

FRIENDS OF CAPELFIELD SURGERY
Minutes of the Annual General Meeting Friday March 6th 2026
Claygate Village Hall 7.30 p.m.

1. Apologies for absence were received from Patricia and Michael Atkinson and David and Hilary Thompson

2. Minutes of AGM 2025 were approved by the meeting and signed by the chair.

3. Chair's Report

Before we begin the meeting I want to say how we miss Mark Sugden who died last year. Among his many contributions to Claygate he was Chair of the Friends and of course he wore many other hats - as a Surrey County Councillor, Parish Councillor, trustee of the CVA, all roles he carried out so thoroughly and ably on our behalf. He was a valued part of our community and most notably a friend to all. Caring, non judgemental, a remarkable listener, an exceptional person.

As you may have noticed your invitation this evening was to the AGM of the Friends of CS patient participation group (the PPG) and that is what we are, the PPG of Capelfield Surgery, our role to enhance communication between patients and the surgery for the benefit of all.

PPG meetings like this are the opportunity for the surgery to hear patients views and for the practice to inform and update us.

As this is the AGM we also have the pleasure of hearing from our guest speaker Julian Mobbs, who is CEO of the very special local charity CHEER, Julian will be happy to answer any questions and has leaflets for you.

We will be hearing the news in the practice report later, including the exciting building improvements. As a charity the Friends also raise funds, we will be contributing to equipment for the extra consulting room in the build.

One of our trustees, Veronica, has been working to re-launch the Friends website. The current website is redundant and we will let you know when you can go to the new Friends website to hear about forthcoming events, obtain the minutes of PPG meetings and so on. The next event for your diary is the return of our quiz night and supper on Friday April 24th here at 7.30. Tickets will be £20 and tables of 6-8

At the suggestion of patients future PPG meetings will include talks on current health issues, our next PPG on Wednesday June 10th will probably be about the latest treatments for asthma.

4. Treasurers Report

The Treasurer, Michael Collon, was unable to be with us. He had circulated his report and the 2025 accounts. The Friends are very grateful for donations received from individuals, and £1000 from the Flower Show and £4000 from the Anthony Cowdy Trust. These funds will be used in part to contribute to the equipping of the new consulting room.

5. The meeting approved the accounts for the year ending December 2025.

6. Election of Honorary Chair

The meeting agreed by a show of hands to the re-election of Linda Wells as Chair of FOCS proposer Roger Davies seconder Jackie Hostler

Election of Honorary Treasurer

The meeting agreed by a show of hands to the re-election of Michael Collon as honorary treasurer; proposer John Bamford, seconder Clive Thompson

7. Election of Trustees

By a show of hands the meeting agreed to the re-election of Veronica Bamford as a trustee and member of the executive committee: proposer Steve Wells seconder Brendan Hemming

By a show of hands the meeting agreed to the re-election of Christine Steeds as a trustee and member of the executive committee: proposer Margie Richardson seconder Julia Forrest

By a show of hands the meeting agreed to the election of Brendan Hemming as a trustee and member of the executive committee: proposer Veronica Bamford seconder David Richardson

8. This concluded the formal business of the AGM

Julian Mobbs the CEO of the Elmbridge CHEER then gave a talk about the work of this charity

CHEER was founded 70 years ago, and as the name suggest aims to bring cheer by providing friendship, advice and understanding to older people in the community, often visiting people in their own homes. It offers a befriending service, volunteers are carefully matched with clients and build real lasting friendships with those who may feel cut-off. The organisation gives practical support such as advice on benefits and connect clients to other services. The regular meetings of the CHEER Parkinson's group provides mutual supported companionship. CHEER also hosts varied social events as outings and coffee mornings. The organisation has around 50 volunteers and more than 100 clients, and is continually evolving to meet changing needs.

Julian talked about the flexibility and responsiveness of the organisation, particularly in changes due to Covid restrictions. The charity has operated out of the Claygate Community Centre, Julian was able to reassure the meeting that the changes to the running of these centres will not alter the working of the charity.

Capelfields Surgery partners Dr Hannah Davidson, Dr Sarah Ibbett and Dr Nazila Toumaj gave an Update, Review and Future Plans for the Practice

The Practice has obtained NHS funds to re-configure the premises, creating a new consulting room and meeting room as well as improvement to the layout of the building. Phase two of the building will soon end to complete the build. All has gone well and funds from the Friends as well as a Parish Council Cil grant will help equip the new rooms.

The Practice has been congratulated by the Surrey Heartlands ICB being placed in the top ten practices in the region in the National GP Survey 2025. This is

particularly notable as finances are always tight; the doctors told the meeting that the way GP practices are financed makes for difficulties: the NHS funds the surgery £123 per patient, funding is not linked to the number of patient contacts or the number of GP's employed. As an affluent area Capelfield is deemed as requiring lower funding, but does have a high number of older patients who may have complex co-morbidities. Extra funding is obtained by the practice meeting targets such as blood pressure checks. Capelfield Partners are the business owners of the practice which has 7800 patients on it's books; some patients have very high needs; 4% of patients use 22% of appointments.

In 2025 10500 GP appointments were delivered the ratio of face-to-face to telephone was 3:1. There were also 1500 online consultations. Access via reception/phone/website is 8-6.30m Mon-Fri. With an average number of requests/day of 83. We currently cap at 25 appointments/GP/day in line with BMA safe working limits although we then have an additional 11 online consultations/day extra. The GP day is long, starting at 7.30 am continuing to 6.30 or 7.30 pm. The 7 GP's all work some measure of part-time to ensure safe practice and avoid burn-out. The Triage system is working well, prioritising so that the right expertise can be employed in a timely manner. It is important that those patients who *can* use the website/NHS App, to reduce pressure on reception. The Practice is continuing to investigate the use of AI to assist in particularly administrative tasks. The effects of the abolition of NHS England have yet to be seen, alongside a 60% reduction in staffing at Surrey Heartlands Integrated Care Board, ICB. Many colleagues are facing redundancy, merging of departments, increasing workloads and lack of clarity over their future. The ICB have been a great support to general practice and we hope the changes don't impact our service delivery.

In response to questions the audience heard that the practice receives GP trainees from the Epsom GP training scheme whereby hospital placements are at Epsom and the GP placements are in the community. Capelfield currently has 2 trainees - Dr Phillips in her final ST3 year and Dr Ahmed in her ST1 first year of training. GP trainees are allocated to the surgery. Dr Emberton, one of the salaried doctors, oversees the training programme at Epsom.

The Partners thanked the Friends as a great asset to the surgery both as a PPG and a charity fundraiser. Their role as a patient participation group has seen 'Open Forum patient events' allowing patients to hear practice updates and latest 'hot topics'. The charity has bought an additional 24hr BP machine allowing a reduced waiting time and expansion to our current service. We look forward to seeing the PPG noticeboard and website develop over the next year; alongside contributions towards equipping the new clinical room; and, not forgetting, the annual quiz night. We are truly grateful for all the support of the Friends of Capelfield; and the wider Claygate community. Thank you.

The Chair thanked Julian Mobbs for coming to tell us about the excellent work of CHEER and thanked the Partners, speaking for all to say how fortunate we are locally to have the support of the dedicated team at Capelfield looking after us, Finally the chair thanked the members for attending an enjoyable evening.

