

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
UPDATES: BEDFORDSHIRE NHS TRUST & DAVENPORT HOUSE PRACTICE**



# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 AGENDA

- Apologies for absence
- Minutes of the Meeting held on 3<sup>rd</sup> May 2023
- Report from the Chair on year 2023
- Treasurer's Report for 2023
- Election of Independent Examiner
- Re-election of Trustees
- Q&A
- Presentation by Malcom Rainbow & Dr Yasotharan

# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 APOLOGIES FOR ABSENCE AND MINUTES OF 2023 AGM

- Apologies for Absence – members of the Trust (except Simon/Katie)
- Minutes of the Annual General Meeting held on the 3<sup>rd</sup> May 2023 were sent out to members by email and 51 votes in favour of adoption of the minutes have been received.
- No votes against adoption were received.
- Any votes against?

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
MINUTES OF 2023 AGM**

The Minutes of the Annual General Meeting held on the 3<sup>rd</sup> May 2023 are adopted



# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 REPORT FROM THE CHAIR

- Full report from the Chair [here](#) with a summary below
- Thanks to Helen Hartley who leaves PPG/Trust
- Katie has adopted all responsibilities for Finance – online payments & approvals, removal of cheques, dealing with DD issues and now have option of GoCardless
- Claire Watts has adopted focus on the Bulletin – Qtrly releases great work!
- Our continued approach:
  - Communications: Practice to Patient, PPG to Practice, medical webinars
  - Be the “voice of the customer”
  - 2024 Focus: survey results and measures / statistics

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
TREASURER'S REPORT**

## 2023 ACCOUNTS – ABBREVIATED ACCOUNTS



Income and Expenditure Year to 31 December 2023		2023 (£)	2022 (£)
Balance brought forward		13,187.09	18,938.75
Income	Donations	4,982.00	5,297.00
	Gift Aid	335.58	440.51
	Barclays Bank Compensation	100.00	50.00
	Building Society Interest	5.70	7.46
<b>Total Income</b>		<b>5,423.28</b>	<b>5,794.97</b>
Expenditure	Web Site, Hosting, domain name, Zoom	270.91	143.82
	N.A.P.P. Annual subscription	40.00	40.00
	Charity Insurance	299.79	465.06
	Ex Chairman and Practice Manager gifts		74.95
	Donations to the Surgery	6431.19	10,822.80
<b>Total Expenditure</b>		<b>7,041.89</b>	<b>11,546.63</b>
Surplus/Deficit for the year		-1,618.61	-5,751.66
Balance carried forward		11,568.48	13,187.09

## 2023 ACCOUNTS – CASH BALANCES



### Balance Sheet as at 31 December 2023

#### Current Assets:

Barclays Bank Current Account - Davenport House PPG	3,500.97	7,077.16
Barclays Bank Current Account - Friends of Davenport House	2,364.35	2,435.27
Harpenden Building Society Savings Account PPG	5,703.16	5,697.46

#### Current Liabilities:

Creditors and cheques not presented	0.00	(2,022.80)
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<b>Current assets: cash in bank/Building Society</b>	<b>11,568.48</b>	<b>13,187.09</b>
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..... Katie Hill, Treasurer



# PARTNERSHIP FOR HEALTH



## Friends of Davenport House Accounts

- The 2023 accounts were sent out to members by email and 51 votes in favour of adoption of the accounts have been received.
- No votes against adoption have been received.
- Any votes against?

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
REPORT FROM THE CHAIR**

The 2023 accounts are adopted

# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 ELECTION OF INDEPENDENT EXAMINER

Ian Farnsworth, our independent Examiner, has offered to stand for re-election

51 votes in favour of re-appointing Ian Farnsworth as the Independent Examiner have been received

No votes against were received

Any votes against?

