



# Action Plan @ 15<sup>th</sup> December

## Revised with updates from the September 2024 PPG meeting and latest reports from action owners.

### 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.

<b>Red – High Priority</b>	<b>Amber – Medium Priority</b>	<b>Green – Lower Priority</b>	<b>Blue - Complete</b>	<b>Purple - Ongoing</b>	<b>White - Not started</b>
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Objective	Priority	Action	Owner	Target Delivery Date	Progress
<b>Work to positively influence the provision of health services in the locality</b>	<b>M</b>	New - Review options available to patients on how to be contacted by the NHS with details of hospital appointments; develop communication materials to share with patients of the Practice.	Mary Gane/ Andy Saunders	Sep 2024	<b>Work in progress</b> - Concerns highlighted by members about the risk of missing NHS hospital appointments due to delays in postal deliveries. Mary Gane to explore the alternative available to hospital appointment letter sent by mail. Mary has done some research and found that to decrease the number of Appointment Letters, and late delivery by the Post Office, the NHS will be rolling out the online NHS Portal (DrDoctor) in the Autumn. This is alongside alternative options for those who wish to opt out of digital. Information to be developed into patient communications.



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<b>Work to positively influence the provision of health services in the locality (cont'd)</b>	<b>H</b>	New – Elevate concerns re: local pharmacy actions regarding unsolicited flu/COVID vaccination appointments	Andy Saunders	October 2024	<p><b>Work in progress</b> - Members expressed concerns/confusion after learning unsolicited text and email messages received with booked flu/COVID jab appointments. This caused confusion about vaccination arrangements and data privacy concerns. The Practice reported a significant increase in the number of phone calls to the surgery the Monday as the communication was sent over the weekend. Members raised concerns about the impact on patients with urgent needs being able to get in touch. While members support patient choice to have their vaccinations where they want, the Group agreed that a letter should be sent to the appropriate authorities to highlight these concerns and seek reassurances about how patients' personal data has been used, stored, and shared by the NHS.</p> <p><b>Andy Saunders to develop the communication and provide an update at the next meeting.</b></p>
	<b>W</b>	Liaise with NHS Dorset Transformation Delivery Project Manager on the Electronic Patient Record (EPR) initiative.	TBC	TBC	<p><b>On hold</b> - The project aims to create a single electronic record system to improve how patients are treated so they don't have to keep repeating their stories and improve digital security, amongst other things. Anne, Alan, Lynn and Jenny have all expressed interest in participating. <b>Programme on hold – awaiting update from NHS Dorset.</b></p>



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<b>Support practice in encouraging and responding to patient feedback</b>	M	Review Friends & Family Test (FFT)/Patient Survey results and feedback to identify improvement opportunities for improvement.	Mary Gane/Andy Saunders	Oct 2024	<b>Work in progress</b> – Mary has undertaken a review of the FFT results comments from July and August. The majority of the respondents were positive, though there were some comments about the waiting time between arrival and being seen and a few comments about the cleanliness of the patient toilets and disabled access. Following discussion on these at the September meeting, <b>Andy was asked to include a message about the reasons for waiting on the updated WRTV.</b>
<b>Support planning and implementation of 2024 Drive-Through Winter Flu Clinics</b>	C	Recruit Volunteer Traffic Marshalls for 2024 clinics.	Anne Farrugia	Complete	<b>Complete</b> – Anne facilitated support and organised the rota of volunteers including those from Verwood Rotary. <b>Clinics completed October 2024.</b>
<b>Ensure the Practice explains how patient data is managed, used and protected</b>	M	Work with a Practice representative to review the information available and take action to update the Practice website and other communications channels to provide information on this topic that is meaningful to patients	Anne Farrugia	Jan 2025	<b>Overdue</b> – Local ICBs have produced new public information designed to support practices with explaining why and how health and care services share information from patient records and build trust and confidence that this is done in a confidential, safe and secure way.  Anne has drafted some thoughts on what information could be included in a leaflet and on the Practice website. She shared this with Julie in September. <b>Julie to review with Anne and suggest proposed changes to Jo and Annie.</b>



