

# THE FRIENDS OF SAXONBURY HOUSE SURGERY

England & Wales · Charity number 1206515

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2024-01-12

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Saxonbury House Medical Group  
Saxonbury House  
Croft Road  
Crowborough  
TN6 1DL

**Phone** 01892603131

**Email** [friendsofsaxonbury@gmail.com](mailto:friendsofsaxonbury@gmail.com)

**Website** [www.saxonburyhousesurgery.co.uk/aboutus](http://www.saxonburyhousesurgery.co.uk/aboutus)

## Activities

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**Objects:** THE OBJECT OF THE CIO IS TO RELIEVE SICKNESS AND TO PRESERVE THE HEALTH OF THE PATIENTS OF SAXONBURY HOUSE SURGERY BY PROVIDING OR ASSISTING IN THE PROVISION OF EQUIPMENT, FACILITIES AND SERVICES NOT NORMALLY PROVIDED BY THE STATUTORY AUTHORITIES.

**Activities:** The object of the CIO is to relieve sickness and to preserve the health of the patients of Saxonbury House Surgery by providing or assisting in the provision of equipment, facilities and services, not normally provided by the statutory authorities

## Classification

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- **How:** Acts As An Umbrella Or Resource Body
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

## Geography

- East Sussex

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-30	£7,682	£10,115	-	-
2024-09-30	£4,581	£6,133	-	-

## Trustees

Name	Role	Appointed
Anthony John Brierley Wayte		2024-01-12
John Andrew West		2024-01-12
Lindsay Cole		2024-01-12
Martin James Smith		2024-12-12
Nigel John Bullock		2024-01-12
Susan Elizabeth West		2024-01-12
Susan Georgina Bullock		2024-01-12

**THE FRIENDS OF SAXONBURY HOUSE SURGERY**

England & Wales - Charity number 1206515

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# Accounts

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**The Friends of Saxonbury House Surgery CIO**  
(Registered Charity No. 1206515)  
**Saxonbury House, Croft Road, Crowborough, TN6 1DL**

Dear Member,

Annual General Meeting at 7pm on Thursday 20 November 2025 at Saxonbury House

You are invited to attend the Friends' Annual General Meeting. The agenda will be:-

1. Apologies for Absence
2. Minutes of the Annual General Meeting held on 12 December 2024 – available on the evening
3. Report from the Doctors
4. Annual Report of the Charity Trustees from the Chair
5. Presentation and acceptance of the annual accounts 2024-25
6. Election of Trustees (see below)
8. Any other business

The meeting should last for about an hour.

I attach a copy of the annual report and summary of accounts.

If you wish to nominate anyone to be a Trustee, please notify me in writing (c/o the Surgery or by email to [FriendsofSaxonbury@gmail.com](mailto:FriendsofSaxonbury@gmail.com)) by 6 November.

Finally, may I thank you for your continued support and encourage you to attend the meeting. It is important that we have a quorum so that the meeting can proceed.

Yours



Nigel Bullock (Chair)

## **Annual Report of the Executive Committee for the year ending 30 September 2025**

My previous Chairman's report for the year ending September 2024 focused heavily upon the structural changes for the Friends of Saxonbury House (FOSH) made necessary due to our becoming a Charitable Incorporated Organisation (CIO) My report for the year ending September 2025 continues with this change theme but addresses Saxonbury Practice change and FOSH's supporting role to help promote and support these changes.

Two important changes occurred during the last year both of which have had important impacts for the Surgery and its patients.

The first of these was the introduction of an e-consult system from January 2025 with the associated doctor led triage appointment process and availability constraints due to each practitioner only having 27 slots available each day. Initially, this arrangement was met with little enthusiasm from patients, and in some cases verbal abuse and intimidation towards the Practice support staff, who were trying to make this new system operate to the best of their ability. This clearly resulted in stress for staff and practitioners alike. As the year has progressed lessons have been learned and the introduction of a "slow release" system for appointments has reduced the number of complaints received per week quite considerably. Ian Gibson, the Practice Manager, took steps to ensure that he was able to fully support the staff implementing the e-consult system and undertook a Diploma course in Managing confrontational behaviour more effectively. FOSH were more than pleased to fund the examination fee for such an important step forward.

