

FRIENDS of DAVENPORT HOUSE

Your Patient Participation Group

Reg Charity No: 1184307



Statement from the Chair FoDH

As the Patient Participation Group for Davenport House, we have continued to work with the practice leadership - to understand issues, challenges and improve services where insight is provided from patients and the annual survey. We have been scheduling regular meetings in anticipation of the quarterly Friends bulletin to help pull together the practice updates across admin, nursing and the GP staffing - but also to understand developments from the PCN and wider government initiatives.

Through these meetings with the practice, we were able to hear the plans during the year for total triage - which was really only feasible after the new telephone system was implemented. It should be noted that Davenport House was the last practice in Harpenden to implement this nationwide initiative and gained much from collaboration within the PCN. The system does not suit everyone all the time - but apart from some initial reactions - nothing has been escalated to us. We will wait on any comments in the survey to see how the booking system has impacted ratings of the provided services.

Our membership remains relatively static or in a slow decline. During the past 5 years all new joiners of the practice are made aware of the PPG but there seems little take up.

Funds raised on an annual basis also show a decline to just below £4000 in this past year with few ideas received from the survey that have been adopted / desirable from the practice leadership. We have, however, received requests during the year to upgrade the working and patient conditions with new lighting and it's been warmly received by all staff. There has also been some miscellaneous support of equipment and maintenance - but we're always on the lookout for additional ideas (please put in the survey).

During the year it was sad to see that Joan Shopper passed away. She had been Secretary and Trustee for the PPG/Friends of Davenport House for many years and only recently had to step back due to ill health and to undergo some surgeries.

It is also with regret that Simon is stepping down from Chair of the PPG/Friends of Davenport House Charity after 5 years. Juggling work and home life has meant he is unable to give sufficient focus to the role. He will be stepping down at the AGM but has advised he will remain on the committee to support the new leadership. Simon would

like to thank the volunteers Bob, Claire, Katie, Roz and Steve for their efforts in the year and into the future.

Simon Speirs

Chair of Friends of Davenport House 2021-2026

8th April 2026