



**Practice Name:** Falkland Surgery  
**Meeting Date:** 15<sup>th</sup> April 2026  
**Meeting Location:** Falkland Surgery  
**Chair:** Peter Davies  
**Practice Staff:** - Mark Betkowski  
**Minutes Prepared By:** Lisa Bird

**Attendees:** Peter Davies (PD), Adrian Barker (AB), Lisa Bird (LB), Terry Harrison (TH), Bettine Bly (BB), Phil Barnett (PB), John Curtis (JC),

**Apologies:** Adrian Edwards (AE)

| Minutes of the Falkland Surgery Patient Participation Group Committee meeting<br>Wednesday, 15 <sup>th</sup> April 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Actions                          |
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| <p><i>Peter opened the meeting and welcomed the Attendees.</i></p> <p><i>The minutes of the previous meeting held on 4<sup>th</sup> March 2026 were agreed as a correct record.</i></p> <p><i>Surgery has confirmed the purchase of the camera, and we discussed and agreed the purchase of a wall mounted light for an examination room – approved for purchase circa £200. MB and TH will review how best to procure/invoice etc hoping that we can save the VAT.</i></p> <p><i>AB shared an overview of how PPG funds are recommended to be spent. It was noted that Thatcham PPG had had the WBCB League of friends to come and talk to them about spend – it was agreed that this would be beneficial for us and AB to organise.</i></p> <p><i>Travel subject agreed for the Open evening. MB will organise a Nurse to do the talk.</i></p> <p><i>No other matters signed off.</i></p> | <p>TH/MB</p> <p>AB</p> <p>MB</p> |
| <p><b><u>Financial report</u></b></p> <p>TH confirmed no change to balance of account - £839.95.<br/> All forms have now been completed. Signatures will be TH, BB &amp; AB. Once all is established, BB will be removed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                  |
| <p><b><u>Surgery Update</u></b></p> <p>Confirmed that Karen has retired. Her replacement is Rosie who comes with experience as a PCN manager for West Berkshire Rural- she starts in May.</p> <p>Hired a new Doctor Emily Moore. She does 3 sessions over 3 days Weds/Thurs &amp; Fri 9.30am - 1.30pm started at beginning of April. (It was commented that a member of the PPG has already seen this Doctor and shared incredibly positive feedback).</p> <p>The surgery now has 11 GPs in total + will have 2 registrars by the Summer.</p>                                                                                                                                                                                                                                                                                                                                               |                                  |