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Support the Practice by identifying opportunities to meet the needs of specific patient groups and providing recommendations to the Practice	O	Provide input to the development of the PCN led Community SWITCH initiative. SWITCH = Supporting Wellbeing Improving the Community's Health	Andy Saunders /Jayne Walton	Ongoing	<b>Ongoing</b> - Representatives from Cranborne and Barcellos PPGs have provided input into the process and resources for the Community SWITCH programme. Andy previously advised that Care Coordinator, Jayne Walton has been asked by Jo to drive through the benefits to reduce the demand of frequent attenders and others who can be supported by community services. PPG members have been asked to review and provide input to tools and opportunities available. See <a href="http://www.communityswitch.org">www.communityswitch.org</a> . <b>Jayne has been asked to attend our next PPG meeting to provide an update on progress of the programme.</b>
	M	Optimise services for those with disabilities, e.g. hearing and visually impaired.	TBC	TBC	<b>PPG Owner needed</b> – Practice to identify with whom the PPG can work on this activity.
Provide access to information and training for patients on healthcare topics	L	Liaise with SWAST on date for demo on how to use a defibrillator.	Jenny Harmer	TBC	<b>Work in Progress</b> – We were unable to take advantage of the Dewlands Park organised session that Alan highlighted in September. Plans to explore the possibility of combining a defib demonstration with PPG promotion/recruitment. <b>Julie to discuss with Jenny.</b>
	O	Map locations of Community based defibrillators.	Jenny Harmer	Ongoing	<b>Ongoing</b> – Details of locations of defibrillators in the Practice catchment area are updated as new sites are notified. <b>Jenny to carries out periodic checks to make sure locations are still valid.</b>



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Establish a close working relationship between Practice staff and PPG	W	Involve Practice Admin team members in PPG meetings.	Jo Morris	TBC	<b>Not started</b> – action awaited from the Practice.
Encourage patients to sign up for GP Online Services	H	Educate Practice staff about the range of online services available to patients and how these can be set up and used.	Annie Morris/ Julie Saunders	TBC	<b>Work in Progress</b> –While staff can refer patients to the Digital Care Coordinator, <b>Julie has suggested they might benefit from a briefing to better understand the patient experience using GP online services.</b>
	C	Support the Practice with the relaunch the Viso BP@Home app as part of the NHS CVD Prevent Programme.	Julie Saunders	Sep 2024	<b>Complete</b> - The Practice has invited patients to register to use the app by sending SMS text messages to patients in identified risk groups. But any patient can register to use the service using links available on the Practice website.  Julie and Anne attended the Practice You're your Numbers BP@Home event on 10 <sup>th</sup> October, helping patients to register and download the Viso app on their phones. The event was also an opportunity to promote the PPG and recruit members.
Raise PPG Awareness and encourage patients to join	M	Promote the PPGs achievements and seek new members	Julie Saunders	Jul 2024	<b>Work in progress</b> - Posters, leaflets, website and social media have been used to promote the PPG and recruit members, but the results have been disappointing.  <b>Ideas from other PPG members are sought!</b>



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<b>Engage with patients outside of PPG and Social Media</b>	○	Explore effective methods of communication information, e.g. Distribute a regular Newsletter.	Andy Saunders/ Jo Morris	Aug 2024	<b>Ongoing</b> – the Summer edition of Doctor’s Notes was published in July, developed with the help of PPG members. The most recent newsletter was the Summer edition published in August. Suggested next publication date is February 2024 – <b>content ideas are sought from members!</b>
	○	Develop the use of the electronic display boards in Practice Reception areas.	Andy Saunders/ Annie Morris	<b>Aug 23 (overdue and not started for Cranborne branch)</b>	<b>Ongoing</b> – Andy has been successful in getting WRTV (Waiting Room TV) up and running at the Lake Road Surgery and was most recently updated at the end of September 2024. <b>Plans for a similar at Pennys Lane to be confirmed (logistics of who will turn the display screen on and off). Andy has been asked to email costs for equipment to Jo and Annie.</b>
<b>Engage with patients outside of PPG and Social Media (cont’d)</b>	○	Noticeboards to be maintained by PPG in Pennys Lane and Lake Road Reception Areas.	Andy Saunders	<b>Aug 23 Overdue (for Cranborne branch)</b>	Andy has developed a series of A3 size posters on key topics, these have been designed to provide info simply and clearly. The PPG have secured the services of a local quality printing company to get them printed. <b>The posters have been installed in display frames at Lake Road, although these have not replaced the large notice board in the waiting room. Status of poster display at the Pennys Lane surgery to be confirmed.</b>



