

## **Annual Report 2023 - 2024**

### **1. Introduction**

This report outlines the status and activities of Peartree *PatientVoices* from 13 April 2023 to 10 April 2024.

### **2. Committee and membership**

#### **2.1 Committee**

The committee stood at eleven members after the 2023 AGM on 13 April, as follows:

1. Leighton Colegrave – Chair
2. Mike Dorrington – Secretary
3. Bruce Morton – IT Support/Communications Officer
4. Barbara Fitzsimon
5. Barbara Griffiths
6. Joan Baraclough
7. Glynis Rogers
8. Malcolm Cooper
9. Chris Andrews
10. Roger Edgson
11. Cllr Darrell Panter

No-one was nominated for the posts of Vice-chair, IT Support/Communications Officer and Assistant Secretary. However Bruce agreed to take on the role of IT Support/Communications officer during the meeting, a post which he has previously held. In May, Glynis agreed to take on the role of Assistant Secretary.

#### **2.2 Membership**

Membership has remained at approximately 195 over the year with a small number of leavers and new joiners. No recruitment activities were carried out this year.

The majority of members apart from the committee elect to simply receive information from us, although a small number attend our meetings and send comments.

#### **2.3 Membership data**

Our current member list deliberately only contains the names and email addresses of members and in some historic cases, only email addresses. At the 2023 AGM, it was agreed that we should update this list to include enough information to correctly confirm patients are registered with the practice and to analyse the demographic make-up of the membership. This project is still outstanding while we agree a way to do this which is

compliant with Data Protection legislation. We also determined that no one currently requires the demographic make-up of the membership.

### 3. Committee meetings

Ten meetings were held during the year including the AGM. All meetings were held in person in the conference room at Peartree Surgery, with an option for members to join remotely by Zoom.

The practice Managing Partner, James Brookman, attended three meetings and the practice Administration Manager, Nikki Willoughby, attended eight meetings on behalf of the practice. A practice GP has not attended for several years now. The attendance figures are shown below.

Table 1: Meetings and attendance

No.	Date	Location	Type	Comm Mems	Mems	Staff
1	13/04/2023	Peartree	AGM	7	4	1
2	11/05/2023	Peartree	Committee	9	5	1
3	08/06/2023	Peartree	Committee	8	5	1
4	10/08/2023	Peartree	Committee	8	4	1
5	14/09/2023	Peartree	Committee	8	4	1
6	12/10/2023	Peartree	Committee	8	5	1
7	09/11/2023	Peartree	Committee	7	3	1
8	11/01/2024	Peartree	Committee	9	3	0
9	08/02/2024	Peartree	Committee	8	4	2
10	14/03/2024	Peartree	Committee	9	5	2

*Staff is Managing Partner or Admin Manager*

### 4. Activity

#### 4.1 Matters discussed in meetings

The following matters were discussed at the committee meetings:

- Patient survey
- Appointment booking and telephone system
- Patient demand, practice capacity and range of services provided
- Practice staffing
- Patient access to GP records

- Website improvements
- Online appointment requests (eConsult / Accurx)
- Blood tests
- *PatientVoices'* constitution
- Membership recruitment
- Guest presentations
- Health education events
- Relationship with the practice
- Boots pharmacies
- Repeat prescriptions
- Practice leaflet
- Estates and facilities
- Digital triage

*This is not a complete list of all matters discussed at meetings, but it shows the main items and the range of topics covered.*

#### **4.1.1 Guest Presentation**

In June **Herts Viewpoint** gave a guest presentation at our meeting. Viewpoint is a user-involvement charity which provides people with opportunities to share their personal experiences around mental health, drug and alcohol challenges in order to influence positive change in services within Hertfordshire. They also give advice, run weekly recreational and support sessions, and host various other courses and events.

#### **4.2 Other activities**

Over the year, Leighton and other committee members continued to attend a number of other meetings, webinars and events hosted by NHS and related organisations.

Bruce is now a trustee of the National Association for Patient Participation (NAPP) and a member of the health subgroup for the Hertfordshire County Council Armed Forces Board.

Leighton is currently the citizen representative for East and North Herts on the Integrated Care Board (ICB) Primary Care Board, along with two other citizen representatives. He is also a member of the ICB's Patient Engagement Forum.

