

**Minutes of the Falkland Surgery Patient Participation Group Committee meeting held
on Wednesday, 15th December, 2025**

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

Apologies: Adrian Edwards
Lisa Bird

	Action
1. <u>Minutes of the last meeting and matters arising</u> The minutes of the meeting held on 3rd September 2025 were agreed as a correct record. Most actions had been completed. Noted that there was now no need to find an upholsterer for waiting room chairs.	
2. <u>Financial report</u> Bettine reported that to the £735.65 bank balance reported at the last meeting had been added £50.30 from the Wash Common Community Festival and £54 from the raffle at the AGM, making a new total of £839.95. The Charity Commission had written saying we had not submitted our accounts, even though we have, so she would follow this up. Bettine said she was willing to organise the PPG's presence at the Wash Common Community Festival again. After discussion this was agreed.	
3. <u>Election of officers</u> Election of Chair: Peter Davies was proposed by Adrian Barker and seconded by John Curtis and was duly elected. Peter Davies took over chairing of the meeting.	

Election of Treasurer: Terry Harrison was proposed by Peter Davies and seconded by Bettine Bly and was duly elected. Election of Secretary: Lisa Bird was proposed by Bettine Bly and seconded by Adrian Barker and was duly elected. Election of Vice-Chair: Adrian Barker was proposed by Peter Davies and seconded by Bettine Bly and was duly elected. John Curtis confirmed that he was happy to continue producing the newsletter. It was noted that there remains a vacancy on the committee to be filled.	
4. <u>Surgery Update</u> Mark noted that a big, emerging issue is 'Neighbourhood Health', a government initiative which aims to move more care into the community. It is also about integrating a range of services, both statutory and voluntary and addressing the whole of a person's needs that may affect their health (e.g. referral to help with finances if that is affecting mental health). One issue not yet resolved is what geographies new arrangements might be based on and how that could affect the groupings of practices within Primary Care Networks (PCNs). Phil noted that while it is helpful, after an e-consult, to get a telephone call-back, it could be any time of the day, and he wondered if this could be specified within, say, a two hour window. Mark said he thought this was reasonable and should be possible, and they would look at this again. Bettine noted that, despite the impressive organisation, the flu and Covid clinics must be very demanding and stressful, and she wondered if it would be helpful if patients were to go elsewhere for their jabs. Mark said that wasn't necessary. The current arrangements were working well. It involved 7 or 8 clinical staff plus 3 or 4 admin at the rugby club as well as 7 or 8 more admin in the practice, as the results have to be input within 24 hours. It is worthwhile if enough people can be put through. The longest queue this time was 15 minutes. There were 3,200 people vaccinated in the two days. That should lead to 21 lives being saved from flu. Phil wondered whether more could be done about no shows. Mark said it won't ever be possible to eliminate it completely and the time can be used for catching up. There were now 10 GPs, so the Practice is in a good place.	MB
5. <u>Patient Feedback</u> AB reported that there had been three 1 star and one 5 star reviews on Google, but such reviews tended towards the extreme.	

There had been a significant fall in the number of Friends and Family Test (FFT) responses in November. This was thought to be an administrative issue.	
6. <u>Patient Panel</u> AB reported that the Panel is continuing to work collaboratively with colleagues in Reading and Wokingham. This includes considering how we can collectively represent the patient voice across Berkshire West. A report at the recent AGM highlighted the large number of health initiatives coming down the track.	
7. <u>Approval of Privacy Statement</u> Websites should ask for permission to use cookies and provide a privacy policy. Adrian B had drawn one up, using a template / generator on the Information Commissioner's website, modifying it to make it more appropriate for our circumstances. It was noted that there were a lot of words for something relatively simple! The Statement was agreed.	
8. <u>Any other business</u> John asked whether there was anything the Practice needed that the PPG might be able to contribute financially towards. Mark said that medical equipment was expensive, with a minimum cost of £1200 usually. Bettine noted that Lisa had very kindly sourced a couple of laptops which could be used to help raise money (for instance, by having them as prizes) if there was something that was needed. Adrian B to provide a list of what the Secretary does, to pass on to Lisa.	AB
9. <u>Dates of Future Committee Meetings</u> The next meeting wasn't until 15th April, so it was agreed to have an earlier one on 11th February at the surgery. It would be at 2.30 or a different time that Lisa could make. Pete said he would book the room. The next Open Evening would be on 17th June 2026.	