



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 Clinical Commissioning Group (CCG) 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.

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|----------------------------|--------------------------------|-------------------------------|------------------------|-------------------------|----------------------------|
| Red – High Priority | Amber – Medium Priority | Green – Lower Priority | Blue - Complete | Purple - Ongoing | White - Not started |
|----------------------------|--------------------------------|-------------------------------|------------------------|-------------------------|----------------------------|

| Objective | Status | Action | Owner | Target Delivery Date | Progress |
|---|--------|--|-------|----------------------|-------------|
| Ensure the Practice explains how patient data is managed, used and protected | TBC | Review the content of their website pages relating to personal data, privacy policies and data protection and update as required | TBC | TBC | Not started |



Action Plan

Updated 27th February 2022

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|--|----------|---|----------------|----------------------|---|
| Support practice in encouraging and responding to patient feedback | C | Practice to provide monthly patient feedback from post-appointment text messages. | Annie Morris | Complete | Complete – a Friends and Family Test survey is now available on the Practice website. |
| | L | Publish service feedback on Practice and PPG websites. | Julie Saunders | April 2022 | FFT feedback is captured but not published on the Practice website. A decision is required from the Practice on if they wish to do this. |
| Keep up to date with new information and best practice related to PPG development | O | Learn from other Patient Participation Groups to drive improvements for patients; | Gill Foott | Ongoing | Ongoing – Meetings are generally held every 3 months, though special themed events may be organised in between. Julie will keep the Practice PPG updated on items of interest at a standing agenda item. |
| Support the Practice by identifying opportunities to meet the needs of specific patient groups and providing recommendations to the Practice | H | Optimise services for the hearing impaired. | TBC | April 2022 | PPG Owner needed – several patients have recently queried changing arrangements to the provision of free NHS hearing aid batteries to patients. The Practice has acted as a distribution point supplementing the East Dorset Audiology service in Boscombe, which is reverting to pre-COVID supply arrangements. The Practice may wish to clarify arrangements in light of planned changes to the Audiology Service’s ways of working. |



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| Objective | Priority | Action | Owner | Target Delivery Date | Progress |
|--|----------|---|---------------------------------|----------------------|--|
| Support the Practice by identifying opportunities to meet the needs of specific patient groups and providing recommendations to the Practice (cont'd) | M | Clarify availability of transport for patients to get to medical appointments | Jackie Maynard | February 2022 | Historically, the Friends of the Cranborne Practice Organised voluntary drivers to help patients who are unable to drive to get to GP surgery clinics, opticians, dentists and hospital appointments. However at the end of 2021, the scheme was disbanded as the organisers were not in a position to be able to commit to ongoing support. At the January meeting, PPG members discussed the need for voluntary car schemes such as these and noted that others might exist, noting that the Verwood and Area Good Neighbours Scheme may offer similar support. Jackie Maynard has offered to explore what other options for transport to medical appointments may be available in the area. |
| Encourage patients to sign up for GP Online Services | H | Educate Practice staff (GPs, the Nursing / HCA teams, Receptionists and Admin staff) about the range of online services available to patients and how these can be set up and used. | Annie Morris/ Julie Saunders | TBC | Work in Progress – Annie Morris to advise feasibility, after which training plans can be developed. |
| | M | Re-instate in-surgery Digital Champion learning sessions when it is safe to do so. | Julie Saunders | Mar 22 | Work in Progress –A focussed session was offered at Verwood library in late November, but there were insufficient bookings. Next steps to be agreed. |



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| Support practice on the development of the Practice Website | O | PPG to review Practice Website to identify opportunities for improvement. | Andy Saunders | Ongoing | <p>Ongoing - The new website went “live” on 9th July. Andy Saunders demonstrated key areas of the new Practice website to PPG members at the August meeting.</p> <p>PPG members helped the Practice launch a survey to get feedback from patients on the Practice website. As we get feedback on what could work better, the website is being updated, for example making the Staff list and SystmOnline log in more easily accessible from the Home page. One patient scored the website poorly because they said the Practice didn't offer Face to Face appointments! In fact they do and have done throughout the pandemic. So we made this clearer and promoted on social media.</p> <p>In December, the Community Interest section was updated to change the Dorset Care Record item to reflect defibrillator locations.</p> |
| | C | Regular practice updates at PPG Meetings | Jo Morris | Complete | Complete - PPG Charter updated in July 2020; either Practice Manager, Operations Manager, or usually both attend PPG meetings. |
| Establish a close working relationship between Practice staff and PPG | M | Involve Practice Admin team members in PPG meetings | Jo Morris | TBC | Not started - Annie Morris to advise feasibility |



