



# FoDH Annual General Meeting 2025



## AGENDA

- Apologies for absence
- Adoption of the minutes of the Meeting held on 25th April 2024
- Chairman's Report on year 2024
- Treasurer's Report for 2024
- Election of Independent Examiner
- Re-election of Trustees
- Q&A
- Presentation by the Surgery



## AGM 25<sup>th</sup> April 2025

- Apologies for Absence
- The minutes of the Annual General Meeting held on the 25<sup>th</sup> April 2024 were sent out to members by email and 31 votes in favour of adoption of the minutes have been received
- No votes against adoption were received
- Any votes against?



## CHAIRMAN'S REPORT

- Full report <[here](#)>
- Thanks to the Trustees & Adarsh.
- A focus on communications – many thanks to Claire!
- Our continued approach:
  - Communications: practice >> patient >> PPG >> practice
  - Collaboration and support in 'difficult' conditions
  - Use of the funds?
  - “Voice of the customer” – the survey.....



## CHAIRMAN'S REPORT – SUMMARY SURVEY RESULT

*Full feedback to assessed and published in coming Bulletins*

How would you rate the following:	2024	2025
The Appointment Booking processes	5.22	6.71
The NHS App to order repeat prescriptions, view your health records, book appointments, etc	7.08	7.94
Reception Team	8.00	8.04
Clinical Care at the practice (non-GP including nursing and other staff)	8.79	8.47
Clinical Care at the practice (GPs)	8.24	8.08
The efforts of Friends of Davenport Trustees / Patient Participation Group (PPG)	7.48	7.51

- Telephone system has improved score
- More familiarity with NHS App?
- TBD – why Clinical care down?
- Disappointing for Trustees ‘don’t know what you do!?’



## TREASURER'S REPORT

### FRIENDS OF DAVENPORT HOUSE (COMBINED ACCOUNTS)

#### Income and Expenditure Year to 31 December 2024

		2024 (£)	2023 (£)
Balance brought forward		11,568.48	13,187.09
Income	Donations	4,317.00	4,982.00
	Gift Aid	405.63	335.58
	Barclays Bank Compensation		100.00
	Building Society Interest	5.70	5.70
Total Income		4,728.33	5,423.28
Expenditure	Web Site, Hosting, domain name, Zoom, printing	452.52	270.91
	N.A.P.P. Annual subscription	40.00	40.00
	Charity Insurance	311.82	299.79
	Other	72.88	
	Donations to the Surgery		6431.19
Total Expenditure		877.22	7,041.89
Surplus/Deficit for the year		3,851.11	-1,618.61
Balance carried forward		15,419.59	11,568.48



## TREASURER'S REPORT

### Balance Sheet as at 31 December 2024

#### Current Assets:

Barclays Bank Current Account - Davenport House PPG	6,030.97	3,500.97
Barclays Bank Current Account - Friends of Davenport House	3,679.76	2,364.35
Harpenden Building Society Savings Account PPG	5,708.86	5,703.16
Current assets: cash in bank/Building Society	15,419.59	11,568.48

..... Katie Hill, Treasurer



## SURVEY RESULTS – HOW TO SPEND RESERVES

*Full feedback to assessed and published in coming Bulletins*

- Improve / repair ground floor toilet?
- Proactive advertising of available health classes
- Alternative communication / treatment approaches for treatment of mental health / autistic/neurodivergent patients
- Improve communications on available help
- Medical talks / education
- BP Machine / Scales in reception
- Specific Lymphoedema medical pathway treatment. New mother support improvement
- Campaign to keep Red House open
- Fund one-time visits to patients returning from hospital





## ADOPTON OF THE 2024 ACCOUNTS

- The 2024 accounts were sent out to members by email and 31 votes in favour of adoption of the accounts have been received.
- No votes against adoption have been received.
- Any votes against?



## INDEPENDENT EXAMINER

- Our independent Examiner, Charles le Strange, has offered to stand for re-election
- 31 votes in favour of appointing Charles le Strange as the Independent Examiner have been received
- No votes against were received
- Any votes against?



