

Incorporating Peartree Lane and Moors Walk Surgeries

Minutes

Date:	10 April 2025	Location:	Peartree Surgery
Present:	Apologies:		
Leighton Colegrave Chris Andrews Mike Dorrington Colin Baker Cllr Barbara Fitzsimon Barbara Griffiths Bruce Morton Carol Summers Janet Hayden Nikki Willoughby James Brookman <i>And via Teams:</i> Gazi Bugoz	Chair Vice-Chair Secretary/Membership Comms Committee member Committee member Member Member Member Administration Mgr. Managing Partner Member	None	

	AGM Minutes	
Item	Minutes	Action
1.0	Welcome and apologies.	
1.1	Leighton welcomed all present and gave a reminder that a standard committee meeting would follow the AGM.	
1.2	There were no apologies.	
2.0	Minutes of 2024 AGM and matters arising	
2.1	The minutes of the 2024 AGM and following committee meeting were approved at the May 2024 committee meeting.	
2.2	<i>PV Constitution</i> – this has now been completed and was formally adopted on 25 June 2024.	
3.0	Chair update and Annual Report	
3.1	Leighton thanked all the committee for attending our meetings and for giving their time outside of the meetings. He also thanked all other members who have attended meetings. In particular he thanked Mike for taking on the role of secretary again after Glynis resigned, Chris for his work on the constitution, practice website, Veteran Friendly Accreditation and Health Matters talks and Barbara G for categorising the survey comments.	
3.2	Leighton also thanked Nikki and James for attending our meetings on behalf of the practice, and Emma from the practice for taking onboard our suggested updates and improvements to the practice website in such a positive, collaborative and reactive way.	
3.3	Chris on behalf of the committee thanked Leighton for all the work he has been doing to keep <i>PV</i> operational and successful.	

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3.4	<i>Annual Report</i> – the 2024 - 2025 Annual Report had already been circulated to all members and Leighton outlined the main points:	Leighton/ Colin
3.4.1	<i>Summary</i> – Leighton said that overall we have had a very good year, despite losing several committee members and hopes we can maintain this level of commitment and achievement going forward. <i>PV</i> exists to make a positive difference for both patients and the practice.	
3.4.2	<i>Committee</i> – the committee stood at eleven members after the 2024 AGM and, during the year four members resigned for personal reasons – Bruce Morton (IT Support/Comms), Glynis Rogers (Secretary), Cllr Darrell Panter and Roger Edgson. Mike agreed to take on the role of secretary again in October 2024 on a temporary basis. The post of IT Support/Comms was changed to Comms only and Colin has agreed to take this on after an induction from Leighton planned for later in April.	
3.4.3	<i>Membership</i> – has remained at approximately 190 over the year. A recruitment poster was designed and put up in both surgery waiting rooms in January, but with limited success to date. No other recruitment activities were carried out this year.	
3.4.4	<i>Meetings</i> – 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. A comprehensive list of matters discussed is outlined in the Annual Report. Of note were the following:	
3.4.5	<i>Main achievements:</i> <ul style="list-style-type: none"> <i>Patient survey</i> – a comprehensive report for the practice's first digital survey with 1382 responses was produced in May 2024. A revised survey questionnaire was drafted in collaboration with the practice based on the original with updated questions to obtain feedback about Digital Triage. This was launched in December 2024 and is still running. An interim report for this second survey was produced in March 2025 with 636 responses. <i>Practice relationship</i> – a continued good, collaborative relationship with the practice has been maintained throughout the year. <i>Constitution</i> – a new constitution and code of conduct was written, ratified and adopted in June 2024. <i>Practice website</i> – after a review by <i>PV</i> and the ICB, the practice launched a new website with a revised layout, offering better functionality and flexibility. Multiple updates and suggestions to this were proposed by <i>PV</i> and taken forward. The <i>PV</i> section was also revised and a new registration form added. <i>Veteran Friendly Accreditation</i> – we assisted the practice to achieve this in December 2024. <i>Health Matters talks</i> – a programme of health-related seminars presented by specialist health professionals was launched. These are open to patients in all four GP practices in the WGC PCN. The first was <i>Living with Parkinson's Disease</i> on 24 October 2024, attended by 52 patients, and the second event on <i>Diabetes</i> is tonight, 10 April 2025. <i>Patient issues</i> – we received or encountered, eg on social media or by word of mouth, a number of queries and problems raised by patients. We either dealt with these ourselves or passed them on to the practice when necessary. 	
4.0	Election of officers and committee members	
4.1	<i>Introduction</i> – the nomination forms for the committee had been circulated for a response by 29 March 2025 and then the deadline was extended to 7 April. The committee should comprise of between five to twelve members. Of the current seven members, Malcolm Cooper was elected at the 2023 AGM and the other six at	