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|--|----------|--|--------------------------------|----------------------|--|
| Engage with patients outside of PPG and Social Media. | M | Develop the use of the electronic display boards in Practice Reception areas | Andy Saunders/ Annie Morris | May 2022 | <p>We have discovered that the equipment was installed by a company that is now dormant. Andy tracked down one of the previous Directors and arranged for the transfer of ownership to the Practice. We need to get inside the box to get at the technology but cannot access the unit without the appropriate tools. This is currently awaiting the Practice to organise the necessary access.</p> <p>Andy has asked the Practice to consider using the unit to integrate and embed community engagement and involvement in the Practice. It is suggested that at each PPG meeting, members decide on the information that they think the wider community should be aware of. The messages and responses can then be prepared by the PPG and put on the system. If the PPG runs the system and messages are authorised by the practice, it's less work for the Practice.</p> <p>Until the electronic display boards are operational, the Group have agreed it would be preferable if the plethora of posters and leaflets currently posted on the Practice noticeboards in Reception areas are replaced with the agreed communications and engagement message. See page 5 below.</p> |



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| Provide access to information and training for patients on healthcare topics | O | Map locations of Community based defibrillators | Jenny Harmer | Ongoing – next review June 2022 | Ongoing – The results of Jenny Harmer’s work to collate locations of units in the local area was published on the Practice Facebook page in November and updated with details of another site at Cranborne Sports & Social Club in December. Jenny has shared details with VTC and Julie Saunders has advised Verwood library. Further potential sites in Woodlands and at the Verwood Methodist Church are being investigated. A press release to raise awareness was provided to local media in January. PPG members agreed to monitor and review every six months. |
| | L | Liaise with SWAST on date for demo on how to use a defibrillator | Jenny Harmer | July 2022 | Work in Progress – awaiting update on date of next demo from Kate Fisher in the SWAST Community Response team – currently on hold due to capacity issues in the service. |
| | L | Review and increase awareness of online health and care app library Apps and Digital Health solutions | TBC | TBC | PPG lead required - Through the Digital Public Engagement Group, (DPEG), PPGs have been asked to promote the use of technology based solutions to manage health and care conditions . |
| Engage with patients outside of PPG and Social Media | O | Explore effective methods of communication information, e.g. Distribute a regular Newsletter | Annie Morris/ Andy Saunders | April 2022 | Ongoing – Practice newsletters published in May, August and January, next newsletter planned for April/May 2022 |



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| Engage with patients outside of PPG and Social Media (cont'd) | L | Noticeboards to be installed and maintained by PPG in Pennys Lane and Lake Road Reception Areas. | Annie Morris/TBC | May 2022 | PPG Lead required - the PPG recommends that the number of posters on the existing notice board is significantly reduced and is focussed on areas of community interest. The Practice will need to organise a date and time for PPG members to help set this up. |
| Support practice in reduction of DNA's (Did Not Attends) - | L | TBC | Richard House | TBC | On Hold – To date, discussions included identifying more effective ways of highlighting the impact on the surgery of not attending clinical appointments to patients. But further activity was put on hold due to the pandemic. At our Nov 2020 PPG meeting, the Practice advised that it is not currently a priority issue. |
| Establish a close working relationship between Practice staff and PPG | C | Regular practice updates at PPG Meetings | Jo Morris | Complete | Complete - PPG Charter updated in July 2020; either Practice Manager, Operations Manager, or usually both attend PPG meetings. |
| | | Involve Practice Admin team members in PPG meetings | Jo Morris | TBC | Not started - Annie Morris to advise feasibility |



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

| Objective | Priority | Action | Owner | Target Delivery Date | Progress |
|--|----------|--|--------------------------------|----------------------|---|
| Raise PPG Awareness and encourage patients to join | C | Carry out a survey of patient awareness; share results via Practice website, FB page, post on local Verwood FB pages; act on results | Julie Saunders | Complete | Complete - Survey carried out Nov 2020 and discussed with PPG; results posted on Practice and PPG FB Pages and circulated to PPG members. |
| Decoration of Waiting Room | C | Reception area to be repainted | Jo Morris | Complete | Complete – done in Aug 20. |
| Review PPG Charter | C | PPG to review updated Charter; upload Charter to Practice Website and PPG Facebook Page. | Julie Saunders | Complete | Complete -Draft Charter circulated to PPG and approved in July 2020; Charter uploaded to Practice website. |
| Develop a PPG Action plan in line with PPG objectives and aims. | C | Develop PPG Action Plan and make it available for Practice patients | Carol Mitson Julie Saunders | Complete | Complete – Action plan drafted and shared with PPG members Aug 2020; regularly updated and published to Practice website; reformatted in Dec 2020 following discussions at Nov 20 PPG meeting. |
| Patient input to local NHS led projects | C | Provide support for Learning Disability Health Check Project | Andy Saunders | Complete | Complete – Personalised health check form and accompanying instructions for use by those with learning disabilities provided to the Practice; other local Practices have asked for their own versions. |



