

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

ANNUAL REPORT TO MEMBERS
31 DECEMBER 2014

**Officers and members of the Management Committee elected at the
Annual General Meeting held on Monday 3 March, 2014**

Officers

Chair:	Roger Gedye
Honorary Secretary:	Richard Munton
Honorary Treasurer:	Ken Holmes

Members of the Management Committee

Bob Fletcher (Website Manager)
Helen Hartley (Membership Secretary, Newsletter distribution co-ordinator)
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 Charli Barber-Lomax, Senior Partner, and Anthea Doran or Heather Hassall, joint Practice Managers, (ex-officio). The Practice is entitled to nominate to the Committee one other member of the Practice staff but no nomination was made.

MANAGEMENT COMMITTEE REPORT:

- The committee would wish to record their thanks for the support they have received from the Doctors and Practice Managers during 2014. Their contribution to the preparation of articles for the Newsletter and their suggestions and support in recruiting speakers for our educational programme of talks has been particularly appreciated.
- After seven years as Hon. Secretary, Rosemary Horne has stepped down from the committee. She will be remembered warmly as a loyal friend of the Patient Group, and latterly for her role in promoting the cause of our more elderly patients.
- There has been a small but steady decline in Patient Group membership in recent years, In 2014 the committee tasked a working party to find a way to reverse this trend and to publicise the benefits of patient participation more widely. The committee has accepted their proposal, to establish an online database of Davenport House patients with the slogan, 'Keeping in Touch'. The proposal is to be trialled in 2015, with the hope that a proportion of recruits will convert to Patient Group membership in time.

EDUCATION: Sheila Uppington

- This year's programme was planned after input from members and detailed discussion with two of our Practice doctors. We held four meetings at Rothamsted all of which were pleasingly well-attended.
- At the AGM in March Dr Wadhwani explained the new triage system for appointments when all slots had been filled, and Dr Benson sensitively explained the priorities for keeping the older patient healthy.

- In May the focus was on improving our balance with presentations from ENT consultant Mrs Jaan Panesar and Sandra Cowley, a nurse from the Falls clinic at the L&D.
- In July a panel from the Herts Valley Clinical Commissioning Group answered our questions on health care provision in Harpenden.
- The autumn meeting on cancer prevention, awareness and early diagnosis was led by Dr Philip Sawyer, a clinical lead in our area.
- For 2014 we arranged two informal Small Group Meetings - the first for parents and carers at the Children's Centre in Hatfield for support with childhood ailments (poorly attended), and one at the Surgery on Hypertension which was better attended. So as not to waste doctors' time preparing these talks for only a few attendees we have decided to ask members to email/drop a note to the education secretary as to whether they would be interested, and in which topics. Depending on the response we will organise a programme for later in the year.
- As always our sincere thanks goes to our speakers who volunteer their time and expertise free of charge, and our doctors who help us plan the programme of events. As we plan our programme in response to members' expressed interests we do hope you will support as many education meetings as possible in 2015 - Pain Control (11th May), Knowing your Drugs (13th July) and Bones/Joint replacement (19th October) - all 8pm at Fowden Centre, Rothamsted.

EXTERNAL: Roger Gedye

- During 2014 the Patient Group has maintained its links with Herts Valleys CCG and with the St Albans and Harpenden Patient Group.
- Our doctors and the Patient Group continue to support the campaign for the re-development of the Red House site as a Health and Well-being campus for Harpenden. John Harris is an active member of the Red House Forum, sponsored by the Harpenden Society, and a Governor of the Luton and Dunstable Hospital Trust.

COMMUNICATION AND PUBLICITY: John Harris

- At the beginning of 2014 the Practice suggested a theme to run through all four editions of the newsletter for the year – “Managing Well with Chronic Conditions”. This gave the doctors flexibility in preparing appropriate articles and assisted the Editorial Panel (John Harris, Roger Gedye, Gillian Thornton and Dr Sneha Wadhwani) in planning each newsletter ahead of schedule.
- John Harris continued to edit and design the newsletter to produce a Portable Document File (PDF) for submission to the printers electronically. No additional design input was used during the year which reduced costs. Each newsletter has continued to be proof read by Rosemary Horne.
- The editor would like to thank the editorial panel members, all the doctors and the Practice Managers, without whom there would be no newsletter. In addition, there is a large team of voluntary deliverers who make sure that you receive each edition on a timely basis. We are greatly indebted to them.
- On this occasion, the editor would particularly like to highlight the significant support and input from Dr Sneha Wadhwani who as a member of the editorial panel has been the principal driving force from the Practice. We wish her and her family every happiness and success as they move to Australia.
- We hope that you find this quarterly publication informative. If you have any comments or suggestions for the newsletter please contact the editor by email at newsletter@patientgroup.org.uk

WEBSITE: Bob Fletcher

- The website manager continues to update the information displayed on the website, concerning the Patient Group and its activities, on a regular basis.
- Online members of the Patient Group receive email reminders of coming events and of significant changes affecting the surgery.
- To add your email address, access the website and follow the link from the Home Page
- To access the website: www.patientgroup.org.uk or www.davenporthouseppg.org.uk

MEMBERSHIP: Helen Hartley

- There has been a small decline in membership in 2014.
- If any member changes their address, could they please remember to inform both the Surgery and the Membership Secretary of the PPG.
- If you have any friends or family who would like to be members please telephone **Helen Hartley on (01582) 767462**, pick up a membership form from the Reception Desk in the Surgery, or visit the website (www.davenporthouseppg.org.uk) to download a form.

PRACTICE RELATED MATTERS: Roger Gedye

- The Patient Group has funded the replacement of the patient check-in screen situated in the surgery waiting-room.
- The committee has been consulted on the proposal to update the Davenport House surgery appointments system in 2015, using 'GP Access'.
- The chairman assisted the doctors and practice manager in the appointment of two salaried GPs: Dr Hannah Carter and Dr Emma Chakravarty. They will replace Dr Kirsten Lamb, who will be retiring during 2015, and Dr Sneha Wadhwani, who will be moving to Australia with her family early in 2015.

TREASURER'S REPORT: Ken Holmes

- **Income.** Total income for the year was £7,537; of this, £7,285 (97%) came from members' subscriptions, a fall of 5.5% (and representing a fall of 42 in the number of members), compared with the 2013 figure. The only other sources of income were donations and (a very little) interest received.
- **Expenditure.** Total expenditure of £6,148 was more than 55% lower than last year, resulting in a surplus of £1,390, compared with last year's deficit of £3,000. This apparent improvement in the PPG's fortunes was due to two factors: the cost of equipment donated to the Practice was c.£3,000 less than last year, and the PPG did not promote a Health Fair in 2014.
- **Overall financial position.** The year ended with a balance of just over £11,000 (an increase on last year of 14.5%), which may be regarded as a satisfactory situation, and one which continues to give the PPG a sound basis for continuing to support the Practice and its patients. A copy of the audited accounts is provided, overleaf, as part of this annual report.
- The costs of running the PPG are kept low, and the work of committee members made easier, by the high proportion of members paying their subscriptions by standing order; the conversion of other members to this method of payment would, of course, be warmly welcomed.