

**Minutes of the Falkland Surgery Patient Participation Group
Annual General Meeting
held on Monday, 17th May 2021 via Zoom at 19:00.**

Committee Present: Adrian Barker,
Bettine Bly,
Linda Ling
Adrian Edwards
Phil Barnett
Mark Betkowski (Practice Manager)

Apologies: Bob Hills

1. Welcome

Adrian Barker, PPG Chairman, welcomed all those present to the AGM.

2. Minutes of the last meeting and matters arising

The minutes of the previous AGM, held on 11th November 2019 were agreed as a correct record (proposed by Linda Ling and seconded by Bettine Bly).

3. Matters arising from the minutes

There were no matters arising.

4. Chair's Annual Report

Adrian thanked John Cooke who was retiring as Treasurer, having held the position since 2002 and kept the PPG on the straight and narrow. He thanked Bettine in taking over as Treasurer.

He also thanked the whole of the PPG committee and also the doctors and staff at the surgery for all they had done in what had been a very difficult year. Most of the staff had had Covid early on and had to adapt to new ways of working and have been part of the vaccination at the Racecourse which has gone very well.

The last open evening was to have been held a year ago. The PPG started using Zoom, but delayed holding an AGM until we were confident we could do it satisfactorily.

The PPG has continued with its usual activities. It has reviewed patient feedback. Three newsletters have been produced and the design has been updated to make it more modern. Linda Ling has put a number of articles in the Wash Commoner and produced a number of other items of publicity. The surgery has a new Facebook page. So, there are now many more ways of reaching people, but the PPG would still like to do even more and increase the number of people on the PPG's email distribution list. We were also very keen to find someone to take over the role of the Secretary.

While Adrian's internet connection dropped, Mark very kindly provided an update from the surgery. The practice had come through a very challenging year well. The surgery had participated in the hub at the Racecourse which was due to end soon. He said this couldn't have been done without the 500 or so volunteers. It had achieved this without closing any facilities at the surgery.

Dr Titcombe had retired at the end of January and Dr Walter at the end of April. The surgery was in a good position in terms of staffing. Gaps in GP rotas were being covered by locums. There were 46-55 GP 'sessions' (half days) a week.

First contact is still by phone, with people brought in for face-to-face appointment where appropriate.

5. Treasurer's Report

Bettine presented the Treasurer's report. It covered the finances since the last AGM in November 2019. She expressed great thanks to John, who had been Treasurer since 2002, for all his help in the handover period.

Bettine, introducing herself, explained that she had been a patient at the practice for many years. Although not an accountant, her entire working life was spent in finance departments, covering a wide range of accounting functions.

The balance in the account at 5th April 2019, reported to the previous AGM, was £554.70. During the following financial year, to 5th April 2020, there had been no income and one item of expenditure of £25.16, leaving a closing balance of £529.54. There had been no income or expenditure in the financial year 6th April 2020 to 5th April 2021, so the balance at the end of the financial year was still £529.54.

The accounts had been checked by Karen Hayward, the assistant Practice Manager.

The Covid pandemic had constrained the PPG's ability to raise funds, but hopefully this could resume when restrictions were lifted. In the past, the PPG has been able to fund a number of items of equipment for the surgery, for the benefit of patients, and hopes to be able to do so again in the future. As a registered charity, it is eligible for gift aid (the relevant forms are available from the surgery reception).

The adoption of the accounts was proposed by Adrian Edwards and seconded by Linda Ling. The accounts were adopted.

6. Election of committee and officers

Adrian said that additional members of the committee would be very welcome.

The re-election of the whole committee was proposed by John Cooke and seconded by Angela Money and the existing members of the committee were elected, namely Adrian Barker, Bettine Bly, Linda Ling, Adrian Edwards, Phil Barnett, Bob Hills and Mark Betkowski.

Linda Ling temporarily took over as chair. Adrian Barker was willing to stand and was proposed by Linda Ling and seconded by Phil Barnett. There were no other nominees and he was duly elected.

Bob Hills had stood down as Vice-Chair. Linda Ling was proposed by Adrian Barker and seconded by John Cooke and was duly elected.

Bettine Bly was proposed as Treasurer by Adrian Barker, seconded by Linda Ling and was duly elected.

There were no nominations for the position of secretary.

7. Presentations and Discussions

Adrian welcomed and introduced Dr Angus Tallini, a partner at Falkland Surgery and Kamal Bahia, former practice manager at Burdwood and now, amongst other things, leading a project on Digital Health Champions across Buckinghamshire, Oxfordshire and Berkshire West (the 'BOB' area).

Dr Tallini spoke about recent developments in the surgery, including the new appointment system and a number of roles complementary to the GPs to provide a more comprehensive health offer. They included clinical pharmacists, a pharmacist technician, a primary care paramedic, physiotherapist, social prescribers and a frailty co-ordinator. Over a period, there was a continuing series of developments which together represented a significant change.

Kamal Bahia described the various ways in which patients could access the surgery digitally and how it had developed over recent years, significantly accelerated by the Covid pandemic. She recommended the use of the symptom checker on NHS 111 (either by phone or online). There had been a move to a 'digital front door', so starting with a triage of patients online to decide who the patient should see and when. Some might be dealt with by phone or video, others in person. The risk of digital exclusion was a significant issue and a Digital Health Champions project across Buckinghamshire, Oxfordshire and Berkshire West was attempting to address this.

This was followed by questions and discussion.