Clearly as time moves on the impact of the changes within the e-consult process that have been introduced will need to be closely evaluated. Currently we are heading towards the critical period of the year in terms of winter related illnesses and the increased demand this places on all surgeries in the country, not just Saxonbury House.

I mentioned intimidation earlier and one particularly concerning event resulted in the destruction of the reception security screen. There were obvious implications for staff and patients alike. As a result the security arrangements for the reception staff became a priority, and FOSH has been working closely with the Practice to investigate and fully fund an improved system. Once the final details have been established the funding implications will appear in next year's report.

The second important change that occurred in May was the closing of the on-site Pharmacy when the owners moved to their existing premises at a location nearer the town centre. As a result the Practice looked towards possible use of the space but have opted to remain in their current footprint but develop the use of the lower ground floor to improve the patient experience. One of the exciting possibilities for this initiative could be the recruitment of two doctors who are in their final years of training (F2s as they are called) . This potentially could increase the number of available appointments per day by between 20-30. FOSH have been approached to help fund essential items for the lower ground and ground floor areas such as an additional crash cart/grab bag and magnetic display boards. Again an exciting opportunity to look forward to in 2026.

The FOSH Committee have been working hard all year and I must extend a huge thank you to each and every one of them particularly those members who have volunteered to take responsibility for the many different areas we have to cover. The work of FOSH is very extensive and includes a host of paperwork such as reviewing policies, meeting the demands of the Charity Commission, dealing with membership issues which includes the promotion of FOSH. Also constant communication with the surgery, dealing with requests and purchases as well as carrying out more practical tasks to assist the surgery come within the remit.

One of our founding members of FOSH, Robin Steatfield has indicated that he no longer wishes to be a Trustee and I would like to extend a massive thank you to him for all his

wisdom and guidance in this role over the past years. He has expressed a willingness to remain on the committee which is good news.

Clearly, one of the principal aims of Friends of Saxonbury House is to support the practice financially where we can, and where NHS or other funding is not otherwise available. I am pleased to report that in the last financial year FOSH has made the following purchases for the Practice:

- . 3 Blood Pressure monitors £4569.30
- . A new Television and Information System for the waiting room £4614
- . The examination fee for The Practice Manager's Diploma £550

We are also involved in discussions to fund a replacement blood pressure monitoring machine for the waiting room. Inclusive of VAT the cost is £1,530 and this will appear on next year's accounts.

As Trustees an important part of our role is to ensure that we get the best returns on our financial resources and this is where our meetings with the Practice Manager are so important. They help to direct planning for managing our accounts so that FOSH can respond to any requests within the terms of our withdrawal limitations. I am also pleased to report that we have received an additional sum of £2,480.15 from the executors of Miss Izzard's will.

With the Practice developing the new initiatives mentioned above the FOSH Committee will continue to explore the concept of shared funding where this is seen as a way to ensure the best possible outcomes for both the Practice and its patients. Another important development to take forward into 2026 and beyond.

Continuing the financial aspects of my report I would like to highlight the following. Currently FOSH has only 154 members from a total of nearly 10,700 patients which is disappointing to say the least. We will be looking for ways to improve this number over the coming months and years and working hard to promote the Gift Aid programme which currently only has 24 members. In order to sustain our financial support for the Practice we need to increase our membership and £10 per year can do so much good work. Membership forms are available at the reception desk and reminders are published on the TV monitor in the waiting room. I would like to thank the committee members who have been involved with this for their continuing hard work on the Gift Aid project, they are a determined team and would welcome as much support as possible.

Finally on the finance issue can I please extend a big thank you to two very important people working back stage so to speak. These are Matthew West who does a superb job as our book keeper and Colin Henderson who likewise does an excellent job of auditing our accounts. These two important jobs ensure that we comply with the Charity's Commission's financial guidelines.