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| Support planning and implementation of Drive-Through Winter 2020 Flu Clinics | C | Recruit and arrange volunteer support for flu clinics | Vanessa Curtis | Complete | Complete – Jo Morris advised efforts of PPG volunteers significantly assisted with resource, traffic management and health and safety planning and execution. Traffic marshall rota agreed and provided for clinics held Oct through to Dec 20; role descriptions prepared for future volunteer support for drive-through clinics. |
| | C | Give patient perspective feedback to Flu Clinic arrangements | Vanessa Curtis | Complete | Complete – Summary report presented to PPG members at January Meeting; new objective added to capture patient feedback. |
| | C | Support practice in raising awareness of different arrangements for drive-through flu clinics. | Julie Saunders | Complete | Complete - Practice placed Notice Board outside the surgery to inform patients of drive-through flu clinic. A Site plan, photographs and video created by Alan Pranglely used in communications; Animated video created by Andy Saunders; Annie Morris and Vanessa Curtis interview by Forest FM broadcast; press release to printed media outlets; poster displayed and emailed to Community Groups for onward distribution; ongoing posts to Practice website and FB page, shared to PPG and local FB sites. |



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| Encourage patients to ensure their contact details are current and maintained | ○ | Utilise communications opportunities to promote and encourage patients to ensure their contact details are up to date. | Julie Saunders | Ongoing | Ongoing – Message reminding patients to ensure contact details are up to date added to the prescription request slips enclosed with repeat medications. In addition, a piece is to be included in the Summer Practice newsletter, and other printed materials may be considered (posters, leaflets) in the future. |
| Promote Health Topics such as - mental health, opioid addiction, dementia/memory loss support, Maternity Matters | ○ | Promote regular campaign messages from NHS CCG and Public Health Dorset | Julie Saunders | Ongoing | Ongoing - Regular PPG updates received from Gill Foott are distributed to the PPG email distribution list and posted on the PPG Facebook Group; Facebook posts from NHS Dorset, Public Health Dorset are shared on PPG Facebook Group. |
| Use Social Media to share information and comments | ○ | Develop PPG Facebook page; Create an email distribution list for PPG Members. Support increased use of the Cranborne Practice Facebook page to communicate to patients outside the PPG Group; Use local social media groups to share relevant information. | Julie Saunders | Ongoing | Ongoing – In January 2020, a private Cranborne Practice PPG Facebook page was created, and items of interest are regularly shared. An email Distribution List is maintained, and communications are routinely sent to members. Animated communications videos are produced and posted on the FB page and website. Information is regularly shared with social media groups in Verwood and Cranborne. The Cranborne Nextdoor network group joined by JAS to extend communications channels and news routinely shared. |



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| Hold regular PPG Meetings | O | Vary times and venues of meetings to enable more people to participate; consider virtual Group for those not willing/able to attend face to face meetings; Publish minutes on Practice Website and FB pages, PPG FB page. | Julie Saunders | Ongoing | Ongoing – Face to face meetings have been held since May 2019 but from March 2020 were suspended due to the pandemic. Members have agreed to continue to offer participation via video call to those who prefer it. However, the Group is keen not to exclude members without access to IT. If any members are aware of a meeting venue with a capacity of up to at least 12 people, is accessible and has a good WiFi signal, they should contact the Chair by email at cranborneppg@gmail.com |
| Support planning and implementation of Drive-Through Winter Flu Clinics | C | Recruit Volunteer Traffic Marshalls for 2021 clinic Provide recommendations on improved traffic management and PPE | Jackie Maynard Jackie Maynard/ Alan Prangley/ Andy Saunders | Complete | Complete – drive-through clinics completed in October 2021 and remaining appointments are being managed as in-person appointments |
| Patient Survey of Blood Pressure Monitoring Options | C | A survey of patients was undertaken in October to seek their views about getting their blood pressure checked. | Jo Morris/ Julie Saunders | Complete | Complete – 53 responses were received; results showed patients appear happy to do BP checks at home if they can. But they would welcome being asked by clinicians if they would like a BP check every time when attending the surgery for an in person appointment. |



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|---|----------|--|----------------------------------|----------------------|---|
| Encourage patients to sign up for GP Online Services | C | Survey patient views regarding online GP services | Alan Prangley/ Julie Saunders | Complete | Complete – A survey of patients was carried out, results evaluated, and a report with findings and recommendations shared and approved by members on 18 th August; agreed objectives and actions have been added to this PPG Action Plan (below). |
| | C | Consider developing an eForm to enable patients to book popular Nurse/HCA appointments, such as blood tests and cervical smears. | Annie Morris/ Julie Saunders | Complete | Complete – the new form went live on 21 st January. Since it's launch, 60 appointments have been booked, an average of 12 per day. |
| Address uneven surface on Lake Road Surgery Car Park | C | Repairs to the car park to be undertaken | Jo Morris | Complete | Complete – Car park repairs were completed in November 2021 |
| Support the Practice by identifying opportunities to meet the needs of specific patient groups and providing recommendations to the Practice | C | Optimise services for those who have served in the Armed Forces by gaining Veteran Friendly accreditation. | Jo Morris | Complete | Complete - The Cranborne Practice achieved Veteran friendly accreditation on 10th November 2021. To be accredited means that, as part of the health commitments of the Armed Forces Covenant, the Practice has a dedicated clinician (Dr Levinson) who has specialist knowledge of military-related health conditions and veteran-specific health services. |