



Action Plan WIP

Updated 17th of August 2025

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 promote 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 – Lower Priority	Blue - Complete	Purple - Ongoing	White - Not started
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Objective	Priority	Action	Owner	Target Delivery Date	Progress
Establish a close working relationship between Practice staff and PPG	W	Involve Practice Admin team members in PPG meetings.	Jo Morris	TBC	Not started – action awaited from the Practice.
Work to positively influence the provision of health services in the locality	W	Liaise with NHS Dorset Transformation Delivery Project Manager on the Electronic Patient Record (EPR) initiative.	TBC	TBC	On hold - 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. Programme on hold – awaiting update from NHS Dorset.



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Encourage patients to sign up for GP Online Services	M	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	Work in Progress –While staff can refer patients to the Digital Care Coordinator, Julie has suggested they might benefit from a briefing to better understand the patient experience using GP online services.
	M	(New) - Promote further group sessions to help patients sign up and use online health and wellbeing services	Julie Saunders/Anne Farrugia	TBC	There is an opportunity to offer further How to Use Online Health and Wellbeing Services as part of the NHS 10-Year plan ambition to implement new technology that will liberate staff from admin and allow people to manage their care as easily as they bank or shop online.
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	Ongoing - 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 www.communityswitch.org . Andy and Jayne to give updates as a standing item on the PPG meeting agenda.



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Support the Practice by identifying opportunities to meet the needs of specific patient groups and providing recommendations to the Practice (cont'd)	W	Optimise services for those with disabilities, e.g. hearing and visually impaired, neurodiverse patients.	TBC	TBC	PPG Owner needed – Practice to identify with whom the PPG can work on this activity.
	W	Review the information pack given to new patients	TBC	TBC	PPG Owner needed – Practice to identify with whom the PPG can work on this activity. A pack has been provided to the PPG and a brief initial review shows there is a lot related to data protection and information sharing which links to the recent work done by the PPG to explain how patient data is managed, used and protected. It is also noted that there is no information about the PPG which would be useful in recruiting new membership.
Autumn/Winter 2025 Drive-Through Vaccination Clinics	H	Provide input to the planning and implementation of the Winter Vaccination Clinics	TBC	Sep 2025	This year the Practice has decided to offer combined flu and COVID vaccines at the same time if patients wish. Clinics are understood to have been arranged as drive through on weekdays. The PPG would welcome further discussions on how the Practice is planning to avoid disruption to patients attending for appointments and ensure the safety of patients as they arrive and leave the surgery premises.



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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	Work in Progress –Plans to explore the possibility of combining a defib demonstration with PPG promotion/ recruitment. Julie to discuss with Jenny.
	O	Invite guest speakers to attend to share information on topics that impact local healthcare	Julie Saunders	Ongoing	Ongoing - In June, Jane Hullcoop, Health & Wellbeing Coach attended the PPG. PPG members to suggest other topics/organisations that they would like to offer an invitation to speak to members.
	O	Map locations of Community based defibrillators.	Jenny Harmer	Ongoing	Ongoing – Details of locations of defibrillators in the Practice catchment area are updated as new sites are notified. Jenny to carries out periodic checks to make sure locations are still valid.
Raise PPG Awareness and encourage patients to join	O	Promote the PPGs achievements and seek new members	Julie Saunders	Ongoing	Ongoing - Posters, leaflets, website and social media have been used to promote the PPG and recruit members, with disappointing results. Another Practice in East Dorset has undertaken a text messaging campaign to raise awareness of the PPG and encourage patients to join.
Autumn/Winter 2025 Drive-Through Vaccination Clinics	H	Provide input to the planning and implementation of the Winter Vaccination Clinics	TBC	Sep 2025	This year the Practice has decided to offer combined flu and COVID vaccines at the same time if patients wish. Clinics are understood to have been arranged as drive through on weekdays. The PPG would welcome further discussions on how the Practice is planning to avoid disruption to patients attending for appointments and ensure the safety of patients as they arrive and leave the surgery premises.