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
ELECTION OF INDEPENDENT EXAMINER**

**Independent Examiner**

**The appointment is carried**

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
ELECTION OF TRUSTEES**

## **The Trustees standing for re-election are:**

Simon Speirs	Chairman
Joan Shopper	Secretary
Katie Hill	Treasurer
Steve Twelftree	
Kingsley Roberts	
Claire Watts	
Bob Fletcher	

(Thank you to Helen Hartley who is stepping down as Trustee)



# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 ELECTION OF TRUSTEES

- The Trustees standing for re-election were listed on the voting form that was sent out by email to members.
- 51 votes in favour of their election have been received
- No votes against have been received
- Any votes against?

# PARTNERSHIP FOR HEALTH



**FRIENDS OF DAVENPORT HOUSE  
ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024  
ELECTION OF TRUSTEES**

The election of the Trustees is confirmed

# PARTNERSHIP FOR HEALTH



## Your Trustees



**Simon Speirs**  
**Chair**



**Joan Shopper**  
**Secretary**



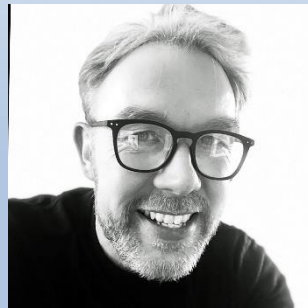
**Katie Hill**  
**Treasurer**



**Claire Watts**  
**Trustee**



**Bob Fletcher**  
**Technology**



**Kingsley Roberts**  
**Trustee**



**Steve Twelftree**  
**Trustee**

# PARTNERSHIP FOR HEALTH



## FRIENDS OF DAVENPORT HOUSE ANNUAL GENERAL MEETING - 25<sup>th</sup> April 2024 QUESTIONS

Will Physician Assistants be appointed instead of qualified GPs in future? If so, what will be their responsibilities, and how will they be made accountable for their actions e.g. will a qualified GP always oversee their activities?

# Physician Associates(PAs)

- Dr Ajeet Bagga is the lead for them for Davenport House
- Diagnose people, take medical histories, perform physical examinations, see patients with long-term conditions, analyse test results and develop management plans.
- More appointments available under senior GP supervision.
- Increased accessibility and reduced wait times for patients





# PARTNERSHIP FOR HEALTH



AGM Close

# PARTNERSHIP FOR HEALTH



Malcom Rainbow  
Governor for Hertfordshire at  
Bedfordshire NHS Trust

# The Role of a Governor in the Bedfordshire NHS Trust

Malcolm Rainbow

Elected Governor for Hertfordshire

# What we do not do

- The Board of Directors run the hospital
- Consists of a Chair, non execs and Exec

# What are we then?

- Council of Governors
  - The Trust Chair
  - 21 Public Governors elected by members from 4 constituencies
  - 12 Staff governors
  - Up to 5 appointed governors e.g. local authority reps, local university



# What legal powers do we have?

1. We elect the Chair
2. We approve the appointment of non-exec
- 3 We appoint the external auditors
- 4 We have to approve major new expenditure (over a certain figure) and
- 5 And be consulted on any major changes to services

# What is the reality?

- We do raise issues (**not individual**) and the non execs are required to respond.
- Some are easily resolved - others may be harder - car parking we helped get the new car park on Lewsey road but it is still not big enough
- Outpatients long term issues on appointments, letters to doctors etc

# What is the reality?

- Our role for most of the time is best achieved by being a critical friend

# What is happening at the L&D Buildings

- Good news
- Energy centre now operational
- Expanded emergency centre will be finished in 2024



*External shot of the Energy Centre – L&D*



*New patient room and bed within ED – L&D*



*Wide view of new ED waiting area – L&D*



# What is happening at the L&D Buildings

- Acute Services Block –
  - Neo natal
  - maternity services
  - Critical care
  - Operating theatres

# New Clinical Facilities at the L&D

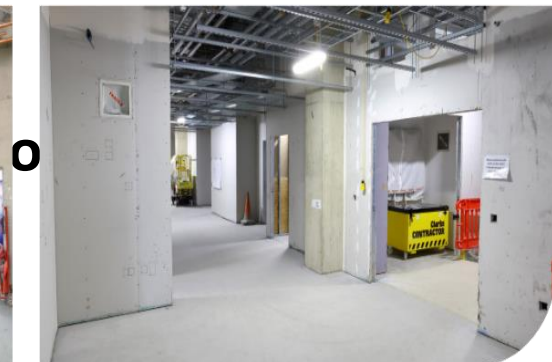
£168.8m investment in the estate to bring it up to modern day standards and drive forward advances in medicine, care and technology. Opens 2025.



