

DAVENPORT HOUSE PATIENT PARTICIPATION GROUP
Davenport House, Bowers Way, Harpenden, Hertfordshire AL5 4HX

ANNUAL REPORT TO MEMBERS

31 December 2016

**Officers and members of the Management Committee elected at the Annual General Meeting held
on Monday 7 March, 2016**

Officers:

Chair:	Richard Munton
Vice-Chair:	Sandra Lawes*
Honorary Secretary:	Vacant**
Honorary Treasurer:	Ken Holmes

Members of the Management Committee:

Bob Fletcher (Website Manager)
Helen Hartley (Membership Secretary, Newsletter distribution)
John Harris (Editor, PPG Newsletter)
Gillian Thornton (Journalist and Press Relations)
Sheila Uppington (Small Group Meetings and Education)

Unelected Members of the Management Committee

Dr Andrew Chafer, Senior Partner, and Shannon Peacock, Business Practice Manager, (ex-officio). The Practice is entitled to nominate one other member but no nomination was received.

The new position of Vice-Chair was subsequently confirmed at the Rothamsted PPG meeting on 6 June 2016. Sandra Lawes' remit is to provide wide ranging support for the Chair including responsibility for the Keeping in Touch (KiT) Bulletin. At the AGM, the position of Honorary Secretary was vacant. The position was advertised and subsequently filled by Viv Vayssieres later in the summer.

MANAGEMENT COMMITTEE REPORT: Headlines

The Committee wishes to record its grateful thanks for the support it has received from our GPs, Practice Business Manager and other members of the surgery staff during 2016. Their contribution of articles for the Newsletter, Dr Chan's participation on the Editorial Committee, and their suggestions and support in recruiting speakers for the educational programme have been particularly appreciated. Education meetings have been well attended and our publications continue to be regarded as state-of-the-art by other PPGs.

At the 2015 AGM, the Chairman reported a small increase in membership, the first for a number of years, partly as a result of the introduction of the Keep in Touch Bulletin. The latter is now sent online to 1,783 patient families but the number of full members has remained almost static during 2016 at about 750.

This stasis is a matter of concern and three initiatives are underway to address it. First, a new leaflet advertising the benefits of full membership and membership of KiT are being handed out by the reception staff to interested patients. Second, in conjunction with the Practice, the PPG is designing and publishing a new Welcome Booklet for potential new patients. This will provide a more professional introduction to the Practice, including an account of the work of the PPG. A copy of the booklet will be sent to all full members when it is ready. Third, a second screen funded by the PPG will be put in the Ground Floor waiting area during 2016 and will include information on the PPG.

On 19 October 2016, the Practice was inspected by the Care Quality Commission (CQC) and there have been several articles in the Newsletter about the visit. The final report of the inspection team is seriously delayed but as soon as it is available it will be published in full on the PPG website and discussed in the Newsletter. Your committee was very disappointed not to be more involved in the inspection as we believe we have a very good story to tell.

EDUCATION: Sheila Uppington

Four meetings were held at Rothamsted, all of which were pleasingly well-attended. At the AGM, Dr Andrew Chafer discussed diagnosing cancer in the surgery and Dr Chan introduced himself as a new Partner. In May, the focus was on Eye problems. A joint presentation by Dipa Michalik, a local optometrist, Mr Boulger and Mr Barsam provided a comprehensive review of how various conditions could be treated either at the opticians or in hospital.

Our July meeting, entitled 'Emergency Medicine', was presented by Stuart Elms and Clive Harper from the local air ambulance team. The final meeting in October on 'One Stop Urology' led by Mr Saleemi and Mr Khan discussed bladder and prostate conditions and how a new approach at the L&D Hospital could diagnose and begin treatment in one visit.

An account of each meeting is put in the Newsletter. Our sincere thanks go to our speakers who volunteer their time and expertise free of charge. We plan future meetings in response to members' suggestions. For 2017, note 8 May, on Digestion, 10 July on Mental Health as we get older, 9 October on Breathing – all at 8pm at the Fowden Centre, Rothamsted. We hope to see you there.

EXTERNAL: Richard Munton

We retain good links with the national organisation for PPGs (NAPP), with the St Albans and Harpenden Patient Group (SAPG) and with Herts Valley CCG. All these bodies are becoming more active at present forwarding extensive material of interest to patients. We will put the most important articles on the PPG Website and prepare synopses of others to put in the Newsletter.

WEBSITE: Bob Fletcher

The manager continually updates the website on a regular basis. On-line (KiT) members receive email reminders of coming events and changes affecting the surgery. If you have not provided your email address and wish to receive email updates please access the website and follow the links from the Home Page. Select either www.patientgroup.org.uk or www.davenporthouseppg.org.uk

NEWSLETTER: John Harris

The increasing pressure on our GPs who provide the majority of medical articles has made assembling the Newsletter more challenging in 2016. John Harris continues to edit and design the excellent quarterly Newsletter, with significant assistance from Gillian Thornton and the Editorial committee, with each edition proof read by Rosemary Horne. We are also indebted to the large team of voluntary deliverers, managed by Helen Hartley.

We hope you find the content informative, not least information on the doctors and nurses who make up the expanding medical team at the surgery. If you have any comments or suggestions for the Newsletter please contact the Editor by email at newsletter@patientgroup.org.uk

VICE-CHAIR'S REPORT: Sandra Lawes

The role of the Vice-Chair includes deputising for the Chair but she has also taken the lead in preparing material on the PPG for the CQC inspection and developing the new Patient Welcome Booklet as well as being responsible for the 'Keep in Touch' (KiT) initiative.

The more than 1,700 families are party to this on-line service, supported by Bob Fletcher, receive four bulletins per year focussing upon changes in the surgery. Members are invited to education meetings for a small fee and for the first time have been invited to attend this AGM. The pressing issue for KiT is to find more volunteers to attend the surgery to encourage patients to join it or become full members.

MEMBERSHIP: Helen Hartley

As previously noted, membership numbers are static and steps are being taken to address this. If you have friends or family who would like to become members please telephone Helen on 01582 767462, or collect a membership form from the Reception Desk in the surgery, or visit the website (see above) to download a form. If any member changes address could they please inform the surgery and Helen.

TREASURER'S REPORT 2016: Ken Holmes

Total Income for the year was c£7,495. This is a fall of £419 (a little over 5%). The unexplained deposits of £400 noted last year were made in error and returned. Total Expenditure of £3,642 was £4,919 less than last year's figure of £8,979, due almost entirely to one extra-ordinary purchase in 2015 on behalf of the surgery.

The Overall financial position is very sound with a current balance of £13,817 and the Committee has agreed that some of these monies should be spent on the initiatives outlined earlier and the purchase of a second screen, and the Practice has been asked to identify other possible equipment for the surgery. The costs of running the PPG continue to be kept low, and the work of committee members made much easier by the high proportion of members paying by standing order. Conversion of other members to standing order payment would be warmly welcomed.