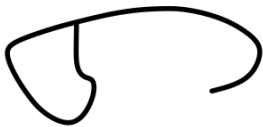
We are always looking for help with various roles on our committee and should you like to know more about joining us please contact us through our email address. We are particularly interested in finding someone to take on the role of treasurer.

If you wish to nominate anyone to be a member of the Executive Committee please notify the Secretary, or the Chairman, Nigel Bullock, in writing c/o the Surgery.

Election of Trustees. The FoSH Constitution limits the number of trustees to ten. At present, there are nine:- Nigel Bullock, Susan Bullock, Lindsay Cole, Emer Murphy, Robin Streatfield, Anthony Wayte, Susan West, Martin Smith and John West. All the existing Trustees are happy to be re-appointed with the exception of Robin Streatfield. After the first year of being a CIO one third of the Trustees should be re-elected on an annual basis.

Last year it was proposed that the Trustees be elected as follows:- Emer Murphy, Martin Smith and Robin Streatfield for a term of one year; Lindsay Cole, Anthony Wayte and Susan West for a term of two years; Susan Bullock, Nigel Bullock and John West for a term of three years.

We look forward to seeing as many members as possible at the FoSH AGM at 7.00pm on the 20th November at the Surgery. One of the agenda items is a talk by Dr. Adam Bennion during which he will talk about the surgery's future emphasis on prevention with the possible increase in more screening initiatives such as ECGs.



Nigel Bullock  
Chair of FoSH.

**Friends of Saxonbury House Surgery**  
Income and Expenditure Account for the year to 30 September 2025

<b>INCOME</b>	<b>2024/25</b>	<b>2023/23</b>
	<b>£</b>	<b>£</b>
Subscriptions - Bankers Orders/Cash	2031	1409
Donations/In Memoriam	2730	430
Gift Aid - HMRC	147	0
Bank Interest Received	2774	2742
	7682	4581
 <b>EXPENDITURE</b>		
Equipment for Surgery	9183	2351
Training	550	
General	382	3782
 <b>Excess/deficit of Income over Expenditure</b>	 -2433	 -1552

<b>FUNDS STATEMENT</b>	<b>2024/25</b>	<b>2023/24</b>
	<b>£</b>	<b>£</b>
Balance b/f 30 September 2025	96733	98286
Excess of Income over Expenditure	-2433	-1552

**Represented by:-**

Cash at Bank	94300	96733
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Nigel Bullock  )

Trustees

Susan West  )

Date 29/10/2025

*Accounts have been prepared by Matthew West FCCA*

Having examined the accounting records I am satisfied that the above is a true and proper statement of the financial affairs for the Friends of Saxonbury House for the period shown

  
Colin Henderson FCMA

Examiner Date 24/10/2025

**THE FRIENDS OF SAXONBURY HOUSE SURGERY**

England & Wales - Charity number 1206515

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# Accounts

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## Annual Report of the Executive Committee for the year ending 30 September 2024

Following the exciting, and at times, frantic events of 2023, this year has seen a period of significant change. The Committee is coming to terms with the rules and regulations that surround our move to becoming a Charitable Incorporated Organisation (CIO). FoSH was registered as a CIO by the Charity Commission on the 12th January 2024. At the Emergency General Meeting on 28th March, FoSH as previously constituted, was dissolved and the entire undertaking of FoSH transferred to the Friends of Saxonbury House CIO, (registered number 1206515). As always the Trustees wish to thank existing members and other patients for their donations and continuing support during the last year.

The Committee has now formally adopted a policy to cover Privacy and Data Protection, as well as a Conflict of Interest policy. The Committee will review these annually and adopt any further policies as and when necessary.

Whilst on this topic of contributions, can I please remind existing members to amend their standing order details with the new title and account number. The standing order should be made to The Friends of Saxonbury House Surgery CIO (Registered Charity No. 1206515), Sort Code 60-06-27 and Account Number 33687145. This is as a direct result of the organisation becoming a registered charity. My thanks to those members who have already made this change.