## 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
- Roz Chasler



## ELECTION OF TRUSTEES

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



## YOUR TRUSTEES



**Simon Speirs**  
**Chair**



**Joan Shopper**  
**Secretary**



**Katie Hill**  
**Treasurer**



**Claire Watts**  
**Trustee**



**Bob Fletcher**  
**Technology**



**Kingsley Roberts**  
**Trustee**



**Steve Twelftree**  
**Trustee**



**Roz Chasler**  
**Trustee**



## Q&A

Received Questions

Close of AGM

# Malcolm Rainbow Public Governor for Hertfordshire



## Our Governors and Members

- 18400 public members from Luton and Hertfordshire, Central Bedfordshire, Bedford Borough (surrounding counties)
- 9,690 staff members across both hospital sites (including bank staff and volunteers)
- 38 Governors representing these members including 12 Staff Governors across both sites
- 5 appointed governors (3 local councils and 2 universities)
- The Governors:
  - Represent the public, staff and stakeholders
  - Support community engagement
  - Hold the Non-Executive Directors to account





# Our Services – Clinical Excellence, Quality, Patient Safety, Patient Experience

## Urgent and Emergency Care

4H% Trend (Sitrep) by Month



The Trust's performance against the 4-hour standard for patients being admitted, discharged or transferred from ED improved slightly to 72.6%, but remains significantly below the minimum expected performance of 78%. This was largely caused by winter virus pressures meaning patients had prolonged waits for siderooms.

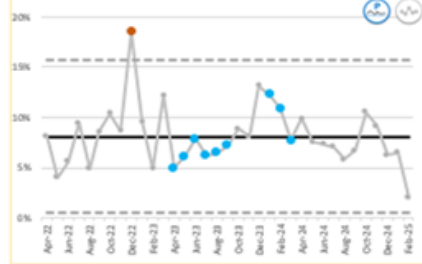
Ambulance handover performance continues to demonstrate a strong improvement trend, with 60-minute handovers reducing to just 2%.

Bed occupancy peaked in the third week of February 2025 and higher than planned use of escalation beds continued albeit still at a lower run rate than last winter.

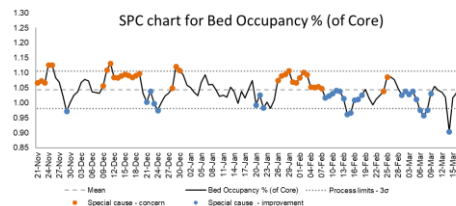
Ambulance Handovers >30 mins



Ambulance Handovers >60 mins

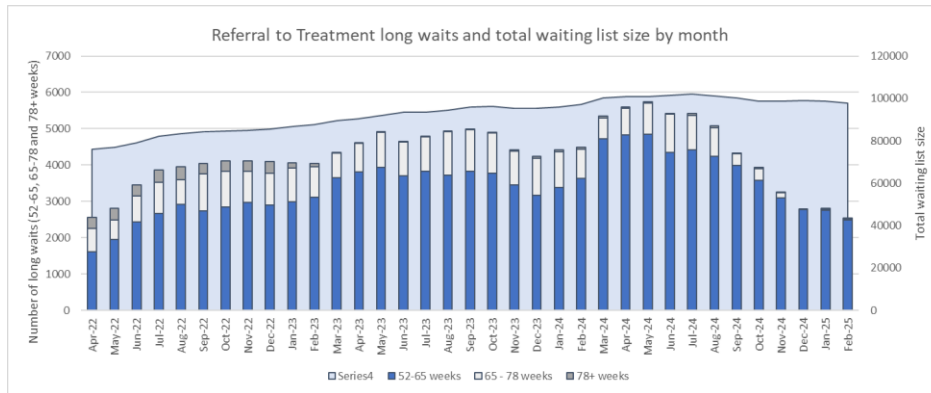


Bedford

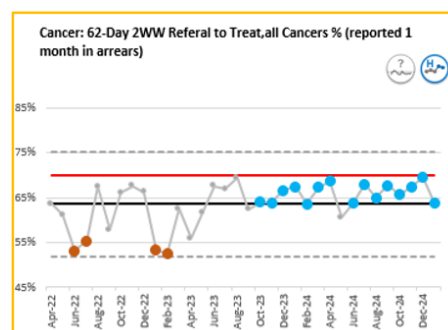
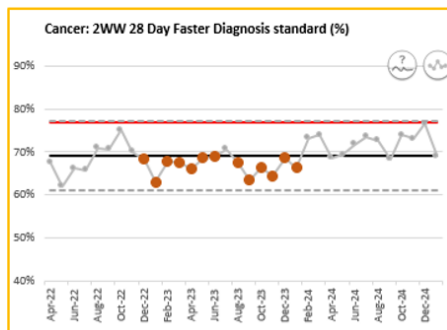


# Our Services – Clinical Excellence, Quality, Patient Safety, Patient Experience

## Planned Care



The number of patients waiting more than 65 weeks for elective treatment saw another small reduction at the end of February 2025 to 27 and in April with no patients waiting. The overall waiting list and the number of patients waiting over 52 weeks continues to reduce. Waits for routine diagnostics are improving rapidly with over 70% of patients waiting less than 6 weeks for the first time since February 2023.



