FRIENDS OF DAVENPORT HOUSE
Treasuer Report

		2025 (£)
Opening Balance 1 January 2025		15,420
Income		
Davenport House PPG S/Os	2,275	
Friends Donations	1,707	
Gift Aid	979	
HBS interest	6	
	4,967	
Expenditure		
Postage 50%	2,153	
Lights 50%	4,949	
Patient checkin upgrade	1,860	
BP Pod	1,092	
Other	510	
Jayex	720	
GP website maintenance	940	
	12,224	
Surplus/Deficit for the period		(7,257)
Closing Balance 31st December 2025		8,163

Friends of Davenport House
Annual Report 2024

The Board of Trustees

We were very pleased to have Ros Chasler join the Trust during 2024. She's been very helpful in contributing to our meetings and with organising the location for the AGM. We also enlisted the help of Charles LeStrange as auditor of the accounts prepared by Katie and thank Ian Farnsworth for his past contributions and support.

There are no other changes for the Board and thank all for their efforts – acknowledging Bob who keeps the technology and emails well managed.

The Trust would still like to hear from anyone who could contribute. Not all meetings need to be attended and any contribution would be appreciated.

The Bulletin / Communications

As for 2023, we structured our get togethers to keep track of developments at the practice, but really focused on making sure that any face-to-face meetings with Adarsh and the GPs focus on ensuring there is content to tell the patient group what has happened, in motion and being planned. Adarsh has been a key contributor, but we do have the office manager Shereen or Dr Yasotharan or other Doctors attend in the face-to-face sessions that we take part in at the practice.

We were very pleased to see the improvements in telephone services during the year after many years of complaints that wait times did not seem appropriate and extended. There are statistics made available when we meet and we share some via the bulletin. We can see and discuss variances in average wait times and other statistics. Noticeably and to everyone's benefit, there has been change in the level of complaints received by the practice regarding the telephone and there now is more commentary based on availability of bookings.

We would note, however, that there is still the achievement of approximately 50% of same day bookings, but even more could be potentially be achieved if there was not a 10% 'no show' from patients. We continue to monitor the telephone effectiveness and work with the practice to understand and communicate all the various booking mechanisms. We note that there are variations of methods within the PCN and hope to maintain the best to serve the needs of our patient group.

The bulletin is still sent to around 1,600 email addresses – approximately 15% of the total patient population and has been reducing, despite the efforts from the practice to encourage more people to sign-up.

Other points arising in 2024:

- The health webinars that were previously being offered by a Healthcare company were stopped during the year. Davenport House patients were one of the largest participating groups. These were initially just postponed due to the NHS doctors strikes, but it doesn't currently look like there is any likelihood of them starting again soon.
- The posters, bulletin and now website were updated with new design.

Finances

We increased our balances from £11,568 to £15,419 and continue to work with the practice to identify items which could be funded that are in line with our constitution, however, there does not appear to always be many options forthcoming and so no contributions were made during the year.

Katie continues to manage a reclaim process for a number of fraudulent direct debits claimed against our bank accounts, even with our bank details removed from the web through the adoption of the GoCardless automation. We note that there is very little use of this function and so are no new contributors during the year. Overall finances are in good order, audited and appropriate submissions have been made. Many thanks to Katie during the year.

Summary

Again, we're pleased with the balance of effort, situation of the finances in surplus (but wishing to use this for benefit of the patients) and a much improved relationship with the practice. We're very pleased with the improved situation with the telephone system and will continue our focus on communications with the practice and to the patient group and would encourage points of view to be provided to the Trustees for potential areas of improvement or change.

We would again encourage you to complete the online survey available for completion up to the 22nd April 2025, which we are hoping will provide us some insight to the Trusts patients' needs and desire.

Simon Speirs

Chair of Davenport House PPG / Charitable Trust

7th April 2025