Acute Service Block



New Ward Block



Construction in progress



# What is happening operationally

- All hospitals are struggling -- strike action by medical staff has prevented the waiting lists being cut.
- For non emergency we used to have 18 weeks now the immediate target is under 78 weeks (this does not apply to cancer where the 2 weeks 28 days and 62 days targets still remain



# What is happening operationally

- Emergency -- overwhelmed by demand
- The 96% seen in 4 hours which the L&D always achieved is now 76% and not being achieved
- Too many hospital beds are “blocked” by people who should be at home with support or in care homes but the resources are not there

# Being a member

- It is free

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- It is free
- You get a newsletter at least twice a year

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- You get invited to two medical lectures

# Being a member

- It is FREE
- You get a newsletter at least twice a year
- You get invited to two medical lectures
- You can vote in elections
- You can stand for election

# Please sign up

- With the merger with Bedford we lost one of our three governor posts
- We need to keep the Hertfordshire membership up

Have you ever considered  
becoming a Public Governor?

**For more information email:**  
FTMembership@bedsft.nhs.uk

**Nominations for Elections will start  
in May 2024:**

✓ **Hertfordshire – 1 vacant seat**



**Your vote is important!**

**Please VOTE in July**

**The elected Governors represent YOU.**

**Governors are your voice. They are accountable  
to YOU!**

# Encourage your family and friends to become members

**Become a member  
It's free!**

**As a Foundation Trust we are accountable to our local community**

Help shape the future of your local hospitals by becoming a member of Bedford Hospital and Luton and Dunstable University Hospital.

We are looking to expand our Foundation Trust Membership to include people from across the whole of Bedfordshire and surrounding counties to ensure our membership represents the population both hospitals serve.

**Bedford Hospital and Luton and Dunstable University Hospital**

**I have membership forms with me**

**Or visit the Trust website to complete the online membership form.**

**Or use the QR code today.**





# PARTNERSHIP FOR HEALTH



## Surgery Presentation

Dr Richard Yasotharan - Practice overview

Dr Ajeet Bagga - PCN

Dr Munawar Choudhuri – An introduction

# Davenport PPG AGM: Enhancing Patient Care in Challenging Times

Dr Richard Yasotharan MBBS BSc (hons) MRCP

25<sup>th</sup> April 2024

# Introduction

1. Discuss the challenges within NHS
2. Explain changes expected
3. Ways we can all work together for the better of our patients

# History of Davenport House



Previous building was demolished in 1978 to make way for Davenport House. It was built in 1939 and designed by Vyvyan Salisbury.

Until 1964 it could only be accessed via the High Street Methodist Church and until 1962, Victoria Road and Bowers Way were not connected; the arrival of the Telephone Exchange altered that.

# NHS/GP challenges



- ◇ Since 2015 – 1300 practices gone
- ◇ Over 2000 GPs short
- ◇ Over 6m more patients registered with practices in England
- ◇ 400 million consults per year
- ◇ **New contract Government 2.23% uplift**



# Challenges with 2.23% uplift

- ◆ **Rising costs exceeding budget increases** – around 12%, which means others at the surgery have around 12% - practices highest cost
- ◆ **Energy costs** – Projections range up to 20% based on global events, government policy, supply and demand. Davenport house uses up multiple energy per year
- ◆ **Infrastructure and Equipment upgrades** – maintenance of equipment, PAT testing, legionella, boiler, lights, IT
- ◆ **Impact on service quality** – less budget for clinical staff reducing available appointments, implementing new technology