Performance against the 28 day faster diagnosis standard dropped significantly as expected in January and was just 69.1% against the 77% performance threshold for March 2025. The Trust delivered 63.6% against the 62 day treatment standard performance which again was a deterioration from December 2024. This seasonal performance dip is traditionally seen in January resulting from patients choosing to defer treatment over the Christmas holidays, although this month has been particularly marked. The number of patients on open pathways over 62 days is back below the 200 threshold, which should herald improved performance in March 2025.



## Good news

- 1,000 robotic assisted surgery procedures
- Stroke patients to receive quicker care through video assessments
- New Forget-Me-Not volunteer service for dementia patients
- New aquablation treatment for benign enlarged prostates
- ED department wins national youth anti-violence educational award
- The next Medical Lecture is on 'Liver Disease.' Tuesday, 6pm-7.30pm, 20 May 2025 at Rufus Centre, Flitwick.



Details can be found on the Trust website or in the next edition of the Ambassador Magazine

# Investing in our sites



# Acute Service Block & New Ward Block



*External shot of the acute services block*



*Four bedded postnatal ward*



*Neonatal Intensive Care Unit (NICU) High Dependency (HDU) and Intensive Therapy (ITU) area*



*Theatres first stage recovery area*

**£150m investment to improve Maternity, Neonatal, Theatres and Critical Care provision.**

**Due to complete in 2025, this scheme will deliver:**

**A new 5 storey Acute Services Block and New Ward Block which will accommodate:**

- **Delivery Suite & Midwifery Led Birth**
- **Neonatal Unit offering parent accommodation**
- **Ambulatory surgical unit to support day case surgery**
- **Suite of theatres**
- **Critical care unit**



# Emergency Department Upgrade and Expansion

## L&D Emergency Department officially opened



£17m funding to improve Urgent and Emergency Care services, in response to the COVID-19 pandemic.

- An expanded and refurbished ED with increased capacity
- A new and fully segregated Paediatric ED
- CT Scanner located with ED department
- Additional waiting room capacity
- Dedicated mental health facilities
- Re-modelled main entrance and patient drop off area

**To support the very best patient outcomes.**





## New Community Diagnostics Centre (CDC)

Working closely with system partners to deliver Dunstable Hub and North Bedford Hub :

Complete in Autumn 2025, will improve access to healthcare and vital diagnostic tests, helping to diagnose and treat illnesses such as cancer, heart disease and stroke more quickly. Therapies, phlebotomy and diagnostic services including MRI, CT, ultrasound, x-ray and cardiology will be housed in the refurbished and modernised building.



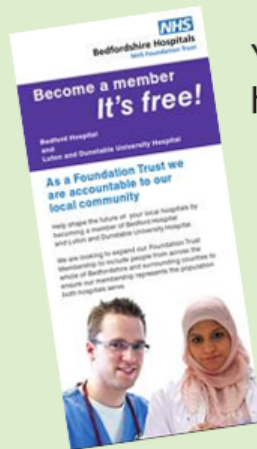
Gilbert Hitchcock House, Bedford



# Join your hospitals – it's free!

Become a member of **Bedfordshire Hospitals NHS Foundation Trust**

As an NHS Foundation Trust we are accountable to our local community.



Your hospitals in your hands.

You can shape the future of your hospital and its services, and influence the way it runs its affairs, by becoming a member.

## What are the benefits?

As a member you will:

- Receive newsletters and updates about the hospitals' activities.
- Have direct access to members of the Council of Governors, to raise any concerns and offer ideas.
- Receive invitations to members' meetings.
- Be able to elect the Governors.
- Be eligible to stand for election as a Governor.
- Attend medical lectures given by Trust staff.
- Be eligible for Health Service discounts via on-line shopping.