Due to the complexities of our change to becoming a CIO the committee has undergone some internal reorganisation to accommodate these changes. As Chair, can I express my sincere thanks to all of the committee members for their understanding and hard work in their respective roles which I feel have made the committee a more focussed team and already the results are being seen at an operational level.

FoSH now has a Facebook page where information and notices can be accessed and this page provides a variety of information about FoSH and includes details of our funding support for the Surgery over the last twelve months. This last year the committee have approved spending for the purchase of equipment and training to the value of £2892.31. This comprises:- New chairs for the waiting room- £880.80, a Spirometer- £1,946.51 and Staff Training- £65. In addition we are pursuing a number of other projects and have already committed to spending a further £2263.00 for an INR machine and further training.

Some final notes on financial issues. As we are now a registered charity FoSH can potentially access Gift Aid on annual subscriptions. If any members wish to contribute in this way could you please email your intention to us by using our email [FriendsofSaxonbury@gmail.com](mailto:FriendsofSaxonbury@gmail.com) and we can set the process up for you. Also we must express our sincere thanks to Matthew West for completing the accounts and to Colin Henderson for auditing the accounts. FoSH is looking to recruit a new treasurer for the coming year(s). If there is anyone who would be interested in this role could they please make themselves known to the committee by using our email or leave a message with the surgery reception - thank you in anticipation!

One of the committee's aims for the next year and beyond is to increase our current membership to achieve increased financial support potential for the surgery. During our extremely informative sessions with Ian Gibson, the Practice Manager, the committee have been made very aware of the precarious nature of NHS funding for General Practice and the effects this can have on some strategic decisions going forward. The role of FoSH to support the surgery going forward will doubtless be affected by this and will feature high on our agenda next year. In order to try and increase our membership the committee have organised a leaflet distribution at the new round of COVID clinics which outline the role of FoSH and what we are trying to achieve. In short: FOSH NEEDS YOU!

Another area that the Practice Manager and the committee are looking to develop over the coming year is the formation of an active Patient Participation Group (PPG) Every practice theoretically should have one of these groups but in reality their formation and activity have tended to be largely

sidelined due to the day to day demands of extremely busy general practices. If anyone from our existing membership or beyond would be interested in contributing to the formation of a Saxonbury PPG please get in touch with the Surgery.

We are always looking for help with various roles on our committee and should you like to know more about joining us please contact us through our email address.

If you wish to nominate anyone to be a member of the Executive Committee please notify the Secretary, Sue West, or the Chairman, Nigel Bullock, in writing c/o the Surgery.

We look forward to seeing as many members as possible at the FoSH AGM at 7.00pm on the 28th November at the Surgery.

Nigel Bullock (Chair), Sue West (Secretary), John West, Robin Streatfield, Emer Murphy, Lindsay Cole, Sue Bullock, John Wayte, Martin Smith.

# The Friends of Saxonbury House Surgery CIO

(Registered Charity No. 1206515)

**Saxonbury House, Croft Road, Crowborough, TN6 1DL**

Dear Member,

Annual General Meeting at 7pm on Thursday 28 November 2024 at Saxonbury House

You are invited to attend the Friends' Annual General Meeting. The agenda will be:-

1. Apologies for Absence
2. Minutes of the Extraordinary General Meeting held on 28 March 2024 – available on the evening
3. Report from the Doctors
4. Annual Report of the Charity Trustees from the Chair
5. Presentation and acceptance of the annual accounts 2023-24
6. Approval of the Special Resolution (see attached)
7. Election of Trustees (see below)
8. Any other business

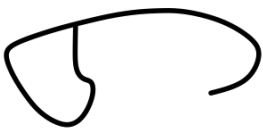
The meeting should last for about an hour.

I attach a copy of the annual report, summary of accounts and special resolution.

If you wish to nominate anyone to be a Trustee, please notify me in writing (c/o the Surgery or by email to [FriendsofSaxonbury@gmail.com](mailto:FriendsofSaxonbury@gmail.com)) by 14 November.