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Engage with patients outside of PPG and Social Media	o	Explore effective methods of communication information, e.g. Distribute a regular Newsletter.	Julie Saunders	Sep 2025	Ongoing – the Spring edition of Doctor’s Notes was published in March, developed with the help of PPG members. Suggested next publication date is end August/early September 2025 prior to vaccination season – content ideas are sought from members!
	o	Develop the use of the electronic display boards in Practice Reception areas.	Andy Saunders/ Annie Morris	Aug 23 (overdue and not started for Cranborne branch)	Ongoing – Andy has been successful in getting WRTV (Waiting Room TV) up and running at the Lake Road Surgery and was most recently updated in February 2025, however it is noted during recent visits that the TV has not been switched on. 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.
	o	Noticeboards to be maintained by PPG in Pennys Lane and Lake Road Reception Areas.	Andy Saunders	Aug 23 Overdue (for Cranborne branch)	In 2022 Andy 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. The posters have been installed in display frames at Lake Road, although these have not replaced the large notice board in the waiting room. During recent visits, it was noted the frames have started to be used for other posters. Status of poster display at the Pennys Lane surgery has not been confirmed.



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

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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.
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
Decoration of Waiting Room	C	Reception area to be repainted.	Jo Morris	Complete	Complete – done in Aug 2020.
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.



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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.
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 marshal 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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Support planning and implementation of 2021 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 Pranglely/ Andy Saunders	Complete	Complete – drive-through clinics completed in October 2021 and remaining appointments are being managed as in-person appointments
Support planning and implementation of 2022 Drive-Through Winter Flu Clinics	C	Recruit Volunteer Traffic Marshalls for 2022 clinic Brief traffic marshalls Identify traffic management requirements	Jackie Maynard/ Andy Saunders/ Jo Morris	Complete	Complete - 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.
Support planning and implementation of 2023 Drive-Through Winter Flu Clinics	C	Recruit Volunteer Traffic Marshalls for 2023 clinics; Brief traffic marshalls; ensure traffic management requirements addressed.	Anne Farrugia	Complete	Complete – Anne has confirmed support has been offered by Verwood Rotary. A rota has been supplied to the Practice. Clinics completed.



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Support planning and implementation of 2024 Drive-Through Winter Flu Clinics	C	Recruit Volunteer Traffic Marshalls for 2024 clinics.	Anne Farrugia	Complete	Complete – Anne facilitated support and organised the rota of volunteers including those from Verwood Rotary. Clinics completed October 2024.
Encourage patients to ensure their contact details are current and maintained	O	Utilise communications opportunities to promote and encourage patients to ensure their contact details are up to date.	Julie Saunders	Ongoing	Ongoing – periodic reminders are issued on website, social media and (previously) prescription slips. Prior to winter vaccination campaigns, social media posts are made to remind patients of the importance of keeping their contact details up to date.
Support practice in encouraging and responding to patient feedback	O	Practice provides monthly patient feedback from Friends and Family Test (FFT) post-appointment text messages and results are periodically published on the Practice website.	Annie Morris / Julie Saunders	Ongoing	Ongoing – 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.
	O	Review Friends & Family Test (FFT)/Patient Survey results and feedback to identify improvement opportunities for improvement.	Mary Gane/Andy Saunders	Ongoing	Ongoing – Information is reviewed quarterly. Results received from post appointment FFT responses to text messages are overwhelmingly positive.



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Promote Health Topics and national/local information campaigns	O	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 FB Group.
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.
Establish a close working relationship between Practice staff and PPG	C	Periodic review of the PPG Charter; upload Charter to Practice Website and PPG Facebook Page.	Alan Prangley/ Anne Farrugia	Complete	Complete – Original version developed by Julie Saunders Following review by Alan and Anne, changes made including: <ul style="list-style-type: none"> • Logo updated and minor changes made to the layout. • It now includes reference to meetings being recorded, the action plan, online services, digital healthcare apps and the Facebook group. • 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. • Reference to the Clinical Commissioning Group has been removed and changed to NHS Dorset. An updated version of the Charter was approved by the members at the May 2023 PPG meeting.



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Establish a close working relationship between Practice staff and PPG (cont'd)	○	Regular practice updates at PPG Meetings	Jo Morris	Complete	Ongoing - either Practice Manager, Operations Manager, or usually both attend PPG meetings.
Support practice in reduction of DNA's (Did Not Attends) -	○	Raise awareness of the implications in terms of resources and costs.	Andy Saunders	Ongoing	Ongoing – Communications are issued periodically, most recently in the Waiting Room TV video.
Keep up to date with new information and best Practice related to PPG development	○	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.
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 was joined by JAS to extend communications channels and news routinely shared.



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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
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 in 2020; 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	Complete – the new form went live on 21 st 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	Ongoing – 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.