**Ways to join!**



Go online to webpage

[www.bedfordshirehospitals.nhs.uk/get-involved/ft-membership/become-a-member/](http://www.bedfordshirehospitals.nhs.uk/get-involved/ft-membership/become-a-member/)

Email us at [FTMembership@ldh.nhs.uk](mailto:FTMembership@ldh.nhs.uk) or call us on 01 582 718333 requesting for a membership application form

**Encourage your family and friends to join as members – it's free!**



**Become a public member  
Encourage your family and friends to become public  
members too – it's free!**



**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**

**Grab an application from a governor.**

**Email us at  
[FTMembership@ldh.nhs.uk](mailto:FTMembership@ldh.nhs.uk) for a  
membership application form.**

**Use the QR code to sign up online. Scan  
the QR code below using your mobile  
device**



## Do you wish to Volunteer

- Volunteers really help our staff, and most importantly our patients in so many ways.
- Forget-Me-Not volunteers to support our patients living with dementia, engaging them with a simple chat, puzzles, colouring, music and more
- Deconditioning Prevention – supporting our patients to keep those all important, muscles moving with some simple bed or chair-based exercises or a gentle stroll.
- Patient Appointment Reminder Calls – a quick call to patients with upcoming appointments to check they can attend, reduce the number of no shows and make the best use of clinical time
- Chaplaincy Ward Visitors – volunteers who can offer a listening ear and a wellbeing boost for patients of all faiths and none



There are many other different roles. Make a difference to your life and our patients. Join us as a volunteer. Call on 01582 497384 or Email [voluntaryservices@ldh.nhs.uk](mailto:voluntaryservices@ldh.nhs.uk)



**Harpenden Health  
PCN**

- ◆ Davenport House Surgery
- ◆ The Elms Medical Practice
- ◆ The Village Surgery

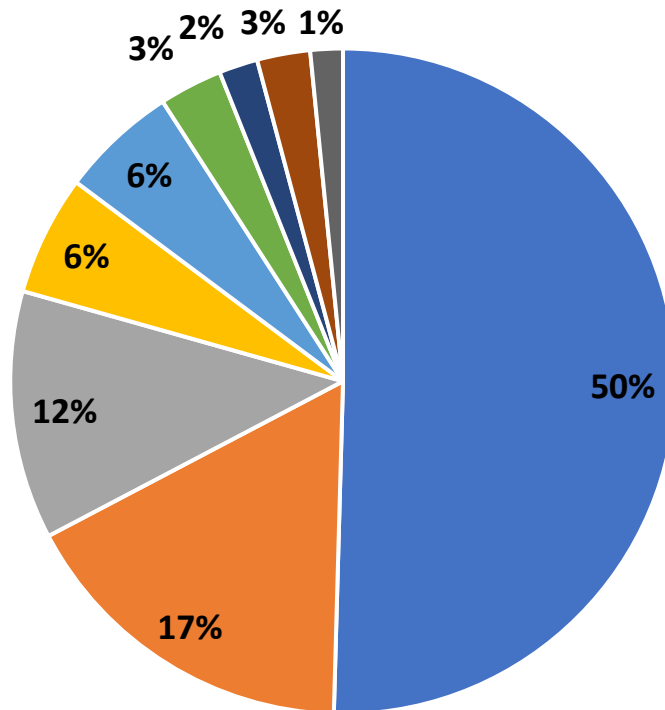
Harpenden Health PCN

# **Financial Accounts 2023- 24**

# Sources of income

**Harpenden Health  
PCN**

◆ Davenport House Surgery  
◆ The Elms Medical Practice  
◆ The Village Surgery



- ARRS
- Network Standard Hours
- IIF/Transformation fund
- Vaccinations
- Capacity & Access
- Winter

# HH PCN; an overview

**Harpenden Health  
PCN**

◆ Davenport House Surgery  
◆ The Elms Medical Practice  
◆ The Village Surgery

- 5yr contract established 2019 in recognition that general practice was struggling
- 23/24 last year of this contract; last year with ARRS uplift
- 24/25 first year renewed rolling contract; more focus on capacity and access/ modern general practice (part of NHS England delivery plans for recovering access to primary care)
- 2025 and beyond!

