

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

**ANNUAL REPORT TO MEMBERS**  
**31 DECEMBER 2015**

**Officers and members of the Management Committee elected at the  
Annual General Meeting held on Monday 3 March, 2015**

**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 2015. 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.
- At the AGM in 2014 the chairman reported his concern for the small but steady decline in Patient Group membership. The members approved his proposal for a new scheme, 'Keep in Touch', an online database open to all Davenport House patients. In addition to keeping more patients up to date with changes at and advice from the surgery, this might also raise the awareness of patient participation within the practice. The first year's trial has been a success and has been accompanied by a small increase in Patient Group membership during 2015, the first for a number of years.
- Sandra Lawes has been co-opted to the committee to lead the 'Keep in Touch' project. Her report is included in this Annual Report.
- At the AGM in 2016 the chairman will give notice of three proposed constitutional changes to the membership of the PPG committee:
  1. That the elected Chairperson of the committee shall serve initially for a period of two years, which may be extended by mutual agreement to a maximum period of four years.
  2. That a Vice-Chairperson be elected to the committee for a similar period to that of the Chairperson.
  3. That the number of patients elected to the PPG committee, other than the Chairperson, shall be increased from a maximum of eight to a maximum of nine members.

### **EDUCATION: Sheila Uppington**

- This year's programme was planned after suggestions from members and two of our Practice doctors. We held four meetings at Rothamsted all of which were pleasingly well-attended.
- At the AGM in March Dr Barber-Lomax and Dr Cashyap explained how our patient expectations can be managed at the Surgery, along with the difficult decisions that have to be made by GP's.
- In May the focus was on Pain Control. Dr Martin Fox described the work done by his L&D clinic and the support available to sufferers. A very helpful synopsis.
- Our July meeting, entitled 'How well do you know your drugs' was presented by Mr Phillips, a local pharmacist along with Janis Feely from the Living Room in St Albans. She movingly outlined their work on substance abuse.
- The final meeting in October on 'Dem Bones' was led by Dr Daniel Fishman, a rheumatologist talking about medical relief, and Mr Kalairajah who outlined his work as a surgeon particularly on joint replacement.
- As only one patient expressed an interest in the small group meetings we did not run any this year. If there is felt to be a wider interest we would re-instate them.
- An account of each education meeting can be found in the newsletters. 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. We plan our programme in response to members' expressed interests so here's hoping you will support as many education meetings as possible in 2016 – 6<sup>th</sup> June on Eyes, 4<sup>th</sup> July on Emergency Medicine, October 10<sup>th</sup> on the L&D One-Stop Urology clinic - all 8pm at Fowden Centre, Rothamsted.

### **EXTERNAL: Roger Gedye**

- During 2015 the Patient Group has maintained its links with Herts Valleys CCG and with the St Albans and Harpenden Patient Group.

### **COMMUNICATION AND PUBLICITY: John Harris**

- The theme for the 4 editions of the Newsletter in 2015 was one of "Change" of which there was a significant amount during the year. The appointment system went through various changes, there were new partners joining the Practice in place of those retiring and the NHS continued to navigate through difficult times. Accordingly, the Newsletter endeavoured to communicate these changes to patients.
- The editorial panel also lost members and as a result did not meet before each edition. It is hoped that following further changes within the Practice, a new editorial panel will be established, including one of the doctors and/or a Practice Manager.
- 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 all the doctors and the Practice Managers, for delivery of articles throughout the year, without which 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.
- 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](mailto: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](http://www.patientgroup.org.uk) or [www.davenporthouseppg.org.uk](http://www.davenporthouseppg.org.uk)

#### **MEMBERSHIP: Helen Hartley**

- There has been a small increase in membership in 2015.
- 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](http://www.davenporthouseppg.org.uk)) to download a form.

#### **PRACTICE RELATED MATTERS: Roger Gedye**

- The Patient Group has funded the provision and fitting of a TV screen in the upstairs waiting room at Davenport House. A similar screen will be funded for the ground floor waiting room in 2016.