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

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<b>Raise PPG Awareness and encourage patients to join</b>	<b>C</b>	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	<b>Complete</b> - Survey carried out Nov 2020 and discussed with PPG; results posted on Practice and PPG FB Pages and circulated to PPG members.
<b>Hold regular PPG Meetings</b>	<b>O</b>	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	<b>Ongoing</b> – 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 <a href="mailto:cranborneppg@gmail.com">cranborneppg@gmail.com</a>
<b>Decoration of Waiting Room</b>	<b>C</b>	Reception area to be repainted.	Jo Morris	Complete	<b>Complete</b> – done in Aug 20.
<b>Develop a PPG Action plan in line with PPG objectives and aims.</b>	<b>C</b>	Develop PPG Action Plan and make it available for Practice patients.	Carol Mitson Julie Saunders	Complete	<b>Complete</b> – Action plan drafted and shared with PPG members Aug 2020; regularly updated and published to Practice website.



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<b>Patient input to local NHS led projects</b>	<b>C</b>	Provide support for Learning Disability Health Check Project.	Andy Saunders	Complete	<b>Complete</b> – 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.
<b>Support planning and implementation of Drive-Through Winter 2020 Flu Clinics</b>	<b>C</b>	Recruit and arrange volunteer support for flu clinics.	Vanessa Curtis	Complete	<b>Complete</b> – 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.
	<b>C</b>	Give patient perspective feedback to Flu Clinic arrangements.	Vanessa Curtis	Complete	<b>Complete</b> – Summary report presented to PPG members at January Meeting; new objective added to capture patient feedback.
	<b>C</b>	Support practice in raising awareness of different arrangements for drive-through flu clinics.	Julie Saunders	Complete	<b>Complete</b> - 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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<b>Support planning and implementation of 2021 Drive-Through Winter Flu Clinics</b>	<b>C</b>	Recruit Volunteer Traffic Marshalls for 2021 clinic.  Provide recommendations on improved traffic management and PPE.	Jackie Maynard  Jackie Maynard/ Alan Prangley/ Andy Saunders	Complete	<b>Complete</b> – drive-through clinics completed in October 2021 and remaining appointments are being managed as in-person appointments
<b>Support planning and implementation of 2022 Drive-Through Winter Flu Clinics</b>	<b>C</b>	Recruit Volunteer Traffic Marshalls for 2022 clinic  Brief traffic marshalls  Identify traffic management requirements	Jackie Maynard/ Andy Saunders/ Jo Morris	Complete	<b>Complete</b> - Volunteers recruited and briefed.  A Volunteer Traffic Marshall Information Pack was made available as volunteers must follow guidelines to ensure they do not put themselves or others at risk in any way.  Andy worked with Jo to address traffic management issues.
<b>Support planning and implementation of 2023 Drive-Through Winter Flu Clinics</b>	<b>C</b>	Recruit Volunteer Traffic Marshalls for 2023 clinics; Brief traffic marshalls; ensure traffic management requirements addressed.	Anne Farrugia	Complete	<b>Complete</b> – Anne has confirmed support has been offered by Verwood Rotary. A rota has been supplied to the Practice. <b>Clinics completed.</b>



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<b>Encourage patients to ensure their contact details are current and maintained</b>	○	Utilise communications opportunities to promote and encourage patients to ensure their contact details are up to date.	Julie Saunders	Ongoing	<b>Ongoing</b> – periodic reminders are issued on website, social media and most recently prescription slips.
<b>Support practice in encouraging and responding to patient feedback</b>	○	Practice to provide monthly patient feedback from Friends and Family Test (FFT) post-appointment text messages. Publish service feedback on Practice and PPG websites.	Annie Morris / Julie Saunders	Ongoing	<b>Ongoing</b> – Patients can give feedback on their experience reactively via post appointment surveys sent by text message. But there is also a FFT feedback form on the front page of the Practice website. Over the course of 2023, the Practice received 925 FFT responses. From these results, we learned that 96.4% of these respondents said their recent experience visiting the Practice was Good or Very Good.
<b>Promote Health Topics such as - mental health, opioid addiction, dementia/memory loss support, Maternity Matters</b>	○	Promote regular campaign messages from NHS CCG and Public Health Dorset.	Julie Saunders	Ongoing	<b>Ongoing</b> - 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.



