

Minutes of Falkland PPG AGM 13th November 2023

ATTENDING:

Adrian Barker (Chair) **AB**
Diana Mudge-Davies (Vice-Chair/Secretary) **DMD**
Bettine Bly (Treasurer) **BB**
John Curtis **JC**
Adrian Edwards **AE**
Bob Hills **BH**
Mark Betowski (Practice Manager) **MB**
Dr Alice Devall (GP) **AD**
Kim Westall (Social Prescriber) **KW**

APOLOGIES: Peter Davies, Phil Barnett

The meeting commenced at 7pm with a welcome by **AB**. Hot drinks and mince pies were provided by the Falkland Surgery team.

MINUTES:

Minutes of the last AGM on 24th October 2022 were agreed to be a correct record.

ANNUAL REPORT:

AB gave a brief overview of relevant activities over the last year, including PPG presence at Highclere Fete, the 5K Fun Run and vaccinations clinics. He reminded us that it is a condition of the GP contract to have a PPG, with the aim of making improvements to the service. We also raise money to buy extra items of equipment for the surgery. He thanked members for their various input, reiterating that the strategy of the group is to:

- Increase numbers (currently 200)
- Continue to disseminate information through the newsletter
- Report feedback and comments
- Organise events and activities

AB also mentioned the 'Friends and Family Test', which runs throughout the NHS, which showed over a 90% satisfaction rate. Feedback is also publicly available from the national GP Patient Survey, although the figures for individual surgeries have a large margin of error.

MB updated the meeting regarding service provided by the surgery team. Most patients are seen quickly, although the consultation may not necessarily be with a GP, but with another member of the healthcare team with appropriate skills and training.

A multidisciplinary approach eases the workload of the GPs. **MB** cited a recent typical day for one GP who saw 30 patients via 'face to face' or telephone consultations. Added to this are the many letters and reports (40 in this case) that all require to be seen by a doctor before they can be scanned onto Docman on a daily basis. This is a daily task.

The 90 days preceding the meeting had seen 15,695 appointments offered and attended at the surgery. These were to be seen by GPs or other healthcare professionals. 63000 prescriptions were generated during the same 90 day period. These figures give an insight into the scale of patient needs and the work of the surgery to provide what is necessary to achieve and maintain a good service.

Recruiting and retention of PSAs (Patient Services Advisors) is still a problem. **MB** says good rates are offered but PSAs sometimes leave because of their 'front line' position and the negative response they occasionally receive from the public. The role of the PSA is not only to book appointments, but may be to direct patients to the best possible source of help and are potentially a useful resource for patients.

This section concluded with **AB** looking to future of having another productive year and adding new members.

TREASURER'S REPORT

BB submitted her report beginning with the financial year 06/04/2022 to 05.04.2023. Funds were added to the account through a hybrid open evening in May (£22), and a stall at the Wash Common Community Festival in September 2022, where £102 was raised via the tombola stand. These events have also been crucial in attracting patients to sign-up to receive PPG emails. The end of the financial period showed a fund balance of £736.54, an increase of £178 on the balance of the previous financial year.

BB concluded with an update, so far, for the financial year commencing **06.04.2023**. A raffle at the open evening in April raised £47. A further £70.80 (minus £10 donated for use of a stall) was raised at the Highclere fete thanks largely to **BB** organising tombola and a children's game. **BB** and **AB** were present for the entire day with some input from **PD** and **DMD**.

A wheelchair will be purchased for the surgery with PPG funds in the near future.

ELECTION OF COMMITTEE AND OFFICERS :

Below are the results with a brief statement from each elected person

AB was re-elected as Chair:

"I moved to Newbury in 1986. I've been with the surgery since it was in town. My working background was in local government, initially in local councils then in national organisations supporting them. I've been the Chair since January 2018. I was voted onto the committee at

the 2016 AGM and had my first meeting in January 2017. I'm also involved as a public / patient representative on various other bodies and committees."

BB was re-elected as Treasurer:

"For those of you who have not met me before, I joined the PPG in December 2020 and was elected Treasurer on the same date. I have lived in Newbury all my life and have been with this Practice since the 1950's when it was situated in St. John's Road. I am not a qualified Accountant, but my entire working life (all 49 years of it) was spent in Finance Departments being responsible, for many accounts' procedures. I have been retired from paid work for several years".

DMD as Vice Chair/Secretary:

"I'm originally from East Berks, but have lived in Newbury for 20 years and have been a patient at Falkland Surgery during that time. I joined the PPG Committee in 2022 and became Secretary shortly thereafter. My professional background was in nursing – mainly within the NHS. I trained in Oxford and worked in the Oxford Hospitals and The Royal Berkshire Hospital, Reading. I have experience in medical and surgical settings, but mainly in kidney transplantation. I am now retired".

We also elected and welcomed **Martyn Rees** as a new Committee member.

PRESENTATION AND DISCUSSION: Kim Westall – Social Prescriber

KW gave a very insightful and interesting presentation on her role as Social Prescriber within the Falkland Practice team, which she has been carrying out since 2019. She has a background in Social Services and provides support and information to patients with a variety of health and social issues, thereby helping to reduce social, economic and environmental pressures. Referrals are made through other healthcare professionals, but patients can also contact her by phoning the surgery and leaving a message with reception. She aims to get back to patients within 7-14 working days to arrange a telephone or face-to-face consultation.

She also reminded us that Dr Berry has produced a comprehensive community directory, which can also be used as a resource to access information and services.

Kim's presentation generated quite a bit of discussion and certainly gave us a clear, broad picture of her role within the healthcare team.

We are hoping that her presentation will be posted on the Falkland Surgery website in the near future.

Following the presentation, **KW**, **MB** and **AD** were available to answer questions on the availability of services and performance within the Practice with **MB** demonstrating data provided via the APEX data collection and analysis tool.

Examples of questions from attendees at the meeting included:

How does e-consult work?
Why doesn't it offer a free-text option?

With the aid of an overhead projected presentation, **MB** was able to answer these and give guidance on how to navigate the online surgery home page to access services.

DRAWING OF THE RAFFLE

MEETING CLOSURE: **AB** thanked all present and closed the meeting at 8:45pm.

NB The next PPG Committee meeting will be held on Monday 15th January 2024 at 2:30pm.