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| <p>Covid Clinic on Sat 18th April at the Rugby Club – hours are 8.30am- 12pm. 630 people booked in. Surgery needs help with marshalling car for parking. PD &amp; AE expressed that they would attend.</p> <p>9th May is another session timing will be the same with the need marshals – Please confirm if you can attend.</p> <p>2 more Patient Service Advisors have been recruited, that takes the total to 9/10 at any one time.</p> <p>A new augmented phone system being implemented - will improve drop calls (more on the outgoing calls).</p> <p>PCN changes/neighbourhoods- Strawberry Hill/Eastfield's and Falkland would become a district and will support circa 54,000 patients. 2027 changes will take place. Already seeing a budget reduction this year – circa £70,000.</p> <p>Redbook manages facebook – we can request for articles to be added. Suggest we test a share details of the Open Evening.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | TH |
| <p><b><u>Patient Feedback</u></b></p> <p>2 Google reviews, one 1 star and one 5 star. Continued consistent 94% good or excellent on Friends and Family Test surveys, with responses number increasing – so continued improvement!</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |
| <p><b><u>Patient Panel</u></b></p> <p>AB reported that the Patient Panel had had a very full and interesting meeting on 17th March. The main item was on Palliative and End of Life Care with presentations from the ICB lead and a local Consultant. Some key points:</p> <ul style="list-style-type: none"> <li>• About 1 in 4 people die without the care and support they need</li> <li>• 44% of people die in hospital even though many would prefer to die at home</li> <li>• Hospital-based care is often not the best place for dying people and it's the most expensive.</li> <li>• Up to a third of the NHS budget is spent on people in their last year of life</li> <li>• The ICB is developing a Dying Well strategy and are keen to hear from the community</li> <li>• One of the aims is to move more palliative care to people's own homes (Hospice at Home)</li> <li>• The ReSPECT form (Recommended Summary Plan for Emergency Care and Treatment) is being adopted across the Thames Valley Integrated Board area and the forms are being digitised to make them more easily available at the appropriate time. Falkland is a leading surgery in this work.</li> <li>• We all die, so this is very much a universal service.</li> </ul> <p>Burdwood Surgery are considering an information campaign on Power of Attorney and the ReSPECT form.</p> <p>The Patient Panel, and its equivalents in Reading and Wokingham, had made an offer to the various bodies developing proposals in Berkshire West on Neighbourhood Health, to help with community engagement.</p> |    |
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| <p><b><u>Open Evening – planned for June 17<sup>th</sup> 2026.</u></b></p> <p>The purpose of the open evening is to improve patient awareness of the services provided by the surgery, clarify how to access them, and promote health education.</p> <p><b><u>Agreed Topic</u></b></p> <ul style="list-style-type: none"> <li>• Private services (insurance letters, medical forms, fit to fly, costs &amp; timeline)</li> <li>• Accessing medical records/NHS App / online services</li> <li>• Travel vaccinations</li> <li>• Which travel vaccinations the surgery provides. When and how to book appointments before travel. Travel risk advice. Travel health websites and resources.</li> <li>• Sun safety</li> <li>• Hydration and heat protection</li> <li>• Hay fever management</li> <li>• Holiday health tips</li> <li>• Skin cancer awareness</li> </ul> <p><b><u>Expected outputs:</u></b></p> <p><b><u>For patients:</u></b></p> <ul style="list-style-type: none"> <li>• Better understanding of services</li> <li>• Clearer expectations about what the surgery can provide</li> <li>• Health education and prevention advice</li> </ul> <p><b><u>For the surgery:</u></b></p> <ul style="list-style-type: none"> <li>• Reduced inappropriate appointment requests</li> <li>• Improved patient satisfaction</li> <li>• Better awareness of online services</li> </ul> <p><b><u>For the PPG:</u></b></p> <ul style="list-style-type: none"> <li>• Greater patient engagement</li> <li>• Opportunity to recruit new members</li> <li>• Strengthened relationship between patients and the practice</li> </ul> <p>Raffle prizes have been sourced, will use an envelope selection process as suggested by JC</p> <p>Save the date poster to be drafted once topic agreed. Posters needed for the surgery, pharmacy and Surgery to put on rolling screen. Can we please also send out to our mailing group and push into MB for sharing on the Falkland facebook page.</p> | <p>MB</p> <p>TH</p> <p>TH/JC/MB</p>                          |
| <p><b><u>Any other business</u></b></p> <p>AGM – topic to be added to talk about end of life care/power of attorney<br/>Add this to the Newsletter</p> <p>Post Box will be managed by TH</p> <p>Community festival date confirmed 26th September. AB will speak with Eastfields and Strawberry Hill surgery to see if they want to join in.</p> <p>Agreed a to book a date to do some thinking about ideas for content/fun etc for the Community festival date.</p> <p>Need content for the newsletter</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>AB/MB<br/>JC</p> <p>TH</p> <p>AB</p> <p>PD</p> <p>ALL</p> |

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| <b><u>Dates of Future Committee Meetings</u></b>                                                                                                                                                   |    |
| Open Evening 17 <sup>th</sup> June 2026 (Bettine on Hols)<br>Agreed a date in August is needed to assist with pre-planning for Wash Common Fete – date to be discussed and agreed in next meeting. | PD |
| Next PPG meeting 9th September (MB can we please book the meeting room)                                                                                                                            | MB |
| AGM – 21st Oct                                                                                                                                                                                     |    |
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**For approval at the next meeting:**

These minutes are a true and accurate record of the meeting and will be submitted for formal approval at the next Patient Participation Group meeting.