

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

**ANNUAL REPORT TO MEMBERS
31 DECEMBER 2012**

**Officers and members of the Management Committee elected at the
Annual General Meeting held on Monday 6 February, 2012**

Officers

Chair:	Roger Gedye
Honorary Secretary:	Rosemary Horne
Honorary Treasurer:	Ian Drew (John Harris from 1 October 2012)

Members of the Management Committee

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

Unelected 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:

- Dr Alan Stranders retired as Senior Partner in September 2012, to be replaced by Dr Charli Barber-Lomax. The Patient Group appreciates the wholehearted support it receives from our senior doctors.
- During the course of the year Ian Drew and Malcolm Rainbow resigned from the committee. Gillian Thornton and Bob Fletcher were co-opted in their place and John Harris accepted the role of Treasurer.
- The Patient Group has welcomed the re-opening of the renovated areas of the Surgery during 2012 and the committee would like to congratulate the doctors and staff who worked throughout to keep the disruption of services to patients to a minimum.
- During 2012 the committee has conducted a 'Conversation' with its members and with our doctors to review the work of the Patient Group. Their response suggests that the Group is meeting the general expectations of its founder members. Currently, membership is high enough to maintain the Group on a sound financial footing, but is unrepresentative of the younger families in the Practice. Ways must be devised to improve lines of communication with a broader cross-section of patients. Without this, Patient Group membership will inevitably decline. Access to health-care can become a problem for elderly patients. Harpenden is well served by voluntary organizations that offer support to the elderly and the Patient Group should play its part in publicizing their work and encouraging participation from those with the time to volunteer. A full report on the 'Conversation' appears in the Winter edition of the Newsletter for 2012.
- Plans have been put in place to celebrate the 20th Anniversary of the Patient Group with a Health Fair, '*The Essential Guide to the Health Galaxy - You, Your Children & Their Health*' to be held at the Harpenden Public Halls on 28 September 2013. We are pleased to welcome the expert contribution of Dr. Kirsten Lamb and Ms. Pat Everett, Manager Herts Children's Centres.
- **Newsletter delivery service.** The committee thanks the many members, both those who have delivered Newsletters for a number of years and those who responded to our appeal for new deliverers this year, for giving up their time on behalf of the Patient Group. There is also a small band of members who deliver the bundles of Newsletters to the deliverers.

The committee would like to attract two or three new members who would each be happy to deliver half a dozen bundles of Newsletters to a cluster of deliverers on four occasions each year. Please contact Helen Hartley on 01582 767462 – thank you!

EDUCATION: Sheila Uppington

This year's programme was planned after input from members and detailed discussion between two Practice doctors and a couple of patients. We held four members meetings at Rothamsted.

- The programme started with the AGM in February when two of our doctors gave presentations – Dr Thenuwara on the decisions that go into the issuing of prescriptions, and Dr Chafer sensitively explained the doctor - patient relationship.
- In May the focus was on Weight Management. This was led by the specialist team from the L & D hospital and included interactive displays where we were able to assess our own status.
- In July a panel of experts reviewed the cause, avoidance and treatment of 'Sporting Injuries.'
- The October focus was on Screening - Ms Marsden (County screening team) explained 'female' screening & the upcoming aortic artery screening, Mr Hallan (bowel surgeon) on bowel screening, Ms Wilson spoke on chlamydia, Mr Lydon on eye testing, and Dr Cashyup, who chaired the meeting, also explained what it is possible to do in the Surgery.
- Four 'informal Group Meetings' were held at the Surgery for invited members who had previously expressed an interest in the subject. In the Spring Dr Stranders led a discussion on prostate problems; in June Charlotte, our Head Nurse, spoke about holiday diseases and vaccinations, and in December we had a very educative evening on Home First Aid led by Ms Hutchinson from the Red Cross. We had hoped to respond to young dads' concerns but sadly had to cancel an evening on the issues of fatherhood due to lack of uptake. **As you may be aware we have decided to 'rest' these informal Group meetings as numbers attending have fallen.**
- Thanks go to all our speakers who volunteer their time and expertise free of charge to widen our understanding of medical issues.
- ***We plan our programme as a response to members' expressed interests so we do hope you will be able to attend as many education meetings as possible this coming year.***

EXTERNAL:

- Action continues to transfer responsibility for the funding and provision of health services in Harpenden from the PCT to the Herts Valleys Clinical Commissioning Group.
- The redevelopment of the Red House, providing Health Services for the people of Harpenden, has received fresh impetus with the establishment of The Harpenden Society Working Group and the imminent transfer of ownership of the site from the PCT to the Hertfordshire Community NHS Trust.

COMMUNICATION AND PUBLICITY: John Harris

- During the year the editorial panel, comprising Roger Gedye, 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.
- In 2013 Gillian Thornton, a journalist, will be joining the editorial panel and will be directly assisting the Editor.
- 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 5 years ago. The printing costs have continued to be shared with the Surgery, which pays a fixed amount of £296 per quarter.

- 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.
- 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 Group's website was updated in November. The new website was designed to make it easier to keep up to date and for members to access information. Items such as "Surgery Snippets" and information on the Group's events will be put onto the website as soon as the information is received. A full copy of each quarterly Newsletter together with highlighted extracts will also be put on the website for all to read approximately three months after the edition has been distributed to members. www.patientgroup.org.uk or www.davenporthouseppg.org.uk

MEMBERSHIP: Helen Hartley

- There has been a small decline in membership in 2012. The committee will address this during 2013.
- 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.davenporthouseppg.org.uk).

PRACTICE RELATED MATTERS: Roger Gedye

- The Patient Group's activities are now well displayed in the newly renovated waiting rooms.
- The Patient Group has funded the provision of a Spirometry System and a Vaccine Storage refrigerator for the Surgery.

MARKETING AND PRESS RELATIONS: Viviane Vayssieres

- DHPG marketing literature, both the front and back covers of the Newsletters and the publicity posters in the Surgery foyer and on the notice boards, as well as the installation of a light box in the Surgery entrance which has transformed the area, all reflect Viviane's creative input to the Patient Group.
- Viviane is driving the planning of the DHPG 20th Anniversary celebrations. Last Autumn she concentrated her efforts on fundraising to support the organisation of the Health Fair, the focal point of the 20th Anniversary Year, working on strategic marketing plans and engaging with key organisations such as BUPA and the NHS.

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.

TREASURER'S REPORT: John Harris

- 2012 was another solid year financially for the Patient Group, although there was a slight fall in income of 2.5% as a few members didn't renew their subscriptions, in some cases due to moving out of the area. A new membership drive is to be undertaken during 2013.
- Production of the quarterly Newsletter costing £1806 represented 32% of the Patient Group expenditure, with the Practice contributing £1184 in addition during the year. A healthy surplus of £2289 was achieved resulting in reserves of £12,902. This provides ample scope for the Patient Group to progress during 2013 in support of patients and the Practice.