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4.2	the 2024 AGM. Members elected are appointed for two years, so only Malcolm's term has expired and the rest have one year remaining. <i>Nominations</i> – three nominations were received: Janet Hayden, Bruce Morton and Mike Dorrington. Although Mike still has one year remaining on the committee, he was nominated to officially take up the role of Secretary again for a new two-year term.	
4.3	<i>Outcome</i> – no committee posts were oversubscribed, so voting was not required. No objections to the nominations were recorded and all three nominees were duly elected. <i>The following members now make up the committee:</i> Leighton Colegrave as Chair Chris Andrews as Vice Chair Mike Dorrington as Secretary Colin Baker as Comms Officer Bruce Morton Cllr Barbara Fitzsimon Barbara Griffiths Janet Hayden The post of Membership/Assistant Secretary was not filled.	
5.0	Constitution review	
5.1	A few changes were deemed necessary to be made to the constitution. Leighton agreed to email the committee with his suggestions for the updates and a revised version will be reviewed at the May or June meeting.	Leighton
6.0	AGM related AOB None recorded. The AGM closed at 11.20 hrs.	
Committee Meeting Minutes		
1.0	Minutes and matters arising from 13 March 2025	
1.1	<i>Digital Triage</i> – a short summary to advertise the success of digital triage still needs to be completed and published in collaboration with the practice.	James/ Leighton
1.2	<i>Patient survey</i> – an automated link to the survey following an appointment with a GP is being worked on with TPP, the software company that provides the system used for this. In the meantime these survey invitations are sent manually.	Nikki
1.3	<i>Patient hospital records</i> – the sharing of hospital records digitally between the local hospital Trusts and GP practices is still considered unsatisfactory and Leighton will continue to investigate the implications and any resolution.	Leighton
1.4	<i>Scheduled appointments</i> – a template is now available to advise patients whether their scheduled appointment can be flagged as AM or PM.	
1.5	<i>Medication reviews</i> – a coding issue with patient records led to some patients' medication reviews not being correctly recorded as complete. This is now being addressed.	
1.6	<i>Surgery noticeboards</i> – this project will be carried forward.	Chris
1.7	<i>Blood test booking</i> – all patients who need blood tests should be told they need to book and be sent a link by text to the online booking system. There is also an	

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1.8	option to book by phone. It was agreed it would be sensible to publicise this on the surgery noticeboards, the practice website and social media again. <i>Website pop-ups</i> – Chris has previously asked if it would be possible to introduce short-term information flashes or pop-ups on the front page of the practice website, as was done on the old version of the website. James will check this with Emma and get back to us.	Leighton James
2.0	Practice update	
2.1	<i>Staffing</i> – a new GP, Dr Linynska, previously a locum, is joining permanently from 1 May for four sessions a week. Another new GP will start at the end of the month. One member of the admin team is retiring and recruitment has started. The practice continues to accept new patients as per the NHS contract.	
2.2	<i>Demand and capacity</i> – demand has slackened off slightly, but is still very high. However this is being adequately managed by the practice. Approx 6000 medical eConsults are received each month along with 2000 online admin request. Referrals to urgent care have been reduced since introducing Digital Triage, although these are still made if it is the most appropriate course of action. Good use is also being made of the Pharmacy First scheme when appropriate, alleviating pressure on the practice.	
2.3	<i>NHS service changes</i> – some NHS guidelines and procedures have changed. For example certain over-the-counter medications and travel sickness medications can no longer be prescribed by GP practices. These are now listed on the practice website, along with information regarding weight loss medication, which can now only be prescribed by hospital consultants. Travel vaccinations are still being offered. The relevant information and advice could also be put on both the practice and PV Facebook pages.	Leighton
2.4	<i>Estates</i> – Leighton will circulate the ICB's 10-year Estates Infrastructure Strategy document to the committee and the practice.	Leighton
2.5	<i>Vaccinations</i> – the spring covid vaccination program has now started, alongside shingles, RSV and pneumococcal continuing as normal.	
4.0	Health Matters events (<i>Note: this item was covered before item 3</i>)	
4.1	The next event on Diabetes is tonight – 10 April – with 145 registrations. Other events to be organised include asthma on 26 June and 'Well Woman' on 25 September.	
4.2	Chris said that any support from members would be most welcome. The Well Woman event will be a challenge trying to limit a whole range of issues to a list which can be presented in one evening. Leighton said he would ask for suggestions from members of the ICB Patient Engagement Forum and James will speak to a professional in this field who he is aware of in St Albans.	Leighton James
3.0	Patient surveys	
	James joined the meeting for this item.	
3.1	<i>National GP Patient Survey</i> – this ran from 2 January to 25 March 2024. 339 surveys were sent to this practice's patients and 136 were returned. The majority of these were not positive, but this is a small sample and is unlikely to represent the true level of patient satisfaction. In contrast, our initial online survey which ran from 8 September 2023 to 13 April 2024 received 1382 mainly positive responses. In addition the national survey was run before Digital Triage was introduced by the practice, and the access situation has since significantly improved.	
3.2	<i>Current Patient Survey</i> – our own revised survey commenced in December 2024	

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3.3	and has received 728 responses to date with overall very good results for all questions. It was noted that for Q5 which asks how helpful patients find the reception and admin team, only 3.5% were not satisfied and this will be fed back to staff. In addition there were far more positive than negative comments received in the freeform comments question at the end of the survey. James decided that we should close this survey at the end of this month and then fully analyse the results. <i>Patient information</i> – James said he would like <i>PV</i> to help produce some patient information and patient education material. This will include information about practice performance, survey results and address some of the points raised in the survey comments. He pointed out that since Digital Triage was introduced, there has been a marked reduction in telephone calls to the practice which now averages about 130 calls per day. He also reminded us that data from the ICB shows that Peartree currently provides one of the highest levels of e-Consult requested appointments per 1000 patients out of all the GP practices in Herts and West Essex.	James
5.0	AOB None recorded.	
6..0	Date of next meeting	
6.1	The meeting closed at 12.10 hrs.	
6.2	The next meeting will be held on Thursday 8 May at 10.30 am at Peartree surgery, along with an MS Teams option for members who are unable to attend in person.	
6.3	As always, all <i>PV</i> members are welcome to attend. If you wish to do so, please email the secretary at mike117tsd@virginmedia.com at least 24 hours before.	

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