#### **TREASURER'S REPORT: Ken Holmes**

**Income.** Total income for the year was c.£7,928; this represents a rise of 5% on last year's total of £7,537. The total of members' subscriptions (£7,300 after deduction of refunds of overpayments) was virtually the same as the 2014 figure, however. The increased income is entirely due to bank giro deposits totalling £400, included in the "donations/other" total in the Income & Expenditure Account overleaf, from a source unknown to both the PPG and the Practice. (Our bankers have been asked formally to investigate the source of these deposits; until this investigation is concluded, this sum is not considered to be properly part of the PPG's assets.) The only other source of income is a very small amount of Building Society interest received (c.£17 net of tax).

**Expenditure.** Total expenditure of £8,979 (net of subscription refunds of £40) was 46% higher than last year, resulting in a deficit of £1,050, compared with last year's surplus of £1,390. This increase in expenditure was almost entirely due to one item: the cost (£4,455) of a letter sent, jointly, to all patients by the PPG and the Practice but funded solely by the PPG. In addition, the PPG has met the cost of the providing and installing an information screen in the first-floor waiting area; this was a commitment made in a previous financial year and, after a review of its usefulness, could be followed by a similar installation on the ground floor.

**Overall financial position.** The year ended with a balance of a little over £10,020 (a decrease on last year of £1,050), 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 very much easier, by the high proportion of members paying their subscriptions by standing order. The conversion of other members to this method of payment would be warmly welcomed.

#### **'KEEP IN TOUCH (KiT)': Sandra Lawes**

- Data Protection prevents the surgery from contacting patients by email about practice matters unless they give their permission. Keep in Touch is a free database for all patients run by the Patient Group – offering four email bulletins a year on important practice issues such as staff changes, opening hours and the appointments system
- In Autumn 2015, the Patient Group funded a letter to all adult patients registered at Davenport House asking them to sign up to the KiT database. So far 1,725 have done so – about a quarter of all Davenport House patients
- Keep in Touch members are encouraged to upgrade to full membership of the Patient Group
- A stalwart band of volunteers make regular visits to the surgery to offer patients the opportunity to sign up to KiT.

## DAVENPORT HOUSE PPG

### Income and Expenditure for the year ended 31 December 2015

		2014 (£)
<b>Income</b>		
Subscriptions (£7,300 net of refunds)	7,340.00	7,285.00
Unpresented cheques - subs refunds	5.00	5.00
Donations/other (see narrative report overleaf)	610.89	230.00
Building Society interest (net of 20% tax)	17.22	17.18
<b>TOTAL</b>	<b>7,968.11</b>	<b>7,537.18</b>
<b>Expenditure</b>		
Newsletter printing (PPG share of costs: 50%)	1,308.00	1,394.00
Publicity to members (surgery posters)	240.00	423.60
Stationery	179.96	223.57
Postage	89.46	247.16
Administration (inc. AGM costs & NAPP subs)	453.94	370.00
Members' education meetings (hire of hall)	1,432.80	1,102.00
Equipment bought for Surgery	648.95	2,280.00
General marketing/publicity (PPG & Surgery)	4,625.84	107.25
Subscription refunds to members	40.00	-
<b>TOTAL</b>	<b>9,018.95</b>	<b>6,147.58</b>
<b>Excess of expenditure over income</b>	<b>-1,050.84</b>	<b>1,389.60</b>
Balance brought forward	11,072.52	9,682.92
Balance carried forward	10,021.68	11,072.52

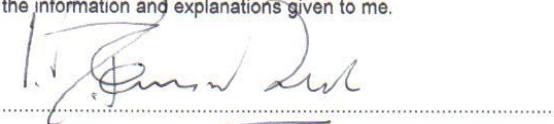
### Balance Sheet as at 31 December 2015

<b>Current assets</b>		
Cheque a/c: Barclays Community Account	1,750.92	2,461.38
Deposit a/c: Harpenden Building Society	8,628.36	8,611.14
<b>Current liabilities</b>		
Creditors & cheques not yet presented	-357.60	-
<b>Net assets (see narrative report overleaf)</b>	<b>10,021.68</b>	<b>11,072.52</b>
<b>Current assets: cash in bank/BS</b>	<b>10,021.68</b>	<b>11,072.52</b>

 H K Holmes, Hon.Treasurer, 07/01/2016

### Report to the members of the Davenport House PPG

I have examined the foregoing Statement of Income and Expenditure. From the work carried out, in my opinion, it has been properly prepared from the records of the Group and is in accordance with the information and explanations given to me.



Ian Farnsworth, Harpenden, 14/01/2016