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Encourage patients to sign up for GP Online Services (cont'd)	C	Support the Practice with the relaunch the Viso BP@Home app as part of the NHS CVD Prevent Programme.	Julie Saunders	Complete	<p>Complete - 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.</p> <p>Julie and Anne attended the Practice BP@Home event on 10th October 2024, 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.</p>
Support the Practice by identifying opportunities to meet the needs of specific patient groups and make recommendations to the Practice	O	Develop information on bereavement support for people who have experienced miscarriages or loss of a child.	Lindsay Linford-Sainty / Mary Gane	Ongoing	<p>Ongoing – a bereavement support page has been created on the Practice website here>> and a Baby Loss Peer Support Group was established though this is currently on hold pending Lindsay's availability.</p>
	C	Optimise services for those who have served in the Armed Forces by gaining Veteran Friendly accreditation.	Jo Morris	Complete	<p>Complete - The Cranborne Practice achieved Veteran friendly accreditation on 10th November 2021. See the Vet Friendly page on the Practice website for more details.</p>



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Support the Practice by identifying opportunities to meet the needs of specific patient groups and make recommendations to the Practice (cont'd)	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 on the Practice website https://thecranbornepractice.co.uk/patient-transport
	C	Ensure patients of The Cranborne Practice are aware of the Herbert Protocol, which provides peace of mind for carers, family or friends of a vulnerable person and protects the vulnerable person themselves.	Andy Saunders/ Julie Saunders	Complete	Complete - Andy and Julie were made aware via Dorset Police about the Herbert Protocol, a national scheme set up to protect and support vulnerable people and enable them to retain their independence. The Herbert Protocol is a form that carers, family or friends of a vulnerable person, or the person themselves can fill in. It contains a list of information to help the police if the person goes missing. It was suggested that details are added to the Practice website and this was done in May 2025. A poster for waiting rooms has also been provided for Lake Road and Pennys Lane waiting rooms.
Support practice on the development of the Practice Website	C	Add GP routine hours in Practice to the website staff page.	Julie Saunders	Complete	Complete - 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.



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Support practice on the development of the Practice Website (cont'd)		PPG to review Practice Website to identify opportunities for improvement.	Andy Saunders	Ongoing	Ongoing - 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. As we get feedback on what could work better, the website is being updated.
Provide access to information and training for patients on healthcare topics (cont'd)	c	Learn CPR and use a defibrillator through British Heart Foundation RevivR online training.	Jenny Harmer	Complete	Complete – 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	Complete – 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.



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Ensure the Practice explains how patient data is managed, used and protected	C	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	Completed Jun 2025	<p>Complete – During the review, we found several issues, including:</p> <ul style="list-style-type: none"> • Duplicate and outdated content • Broken links • Patient information leaflets and forms with outdated details <p>We also noticed that your Statement of Purpose was due for review in February. If it hasn't been updated yet, some of the website changes may help revise the sections on data protection and information handling. Seven web pages have now been consolidated into two.</p>
Provide access to information and training for patients on healthcare topics	O	Review and increase awareness of online health and care apps and video libraries.	Julie Saunders/ Anne Farrugia	Ongoing	<p>Ongoing – 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. 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. Anne Farrugia has kindly offered to provide assistance to patients who may need help using the apps if and when required.</p>



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Provide access to information and training for patients on healthcare topics (cont'd)	C	Provide input to patient communications with regard to the Enhanced Access.	Julie Saunders/ Jo Morris	Complete	Complete – 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 th January as part of the Practice's provision of extended hours.
	O	Ensure patients know they can access GP services by phone and in person as well as digitally	Julie Saunders	Ongoing	Ongoing – communications developed, Patient Services and Information Gateway page updated on Practice website and communicated on social media.
Work to positively influence the provision of health services in the locality	C	Help the Practice to test a new GP online consultation system (SystmConnect) before the Practice rolls it out to patients.	All	Complete	A small group of members were asked to 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 implemented SystmConnect in April 2025.
		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	Complete	Complete - Concerns highlighted by members about the risk of missing NHS hospital appointments due to delays in postal deliveries. Mary Gane has looked at the alternatives available to hospital appointment letters sent by mail and found that Dorset Hospitals promote the online NHS Portal (DrDoctor) and this is used for some local hospital appointments. This is alongside alternative options for those who wish to opt out of digital. In March 2025 this was referenced in the Practice newsletter and shared on their social media accounts.



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Work to positively influence the provision of health services in the locality (cont'd)	C	Elevate concerns re: local pharmacy actions regarding unsolicited flu/COVID vaccination appointments	Andy Saunders	Complete	Completed - 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 these concerns should be highlighted to the appropriate organisations. Andy Saunders met with the Pharmacy director to highlight these concerns and received assurances that these would be taken on board for future vaccination campaigns.