Mike is now *PatientVoices'* representative on the Community Assembly for the East and North Herts Health and Care Partnership (ENHHCP).

### **4.3 Facebook**

Leighton continues to post occasionally on the practice Facebook page. The private Facebook group set up for Peartree *PatientVoices* in 2022 currently has 57 members, but still has limited participation.

### **4.4 Practice patient survey**

The patient survey drafted in conjunction with the practice was finalised and went live in September. It contains 15 questions, most of which match key questions in the national survey (see paragraph 6 below). The intention is to obtain a more representative and much larger response set than that achieved from the national survey. It also includes a free-form comment box at the end for respondents to complete if they wish.

Patients who have had appointments are invited by text to complete the survey. To date there have been over 1300 responses and two reports have been produced by *PV* for the practice. The comments have been categorised for easier analysis, review and action if necessary.

### **4.5 Constitution**

Although we have a Terms of Reference (ToR) document, it was identified in the 2022 AGM that *PatientVoices* would benefit from a constitution containing details of the rules, procedures and aims in order to provide consistency and direction for the current and future committees.

A draft constitution document was produced in March 2023, but then put on hold. The project was restarted in November 2023 and the document is currently in review. It will be finalised by the committee over the next few months and then put forward for formal adoption.

### **4.6 Practice Website Improvements**

In 2022, it was acknowledged that the practice website has become out-of-date and unwieldy in several areas and requires some updates, corrections and revisions. After some delays and misunderstandings on scope, agreement on an approach to take this forward was reached with the practice. A project led by *PV* to achieve this has now commenced and the first batch of changes have been actioned by Silicon Practice, the website provider. This project will continue into next year.

## **5. Relationship with the practice**

The committee has become increasingly concerned for some time with the quality of its relationship with the practice and in January 2024 the issues were put to the practice. The

main concerns were:

- Limited attendance at meetings by James over the last few months, recognising that Nikki has been very informative when attending in his place.
- Difficulty in obtaining replies from emails sent to the practice by *PV*.
- An apparent limited desire to progress suggestions and feedback from *PV*.
- No engagement with any of the GP partners over the last few years. There was a very strong feeling that we should understand the clinical partners' views of *PV* and how much they actually know about us. In addition, it was considered essential that there should be some direct involvement from the GP partners with *PV*, as long as this is kept relevant to them.
- A general feeling that the practice does not fully support what should be a mutually beneficial, 2-way relationship between the practice and its patients, who are represented by *PV*.

After several discussions with the practice, most of these issues have been addressed. It was generally accepted that 2-way communication between the practice and *PV* needs to significantly improve. Projects in the pipeline were making slow progress mainly due to a limited response from the practice, as well as some misunderstandings by *PV* on scope. It was agreed these issues should be addressed and steps have been taken to improve communication and to focus more on the active projects during and in between meetings.

## **6. National GP patient survey**

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. This survey was sent out to around 2.65 million patients aged 16 or over across England between 3 January and 3 April 2023. Some 307 surveys were sent to Peartree Group Practice patients and 106 were returned, representing a 35% completion rate. The results are available here:

<https://gp-patient.co.uk/patientexperiences?practicecode=E82040>

## **7. Care Quality Commission**

The latest information on the CQC website for Peartree Group Practice can be found here:

<https://www.cqc.org.uk/location/1-2936967807>

## 8. Further information

To join Peartree *PatientVoices*, or obtain more information, please e-mail [peartree.pv@gmail.com](mailto:peartree.pv@gmail.com)

Peartree Group Practice: <https://www.peartreegp.co.uk>

Peartree *PatientVoices*: <https://www.peartreegp.co.uk/patientvoices>

Peartree Group Practice Facebook Page: <https://www.facebook.com/peartreegp>

Peartree *PatientVoices* Facebook Group:  
<https://www.facebook.com/groups/705869690709364>

National Association for Patient Participation: <https://napp.org.uk>

The Patients Association: <https://www.patients-association.org.uk>

East & North Hertfordshire NHS Trust: <https://www.enherts-tr.nhs.uk>

NHS Hertfordshire and West Essex Integrated Care Board (ICB):  
<https://hertsandwestessex.icb.nhs.uk>

Welwyn Hatfield Healthy Hub: <https://one.welhat.gov.uk/health-wellbeing-1>

The King's Fund: <https://www.kingsfund.org.uk/about-us>