

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

ANNUAL REPORT TO MEMBERS

31st DECEMBER 2011

**Officers and members of the Management Committee elected at the
Annual General Meeting held on Monday 7th February, 2011**

Officers

Chair:	Roger Gedye
Honorary Secretary:	Rosemary Horne
Honorary Treasurer:	Ian Drew

Members of the Management Committee

Helen Hartley (Membership Secretary, Newsletter distribution co-ordinator)
John Harris (Editor, PPG Newsletter)
Viviane Vayssieres (Marketing)
Malcolm Rainbow (External Contacts)
Sheila Uppington (Small Group Meetings and Education)
Samantha Mills (Younger Patients)

Un-elected members of the Management Committee

Dr Alan Stranders, Senior Partner, and Anthea Doran or Heather Hassall, joint Practice Managers, (both 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 Practice has kept the Patient Group closely informed of the stages in the renovation of Davenport House, due for completion by Easter 2012. The committee thanks all those who have worked to keep the disruption of patient services to a minimum.
- Links with the Practice remain strong and our doctors work closely with the committee in the planning and production of the Newsletter and of our programme of talks and discussions. It is heartening to report the strong support that is given to the Patient Group by all the doctors and the practice managers.
- The finances of the Patient Group are sound; the committee believes it is time to review progress and ask patients and doctors whether the aims and objectives set out in the constitution are still meeting their needs. This will be a focus for 2012.
- Once again the committee thanks all those patients who have volunteered their services and supported the activities of the Patient Group throughout the year.

EDUCATION: Sheila Uppington

- The programme started with the AGM in February when two of our doctors gave presentations – Dr Cashyap on how our GP's keep up-to-date with current developments in diagnosis and treatment, and Dr Barber-Lomax on the refurbishment planned for the Surgery, and the use of the automatic booking service.
- In May the focus was on Breast Cancer and a really informative evening was led by Mr Pittam from the one-stop breast clinic at the L & D hospital.

- In July we had a panel of 5 experts talking about the future of the NHS. This included presentations from Peter Lilley (our Harpenden MP), Dr Francis Cranfield (council member of the Royal College of GP's) and Dr Sandler from our own surgery.
- The October meeting was helpfully led by Dr Michael Walker, a specialist geriatrician, his area being the mental health of the elderly. He was supported by members of his team and some local charities working in this field.
- Four 'informal Group Meetings' were held at the Surgery for invited members who had previously expressed an interest in the subject. 'Foot Problems & Our Gait' was led by Susan Hammersly (chiroprapist) and Gillian Brown (podiatrist); Manor pharmacist Graham told us how to get maximum benefit from his pharmaceutical services; two of our in-house counsellors and their teams explained how they delivered counselling and cognitive behavioural therapy; finally, muscular/skeletal problems were addressed by Dr Cashyap and Dr Barber-Lomax.
- ***Please complete the questionnaire to help us formulate topics for future programmes, AND to receive an invitation to the Informal Interest Group meetings for 2012. We plan our programme as a response to members' expressed interests so we do hope you will be able to attend as many meetings as possible this year.***

EXTERNAL: Malcolm Rainbow.

- Malcolm Rainbow and John Harris have continued as elected Governors of the Luton and Dunstable Hospital Foundation Trust. Malcolm also continues as an elected member of Hertfordshire LINKs Board and continues as the official LINKs observer on the Hertfordshire PCT Board and Hertfordshire Community Trust (HCT) Board.
- As members will know the new Government plans to abolish PCTs and replace them by consortia of local doctors. Members had the opportunity to hear speakers discuss the issues in July. The Herts Valley Consortia Commissioning Group, (HVCCG) which basically covers the whole of West Hertfordshire was established in October and Malcolm has been nominated by Hertfordshire LINK as the Observer. HVCCG will act in a shadow role through 2012, but will increasingly determine what services are provided.
- HCT which provides health visiting district nurses and the community hospitals amongst other services, has now become a separate Trust.
- In the new financial era of savings, the PCT continues to put pressure on reducing hospital referrals and has restricted some elective treatments for obese patients. This responsibility for financial savings will increasingly rest with the GPs in future years. Meanwhile all the providers, (the hospitals and HCT) are being required to make savings, which in practice means changing the ways they work to increase productivity. This is always easier in the first years, but will become much harder from now

NEWSLETTER: John Harris

- During the year an editorial panel, comprising Roger Gedye, Ian Drew, Samantha Mills, Viviane Vayssieres, Dr Sneha Wadhvani and John Harris, continued to meet quarterly to decide on the theme and content of each newsletter for consideration by the full Patient Group committee. Thereafter these proposals were presented to the doctors at a Practice meeting for their approval and offer of articles.
- John Harris continued to edit and design the newsletter to produce a Portable Document File (PDF) for submission to the printers electronically. Professional

design support was used to improve the quality of the front cover. Each newsletter has continued to be proof read by Rosemary Horne.

- It is believed that the quality of this quarterly communication to members has been regularly improving whilst the costs have continued to be below those for the equivalent black and white publication some 4 years ago. The printing costs have continued to be shared equally with the Surgery.
- The editor would like to thank the editorial panel members, all the doctors and the Practice Managers, without whom there would be no newsletter. 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@davenportouseppg.org.uk

MARKETING AND PRESS RELATION: ViViane Vayssieres

Writing and designing marketing literature, organising off site promotions (Teddy Bear's Picnic etc) and Media relations is an all important part of communicating with our members and all other DH surgery patients to promote our excellent in house talks, educational forums and events. Do not hesitate to contact ViV to discuss ideas.

marketing@davenportouseppg.org.uk

YOUNG PATIENT AMBASSADOR: Samantha Mills

The Patient Group is working with the doctors and young mothers and families to make our role in the practice more relevant to a younger group of patients.

MEMBERSHIP: Helen Hartley

- There has been a small decline in membership in 2011. The committee will address this during 2012.
- If any member moves, 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.davenportouseppg.org.uk).

PRACTICE RELATED MATTERS: Roger Gedye

- During February and March the Patient Group worked with the practice managers to complete a survey of patient access to the surgery, comparing conventional access via the receptionists with the automated telephone system (Patient Partner). A full report was published in the summer edition of the newsletter and revealed significant improvements to access since the previous survey in 2006.
- A Patient Reference Group has been established and will begin its work in 2012, reviewing aspects of patient services at the practice. The committee encourages interested patients to offer their services and add their names to the PRG database which is held at the surgery. Details were published in the autumn edition of the newsletter.

TREASURER'S REPORT: Ian Drew

2011 was a solid year financially for the Patient Participation Group. Member subscriptions of £8085 were about 3% lower than in 2010, but expenditure was reduced to more normal levels compared to the very active programme in 2010 and, after donating £1200 towards Surgery equipment, the Group generated a surplus of some £2800 after all costs. With bank balances in excess of £10,000, the Group is well positioned to carry out its planned programme of activities in 2012.