# ARRS Team

- Social Prescribers
- Clinical Pharmacists
- Care Co-ordinators
- Physician Associates and Paramedic
- Health & Wellbeing Coach
- Mental Health Practitioner
- First Contact Physiotherapist
- Enhanced Practice Nurse
- GP Assistant
- Digital and Transformation Lead

## Core Contract; 4 key functions

- **Co-ordinate, organise and deploy shared resources** to support and improve resilience and care delivery at both PCN and practice level (vaccinations)
- **Improve health outcomes** for its patients through effective population health management and reducing health inequalities in partnership with local communities (CVD, early cancer and screening; CORE20PLUS5 approach)
- **Target resource and efforts** in the most effective way to meet patient need, which includes delivering proactive care (multi-disciplinary proactive care for risk stratified complex patients at greater risk of hospital admission- must be done as part of INT; frailty project)
- **Collaborate** with non-GP providers to provide better care, as part of an integrated neighbourhood team









## Harpenden Health PCN



### YOUR PRIMARY CARE NETWORK

Three Harpenden GP Practices working together and collaborating with community services and organisations to provide more

proactive, personalised, coordinated & integrated

health and social care for their patients

HARPENDEN HEALTH PCN



DAVENPORT HOUSE SURGERY



### Eric Morecambe

Comedy legend Eric Morecambe moved to Harpenden with his family in 1967. As half of the double act Morecambe & Wise with his long-term collaborator Ernie Wise, they had a hugely successful comedy career. At their peak in 1977, their Christmas television special was watched by more than 20 million people, making it one of the most watched comedy programmes in British television history.

Eric was a familiar face in Harpenden as well as a passionate supporter of local football club Luton Town. He could often be seen at football matches nervously chewing the end of his smoking pipe.

Eric made Harpenden his home and he lived here until his death in 1981.









## Additional Key requirements

- Medicine optimisation and Structured Medication Reviews
- Provide a social prescribing service
- Enhanced Health in Care Homes; weekly ward rounds MDT meetings, lead clinicians





## Network Standard Hours

- Monday to Friday 6:30pm to 8pm
- Saturdays 9am to 5pm

# HH PCN Special Features

- CYP clinics
- Mindfulness
- Wellbeing hub
- Health Walks and Chair based exercise classes
- GP Improvement Programme completion; data analysis, prioritisation
- Teamwork/Away Days/ PCN and practice culture
- Learning Organisation
- PA Ambassador
- PA foundation courses; paramedic masters
- CP courses
- Yoga
- Community Pharmacist training IP courses













GET  
ACTIVE!

# Harpenden Health Walk











# HHPCN Get Together

*at The Old Cock Inn*

*High Street, Harpenden*

Friday 10th March | Monday 17th April  
Tuesday 9th May | Wednesday 7th June  
Thursday 6th July

6:30pm onwards







# Modern General Practice

- Arisen from NHS England delivery plan for recovering access to primary care
- Foundation of a transformation journey to better align capacity with need, improve patient experience and improve the working environment for general practice staff

- **Optimising contact channels;** telephone/on-line and in person via highly usable and accessible practice websites, on line constation tools and improved telephone systems
- **Structured information gathering;** at out of patient contact (regardless of contact channel) to understand what is being asked of the service
- **Using one care navigation process across all access channels;** to assess and prioritise need safely and fairly, and to efficiently get patients to the right healthcare professional or service, in the appropriate time frame (including consideration of continuity of care) moving away from first come first served approach
- **Better allocating existing capacity to need;** making full use of a multi-professional primary care team, community services and 'self access' options where appropriate, and heaping GPs and practice staff to optimise use of their time to where it's needed most
- **Building capability in general practice teams;** to work together and to access, understand and use data, digital tools and shared knowledge to lead, plan, implement, improve and sustain change

# Modern general practice (MGP)

## Objectives

Improve patient experience of access and allocation, improve staff working environment, better align existing capacity with need

Building capability to sustain improvement

## Goals

See all expressed demand

Understand all expressed need

Support safer more equitable allocation of capacity based on need and optimise existing capacity

Make full use of a multi-disciplinary team

## Practice workflow tasks or stages

### Contact

Phone  
Online  
Walk in

Patient choice of channels. All open during core hours to ensure parity.

### Single workflow to assess need, prioritise and better align existing capacity with need

**Collect information**  
Structured information captured into single workflow

Online patient information and self-serve and self-referral.

**Filter**  
to separate admin tasks OR request additional information / photo from patient

Admin request resolved or directed to team.

