

**Minutes of the Falkland Surgery Patient Participation Group Committee meeting held
on Wednesday, 3rd September, 2025**

Present: Adrian Barker (Chairman)
Peter Davies (Vice Chairman & Secretary)
Bettine Bly (Treasurer)
Mark Betkowski (Practice Manager)
Adrian Edwards
Terry Harrison

Apologies: John Curtis
Lisa Bird
Phil Barnet

	Action
1. <u>Minutes of the last meeting and matters arising</u> The minutes of the meeting held on 14th April, 2025 were agreed as a correct record. Any matters arising would be covered in today's meeting.	
2. <u>Financial Report</u> BB reported that the current bank balance is £735.65 A more detailed report from BB can be found in Appendix A BB gave notice that she would not be seeking reappointment to the Treasurer's role after the AGM. AB thanked her, on behalf of the Committee for all her hard work.	
3. <u>Wash Common Community Festival</u> See Appendix B	
4. <u>Patient Feedback</u> AB stated that there was little to report other than that the surgery continues to attract 5 star reviews which is very satisfying.	
5. <u>Patient Survey</u>	

MB reported that responses have been above average. In terms of patient satisfaction there have been 3 areas of above average satisfaction (ease of contact by telephone, ease of contact via NHS app and sufficient time with medical professional) with 3 areas of below satisfaction (choice of time, choice of medical professional and mental health provision).	
6. <u>Surgery Update</u> MB advised the meeting that Dr. Berry has now left the Practice. Her replacement will start in October. Caroline, one of the Practice Pharmacists, is also leaving and will be difficult to replace. 2 new PSA's are in training and a new Secretary is being appointed. The Practice could benefit from the services of a good upholsterer, PLD suggested that the PPG database could be approached to see if it contained anyone with the necessary skills.	AB
7. <u>AGM/Open Evening</u>	
MB was asked to find a speaker if possible. AB will circulate the date to the PPG database, BB will create a poster for the Surgery wall and email a soft copy to MB to upload to the TV screens.	MB AB BB
8. <u>Patient Panel</u> AB reported that the Patient Panel has been collaboration with Reading & Wokingham equivalents and this is looking promising.	
9. <u>Newsletter</u> AB has content to send to JC and BB will prepare a report on the Wash Common Community Festival	AB
10. <u>Flu Vaccinations</u> The Meeting was informed that the PPG had been requested to assist with parking arrangements for the forthcoming flu vaccinations on 11th and 25th October. BB agreed to co-ordinate the arrangements for who could help.	BB
11. <u>New PPG Website</u> AB reported that the new PPG website is up and running and being hosted by a free of charge administration. 12. <u>AOB</u>	

There were no additional items for discussion.	
13. <u>Dates of Future Committee Meetings</u> These were agreed as 14 th January 2026; 15 th April 2026 and 17 th June 2026 which would also be an Open Evening.	