

Falkland PPG Newsletter



Autumn 2026

Welcome to the latest Patient Participation Group (PPG) Newsletter

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The PPG urgently need a new secretary. Would you like to join our team and take on this role? Main job is taking and e-mailing meeting minutes to members. We meet about 4 times each year: Contact: falklandppg@gmail.com

Falkland On-line

The surgery has its own Facebook page where you can get up-to-date information as well as post your own comments

And there's also the website:
www.falklandsurgery.co.uk

Surgery News

A couple of staff changes to report, two of our GP's are leaving the practice. Dr. Angus Tallini is departing next month, and Dr. Aoife Conry is also moving on. However we already have one new GP, Dr. Abdullah Hayet, who started on 1 Sep and another GP, Dr. Ed Porter will join the practice at the end of November.

Flu Clinics will be held this year on 17 & 31 Oct at the Rugby Club—you should hear direct from the surgery if you qualify, if not give them a call to book an appointment.

Open Evening & AGM

The Open Evening and PPG AGM is being held on Wednesday 4 Nov in the surgery waiting room. As usual we'll have a raffle and tea and coffee is also available

Wash Common Community Festival

A date for your diary— **Saturday 26 Sept** at Falkland Cricket Ground, from 1 until 5pm. As in previous years the PPG will have a stand at the event, sharing what we do and chatting with the community. Drop by and say hello!

Macmillan Coffee Morning & Cake Sale

....and yet another date for you - **Tuesday 6 Oct**, from 10—2 in The Langdon Room at the Rugby Club. The event will be supported by Fire & Rescue, Cancer Care, Newbury Volunteers, Get Berkshire Active, a local Osteopath and Park Run representatives. Come along for a coffee and chat.

The Park Run

Falkland Surgery is once again taking a turn at organizing the local Park Run over a 5k route on Greenham Common. **10 October**.

It's a great way to get moving and support local health—you can take on the run (or walk!) yourself, but we are looking for volunteers to help out as Marshalls, Timekeepers & Car park Co-ordinators. Or you can just come and cheer from the sidelines.

Dr. Helen Walters is organizing things, and if you'd like to volunteer we'd love your help. Just email: falklandppg@gmail.com and we'll get you involved

Greenham Common

9:00 at the Control Tower Entrance

Falkland Surgery is 'Good'....and that's official!

Following an inspection by the Care Quality Commission (CQC) in mid-June, the surgery has been given an overall rating of 'Good'. The assessment makes judgements across 5 aspects of the service: safe, effective, caring, responsive and well-led. The surgery scored 'good' against each of these.

The rating scale has 4 levels: inadequate, requires improvement, good and outstanding. The report also noted the presence of an active Patient Participation Group (PPG), working collaboratively with the surgery. The full results are available at: <https://www.cqc.org.uk/location/1-558092819/inspection-summary>

GP Patient Survey results

More evidence of practice improvements from the national annual survey of GP practice patients. The areas where our practice does best, with the figure for Buckingham, Oxfordshire and Berks shown in **Red** for comparison, are:

- 70% of respondents find it easy to contact this GP practice using their website **(57%)**
- 67% of respondents find it easy to get through to this GP practice by phone **(56%)**
- 79% of respondents describe their experience of contacting their GP practice as good **(72%)**

The areas where it does least well are:

- 27% of respondents usually get to see or speak to their preferred healthcare professional when they would like to **(46%)**
- 51% of respondents were offered a choice of time or day when they last tried to make a general practice appointment **(55%)**
- 50% of respondents find it easy to contact this GP practice using the NHS App **(53%)**

Due to the small sample sizes, we cannot say with 95% confidence that these differences are genuine rather than due to random variation. The same applies to the following results, although they are consistent with national trends.

There appear to have been several improvements over the last three years. The proportion saying it has become easier to contact the practice by phone increased from 45% in 2024 to 55% in 2025 and 67% in 2026. Fewer people contacted the practice by phone (54% in 2024 to 32% in 2026), while web contact increased from 29% to 55%. This suggests greater use of e-consult, potentially improving the service for those contacting the practice by phone. The proportion held in a phone queue also fell, from 90% to 74%.

Full information is available at <https://gp-patient.co.uk>.

Dementia Hub

An innovative new Dementia Hub is to be built in West Berkshire, which will bring together services from pre-diagnosis through to dementia support. NHS memory clinics are to be included in the facility, and West Berkshire Council social care services are also involved. It is designed to be a welcoming community space, centred around a café and a courtyard garden.

As well as various support services, there are to be one-to-one 'wayfinding' to help guide individuals and their families at every stage of the dementia 'journey'. There will also be activities for brain health and rehabilitation, access to dementia technology, complementary therapies, legal and welfare advice and peer support and friendship.

The Hub is to be built on land near to the West Berkshire Community Hospital. Greenham Trust is taking the lead on raising the money and constructing the building at a cost of £4m. A new charity, West Berkshire Dementia Hub, will manage the delivery of services within the building and needs to raise £0.75m. If all goes well, it is hoped that building will start next year with doors opening the year after, 2028.

GP practices are being encouraged to declare their support for the project, alongside many other organisations.

More info is available at <https://westberksdementiahub.org/>

New NHS online service

A new online NHS service has been set up which will allow people to access specialist clinical expertise through the NHS App. They will be able to have online consultations, get advice on managing their condition and access digital prescriptions for use at local pharmacies. Tests, scans and procedures will still be received locally. The service is due to start operating from the end of 2027.

The NHS Trust that will provide the service was established on 1st June 2026. The first Chair, John Browett, former Tesco boss, was appointed on 3rd June. The Chief Executive, Dame Caroline Clarke, was appointed on 19th August. The service will start with conditions where there are long waiting times and digital care is known to work well, including:

- glaucoma, cataracts and medical retina conditions
- inflammatory bowel disease
- iron deficiency anaemia
- prostate conditions
- menopause and menstrual issues

It is expecting to deliver up to 8.5 million appointments and assessments during its first three years.

The starting point in using the service will be a consultation with a GP or other health professional. They will offer NHS Online as an option, but only if it is suitable and what the patient wants.

.....and finally, don't forget!

Surgery Open Evening & AGM

Wed 4 Nov 2026 at 7:00 pm