "chatty benches" to tackle loneliness in the community	TBC **A PPG owner needs to be identified to progress this initiative further.**	On hold	An appeal letter template and example Ferndown Chatty Bench artwork mock-up to had been provided to enable the PPG to identify a sponsor for a bench in Ferndown or West Parley. At the October meeting, Andy reported that unfortunately contact had not been made on a timely basis and the sponsorship opportunity was missed. **Members agreed to put this objective on hold and focus on other priorities.**
Support the Practice in performance improvement opportunities	**M**	New – review GP Appointment data to identify improvement opportunities	TBC **A PPG owner needs to be identified to progress this initiative further.**	Dec 2026	The objective on supporting the practice in the reduction of DNAs (Did Not Attends) had previously stalled pending useful data. Members agreed to widen the objective of reviewing GP Appointment data (publicly available on the NHS website) to identify performance improvement opportunities. **Julie to provide GP Appointment data for discussion at the December PPG meeting.**
	M	New – review Friends and Family results (comments) to identify improvement opportunities	TBC	TBC	**This has been added for discussion at the December PPG meeting**
	L	New – review Annual GP Performance Survey results to identify improvement opportunities	TBC	TBC	**This has been added for discussion at the December PPG meeting**

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Ensure that patient information and advice are readily available and clearly presented	O	Noticeboards to be maintained by PPG in Corbin Avenue and Glenmoor Road Reception Areas. Regularly review the Waiting Room TV (WRTV) video to ensure it remains relevant and useful	Susan Oliver (Corbin Avenue) Janet Crewe (Glenmoor Road) Roger Wearn / Marilyn Mani	Ongoing Ongoing	Members are encouraged to visit the waiting rooms at both sites, review the displays, and provide feedback on poster size, legibility and relevance to patients. Following discussions at the last meeting, it was noted that the positioning of Waiting Room TV (WRTV) display screens is not optimal. The video hasn't been updated for some time. Roger and Marilyn will lead a review the current video to identify suggested changes to content and timings. **Members will be sent a link to the latest WRTV recording.**
Support practice on the development of the Practice website	O	Review the Practice website comment from a patient perspective and provide feedback	Janet Crewe	Ongoing	Janet confirmed that the website is working and there are no current suggestions. **PPG members and practice staff are requested to review the Clinics and Services page and provide feedback on the content.**
Encourage patients to sign up for and use GP online services with online services	O	Signpost patients to Digital Champion learning sessions. Develop guidance for patients on how to use Online Services	Catherine Jones Eric Cronwright	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. Members agreed that periodically the PPG should offer How to Use Online GP services session. **Another date and venue to be arranged.**

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Encourage patients to sign up for and use GP online services with online services (cont'd)	C	Develop guidance for patients on how to use Online Services (cont'd)	Roger Wearn	Complete	Roger had previously advised members that the NHS App had recently undergone updates, which have led to information being organised differently. He suggested this may have confused patients but was happy to report that NHS guidance is now available to provide clearer guidance on the changes. meeting participants.
Promote the PPG to encourage patients to join and advertise what the group are working on	L	Prepare and disseminate materials to promote the PPG, encourage patients to join, and advertise the group's work to attract new members.	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 via email or text message, along with a cover message and the URL. A poster with a QR code can be provided for display in the surgeries. **While it had previously been agreed that this was a lower priority, members may wish to revisit this once a new patient chairperson is appointed.**
	O	Attend Practice Health Events to raise awareness and encourage membership	PPG owner needed	Ongoing	Volunteers to be sought from within the PPG.

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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
Establish a close working relationship between Practice staff and PPG	C	Organise and hold regular meetings	Nigel Davis	Complete	Meeting dates till December 2026 have been agreed and scheduled. **Julie to add to the PPG page on the practice website.**
	C	Email phone stats and Practice website analytics along with the minutes.	Sophie Flexman	Complete	Complete – November 2024
Ensure that patient information and advice are readily available and clearly presented.	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	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. **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.**
Support practice on development of PPG section on website	O	Create and maintain the PPG web page and upload Terms of Reference, meeting minutes and Action Plan	Julie Saunders	Ongoing	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.

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Work to positively influence the provision of health services in the local community	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 2nd 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.
	C	Provide input to the development of the PCN-led Community SWITCH initiative	Marilyn Mani	Complete	Following Marilyn's intervention, Dorset's Wiltshire Fire and Rescue Safe and Well visit information has been added as a listing to the Community SWITCH website: https://communityswitch.org/dorset-and-wiltshire-fire-and-rescue-safe-and-well-visits/

Objective	Priority	Action	Owner	Target Delivery Date	Progress
Work to positively influence the provision of health services in the local community (cont'd)	C	Evaluate the impact of how the increased demand from new Kingsmere Park residents will impact the provision of 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. **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.**
Promote the needs of the community by encouraging and supporting activities within the GP Practice to encourage preventative medicine and healthy lifestyle choices.	C	Create a draft poster/leaflet promoting vaccinations and present to future meeting.	Julie Saunders	Complete	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. At the March meeting embers noted that vaccination information poster and leaflet have been created, and this action can now be closed.