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<b>Patient Survey of Blood Pressure Monitoring Options</b>	<b>C</b>	A survey of patients was undertaken in October to seek their views about getting their blood pressure checked.	Jo Morris/ Julie Saunders	Complete	<b>Complete</b> – 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.
<b>Address uneven surface on Lake Road Surgery Car Park</b>	<b>C</b>	Repairs to the car park to be undertaken.	Jo Morris	Complete	<b>Complete</b> – Car park repairs were completed in November 2021
<b>Establish a close working relationship between Practice staff and PPG</b>	<b>C</b>	Periodic review of the PPG Charter; upload Charter to Practice Website and PPG Facebook Page.	Alan Prangley/ Anne Farrugia	Completed Apr 2023	<b>Complete – Original version developed by Julie Saunders</b> Following review by Alan and Anne, changes made including: <ul style="list-style-type: none"> <li>• Logo updated and minor changes made to the layout.</li> <li>• It now includes reference to meetings being recorded, the action plan, online services, digital healthcare apps and the Facebook group.</li> <li>• The ‘how often does the PPG meet’ wording has been moved to the ‘what we do’ bullet points and I’ve changed the meeting frequency from every other month to four to five times per year.</li> <li>• Reference to the Clinical Commissioning Group has been removed and changed to NHS Dorset.</li> </ul> An updated version of the Charter was approved by the members at the 18 <sup>th</sup> May PPG meeting.
	<b>O</b>	Regular practice updates at PPG Meetings	Jo Morris	Complete	<b>Ongoing</b> - either Practice Manager, Operations Manager, or usually both attend PPG meetings.



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<b>Encourage patients to sign up for GP Online Services</b>	C	Survey patient views regarding online GP services.	Alan Prangley/ Julie Saunders	Complete	<b>Complete</b> – A survey of patients was carried out, results evaluated, and a report with findings and recommendations shared and approved by members on 18 <sup>th</sup> August; agreed objectives and actions have been added to this PPG Action Plan.
	C	Consider developing an eForm to enable patients to book popular Nurse/HCA appointments.	Annie Morris/ Julie Saunders	Complete	<b>Complete</b> – the new form went live on 21 <sup>st</sup> January 2022. Since its launch, 60 appointments have been booked, an average of 12 per day.
	O	Promote Digital Champion learning sessions when it is safe to do so.	Julie Saunders	Ongoing	<b>Ongoing</b> – the PPG provided input to the Getting Online page which has been updated on the Practice website. Patients are referred to Digital Champions when required. Anne Farrugia has now become a Volunteer DC and offers sessions on Tuesday mornings. Ann and Julie offer Digital Champion sessions Verwood Library and recently attended a Health Event in Wimborne to promote the service.
<b>Support practice in reduction of DNA's (Did Not Attends) -</b>	O	Raise awareness of the implications in terms of resources and costs.	Andy Saunders	Ongoing	<b>Ongoing</b> – Communications are issued periodically, most recently in the Waiting Room TV video.
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<b>Keep up to date with new information and best practice related to PPG development</b>	O	Learn from other Patient Participation Groups to drive improvements for patients.	Gill Foott	Ongoing	<b>Ongoing</b> – 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.
<b>Support the Practice by identifying opportunities to meet the needs of specific patient groups and make recommendations to the Practice</b>	O	Develop information on bereavement support for people who have experienced miscarriages or loss of a child.	Lindsay Linford-Sainty / Mary Gane	Ongoing	<b>Ongoing</b> – a bereavement support page has been created on the Practice website <a href="#">here&gt;&gt;</a>  A Baby Loss Peer Support Group has been established and is being led by Lindsay.  <b>Since this was established, the PCN now offers a monthly bereavement group for all groups.</b>
	C	Optimise services for those who have served in the Armed Forces by gaining Veteran Friendly accreditation.	Jo Morris	Complete	<b>Complete - The Cranborne Practice achieved Veteran friendly accreditation on 10<sup>th</sup> November 2021.</b> See website for more details: <a href="https://thecranbornepractice.co.uk/armed-forces-veteran-friendly">https://thecranbornepractice.co.uk/armed-forces-veteran-friendly</a>
	C	Clarify availability of transport for patients to get to medical appointments.	Jackie Maynard	Complete	Complete - The PPG has collated details of voluntary car schemes and patient transport options for Verwood and the nearby area. Information including an information leaflet which patients can download can be found of the Practice website <a href="https://thecranbornepractice.co.uk/patient-transport">https://thecranbornepractice.co.uk/patient-transport</a>
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<b>Support practice on the development of the Practice Website</b>	C	Add GP routine hours in Practice to the website staff page.	Julie Saunders	Complete	<b>Complete</b> - It was suggested by patients that if they want to see a specific GP, knowing which the days of the week a doctor usually offers clinics would prevent unnecessary calls to the surgery. Added to the Our Staff web page in June 2023.
	O	PPG to review Practice Website to identify opportunities for improvement.	Andy Saunders	Ongoing	<b>Ongoing</b> - The new website went "live" on 9th July 21. PPG members helped the Practice launch a survey to get feedback from patients on the Practice website. <b>As we get feedback on what could work better, the website is being updated.</b>
<b>Use Social Media to share information and comments</b>	O	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	<b>Ongoing</b> – 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 was joined by JAS to extend communications channels and news routinely shared.