Finally, may I thank you for your continued support and encourage you to attend the meeting. It is important that we have a quorum in order to validate the meeting and have the ability to pass the Special Resolution, as outlined in item 6 of the agenda.

Yours



Nigel Bullock (Chair)

Election of Trustees. The FoSH Constitution limits the number of trustees to ten. At present, there are eight:- Nigel Bullock, Susan Bullock, Lindsay Cole, Emer Murphy, Robin Streatfield, Anthony Wayte, Susan West and John West. In addition, Martin Smith has agreed to be nominated as a new Trustee. All the existing Trustees are happy to be re-appointed.

The Constitution provides that all Trustees must be re-elected at the first AGM of the CIO. Thereafter, one third of the Trustees should be re-elected on an annual basis.

It is therefore proposed that the Trustees be elected as follows:- Emer Murphy, Martin Smith and Robin Streatfield for a term of one year; Lindsay Cole, Anthony Wayte and Susan West for a term of two years; Susan Bullock, Nigel Bullock and John West for a term of three years.

## Annual Report of the Executive Committee for the year ending 30 September 2024

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We look forward to seeing as many members as possible at the FoSH AGM at 7.00pm on the 28th November at the Surgery.

Nigel Bullock (Chair), Sue West (Secretary), John West, Robin Streatfield, Emer Murphy, Lindsay Cole, Sue Bullock, John Wayte, Martin Smith.

## **Report to AGM on proposed Special Resolution**

There is one special resolution on the Agenda which we are asking you to approve. (See below)

This relates to a particular provision of the adopted Constitution of The Friends of Saxonbury House CIO (FoSH) currently registered with the Charity Commission.

### **Background**

The wording of clause 11(5)(b) of the constitution is currently as follows:-

“Subject to the following provisions, the quorum for General Meetings shall be the greater of 20% or 5 members. An organisation represented by a person present at the meeting in accordance with sub clause (7) of this clause, is counted as being present in person.”

At the present time, FoSH has 145 members, which in effect means that to be quorate, at least 29 members should be present at General Meetings. Having regard to the fact that many of our members are elderly, and the limited turnout of members in the past, the trustees do not feel that 20% is realistically achievable. Additionally, the second sentence of the existing clause is not relevant to FoSH as currently constituted.

The effect of not having a quorum present at a general meeting is that under the current constitution, the meeting will have to be adjourned with a minimum of seven days notice of a revised date. At the adjourned meeting, the quorum requirement would not apply. It therefore seems prudent and sensible to ask the membership to consider and approve the special resolution.

### **Special Resolution to be voted on at the AGM**

It is hereby resolved that the provisions of clause 11(5)(b) of the current constitution of the Friends of Saxonbury House Surgery CIO (registered no. 1206515) should be deleted and replaced with a new clause 11(5)(b) as follows:-

The new clause 11(5)(b)

“Subject to the following provisions the quorum for general meetings shall be the greater of 10% or 5 members.”

## Friends of Saxonbury House Surgery

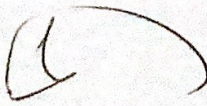
Income and Expenditure Account for the year to 30 September 2024

INCOME	2023/24 £	2022/23 £
Subscriptions - Bankers Orders/Cash	1409	1507
Donations/In Memoriam	430	92522
Bank Interest Received	2742	0
	4581	94029
 <b>EXPENDITURE</b>		
Equipment for Surgery	2351	5438
General	3782	359
 <b>Excess/deficit of Income over Expenditure</b>	 -1552	 88232

FUNDS STATEMENT	2023/24 £	2022/23 £
Balance b/f 30 September 2024	98286	98827
Excess of Income over Expenditure	-1552	88232

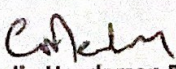
**Represented by:-**

Cash at Bank	96733	98286
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Nigel Bullock  )  
 )  
 Susan West S.E. West )

Trustees  
Date 28/10/24

Having examined the accounting records I am satisfied that the above is a true and proper statement of the financial affairs for the Friends of Saxonbury House for the period shown

  
 Colin Henderson FCMA      Examiner      Date 23/10/2024