# Challenges with 2.23% uplift

- ◆ **Patient satisfaction and access** – as healthcare needs evolve, including growing demand for mental health services and management of chronic diseases
- ◆ **Implementing of digital solutions** – although improves efficiency and patient care, requires upfront investment. Limited budget can hinder adoption of beneficial technologies.
- ◆ **Compliance and regulatory requirements** – meeting requirements can be costly, and with insufficient budget increases, practices can struggle to comply
- ◆ **Issues with staff retention**



# eConsults

econsult

Contact your doctor online and get help by the end of the next working day or sooner

GET STARTED



- ◇ Patients receive callbacks the same day with a scheduled appointment
- ◇ Done online – good feedback from patients, often can be dealt with by clinician on site if straight forward
- ◇ Prevents long waiting times for patients to get their issue dealt with
- ◇ All cases triaged by GP for targeted care
- ◇ Less demand on phone lines

# NHS app

- ◇ Variety of benefits to both patients and healthcare providers in the UK by integrating multiple services and features in one accessible platform
- ◇ Access to health records
- ◇ Appointment management
- ◇ Order repeat prescriptions
- ◇ View test results
- ◇ Access to consults, medical history

**The NHS App**

30 million registrations

22 million repeat prescriptions ordered

1.7 million GP appointments booked

128,000 organ donation decisions recorded

Over 28,000 Covid vaccinations booked since December 2022

**NHS**

How are you feeling today?

Check symptoms

Access your NHS services

Continue with NHS login

**NHS App**

# Expansion of Medical Staff

- ◇ Three Physician Associates – Dina, Thea, Aisha covering all days of the week – under GP supervision
- ◇ 5 GP Registrars – qualified doctors, training to be GPs
- ◇ Dr Tila Kansagra – experienced GP of 12years
- ◇ Pharmacists – Minal, Fran, Russell. Chronic review of patients, also ensure optimal medications correct, hospital discharge letters
- ◇ Receptionist - Andrea
- ◇ Admin – scanning letters, prescription requests, summarising and coding – 6 staff members, previously 4-5
- ◇ Practice Manager Adarsh and supporting Shereen
- ◇ Pharmacy first – local pharmacies can treat common conditions
- ◇ St Albans Urgent care



# Pharmacy First

## Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service



<b>Clinical pathway</b>	<b>Age range</b>
Acute otitis media*	1 - 17 years
Impetigo	1 year+
Infected insect bites	1 year+
Shingles	18 years+
Sinusitis	12 years+
Sore throat	5 years+
Urinary tract infections**	Women 16 - 64 years

*\*Also known as ear infection*

*\*\*Uncomplicated cases only*

Local pharmacies – Manor, Boots, Springfield, Topkins

Immediate assistance with common presentations.

Reduces workload on GPs and speeds up patient care.

# St Albans Urgent Care Centre



- ◇ A new minor illness and injuries service has opened at St Albans City Hospital to increase access to same day urgent care.
- ◇ The Integrated Urgent Care Hub (IUCH) treats a range of urgent but not life-threatening health conditions.
- ◇ The hub offers appointments between 9am and 6pm, seven days a week and provides access to diagnostic services such as x-rays.
- ◇ Patients are booked into the service, often with same day appointments, through NHS 111 or their GP practice. It is not a walk-in service, on a referral only basis
- ◇ Benefits: Eases pressure on the practice

# Improved Phone Lines



- ◆ Previously a lot of complaints due to waiting times, now changed
- ◆ Allows us to monitor better data – number of calls/waiting times
- ◆ Reduced hold times and callback feature



# PPG help



- ◇ Funded PAT testing
- ◇ Legionella testing
- ◇ Surgery pod maintenance
- ◇ FEV1 monitors
- ◇ Boiler repair
- ◇ Importance of continued support for future projects
- ◇ Legal Contract review / assistance



# Summary

- ◇ Lots of pressure on NHS and practice, primarily funding issues
- ◇ All staff passionate about patient care
- ◇ Lots of different roles in healthcare now inside and outside GP practices
- ◇ Importance for PPG support – patient information and financial

Munawar Choudhuri