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<b>Provide access to information and training for patients on healthcare topics</b>	O	Review and increase awareness of online health and care apps and video libraries.	Julie Saunders/ Anne Farrugia	Ongoing	<b>Ongoing</b> – Through the Digital Public Engagement Group, (DPEG), PPGs have been asked to promote the use <a href="#">of technology based solutions to manage health and care conditions</a> . Jo and Julie in her role as Digital Care Coordinator are working with the NHS Dorset team to roll out apps (a/k/a Digital Access @ Home – D@SH) to manage long term health conditions. <b>Anne Farrugia has kindly offered to provide assistance to patients who may need help using the apps if and when required.</b>
	O	Map locations of Community based defibrillators.	Jenny Harmer	Ongoing	<b>Ongoing</b> – Details of locations of defibrillators in the Practice catchment area are updated as new sites are notified. Jenny to carry out periodic checks to make sure locations are still valid.
	C	Provide input to patient communications with regard to the Enhanced Access.	Julie Saunders/ Jo Morris	Complete	<b>Complete</b> – It is understood that from January, the PCN will start Saturday morning clinics on rota, so The Cranborne Practice patients will be offered appointments at one in four of those clinics starting 7 <sup>th</sup> January as part of the Practice's provision of extended hours.
	C	Ensure patients know they can access GP services by phone and in person as well as digitally	Julie Saunders	Aug 2023	<b>Complete</b> – communications developed, Patient Services and Information Gateway page updated on Practice website and communicated on social media.



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<b>Provide access to information and training for patients on healthcare topics (cont'd)</b>	C	Learn CPR and use a defibrillator through British Heart Foundation RevivR online training.	Jenny Harmer	Complete	<b>Complete</b> – with input from Jenny, Andy developed an animated video to accompany communications about this free training . Added to the website and posted to social media.
	C	Raise awareness of the benefits of Prescription pre payment certificates.	Mary Gane	Complete	<b>Complete</b> – information provided by Mary has been shared on social media and the Practice website.
	C	Feb 2024 - Highlight challenge of Ending the Waste in Medicine. NHS Dorset is asking for patient support to end unnecessary waste of medicine items.	Julie Saunders	Complete	To support the NHS Dorset campaign, members were asked to help spread the message that approx.. 1.6 million medicine items are wasted unnecessarily in Dorset each year due to people ordering repeat medication they already have. Following the communications undertaken by the Practice, there was a 4% drop in requests.
<b>Work to positively influence the provision of health services in the locality</b>	C	New - Help the Practice to test a new GP online consultation system (Systmconnect) before the Practice rolls it out to patients.	All	Complete – Apr 2024	A small group of members have been asked to help trial the use of SystmConnect - an online consultation platform which allows patients to access many of the services available through the current online consultation system – eConsult. As a result of PPG input, the Practice has decided to go live with a trial offering patients to use SystmConnect to: – <ul style="list-style-type: none"> <li>• Ask about a medication they are taking.</li> <li>• Enquire about becoming a new Patient.</li> <li>• Request a fit / sick note.</li> <li>• Ask about test results.</li> </ul>