**Assess needs, prioritise & update patient**  
Assess patient need and urgency. Identify next steps (considering continuity of care). Then signpost, refer, book or resolve and advise patient of next step within the working day.

Care navigate: Signpost, refer or book according to protocol

Care navigated or signposted to community pharmacy and other primary, community and VCSE services.

Consultation booked with multi-disciplinary team.

Clinical triage: Resolve or book for consultation

Request resolved via digital message / phone.  
Consultation booked with multi-disciplinary team.

**Consult**  
Face to face, phone or video with multi-disciplinary practice and PCN team

Patient has consultation with multi-disciplinary team within practice / PCN.

### Improvement

**Improvement Capabilities**  
Capabilities and shared learning to continue change

## Patient experience

# HH PCN Collaboration

- Harpenden Trust
- MIND
- Youth Talk
- Community Pharmacists
- PPG
- CLCH community services
- Neighbourhood



## 2025 and beyond! INT

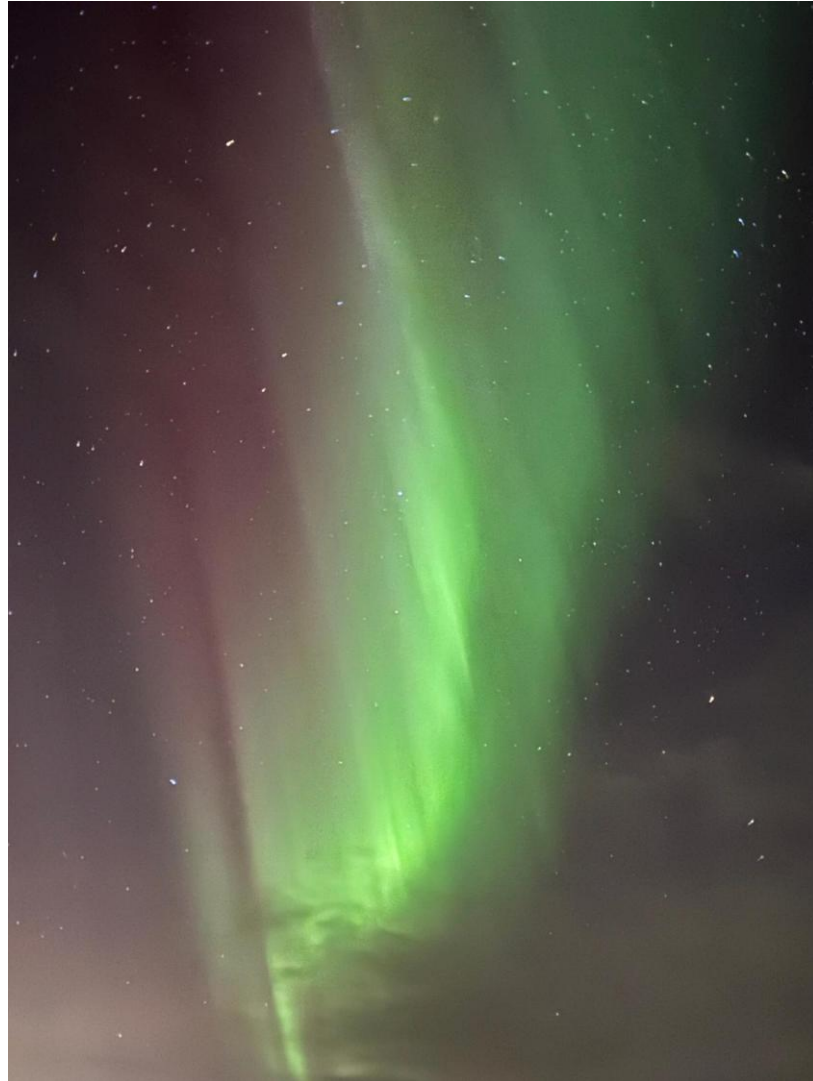
- Hertfordshire and West Essex ICS
- 3 HCPs
- South and West Herts HCP
- 4 neighbourhoods
- St Albans and Harpenden Neighbourhood/INT
- A hub is to be established with management support for the Clinical Lead who sits on the HCP Board













## Practice Update

DR RICHARD YASOTHARAN

DR AJEET BAGGA

DR MUNAWAR CHOUDHURI

DR HAYLEY KIRSOP

DR KATHARINE NOWLAN

DR ISABEL LOMAX

DR IARYNA LINYNSKA