

Annual Report 2024 - 2025

1. Introduction

This report outlines the status and activities of Peartree *PatientVoices* from 11 April 2024 to 9 April 2025.

2. Committee and membership

2.1 Committee

The committee stood at eleven members after the 2024 AGM on 11 April, as follows:

1. Leighton Colegrave as Chair
2. Chris Andrews as Vice Chair
3. Glynis Rogers as Secretary
4. Mike Dorrington as Assistant and Membership Secretary
5. Bruce Morton as IT Support/Comms
6. Colin Baker
7. Malcolm Cooper
8. Roger Edgson
9. Cllr Barbara Fitzsimon
10. Barbara Griffiths
11. Cllr Darrell Panter

During the course of the year the following members resigned from the committee for personal reasons, reducing the committee to 7:

Jul 2024 - Bruce Morton (IT Support/Comms)
Sep 2024 - Glynis Rogers (Secretary)
Oct 2024 - Cllr Darrell Panter
Feb 2025 - Roger Edgson

Mike agreed to take on the role of secretary again on a temporary basis until we find another member to fill the post. The post of IT Support/Comms was changed to Comms only and Colin has agreed to take this on after an induction from Leighton which is planned for April 2025.

2.2 Membership

Membership has remained at approximately 190 over the year with a small number of leavers and new joiners. A recruitment poster was designed and put up in both surgery waiting rooms in January, but apart from this, limited other recruitment activities were carried out this year.

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

2.3 Membership data

As noted last year, our current member list only contains the names and email addresses of members by design. In some historic cases, we only have email addresses.

We previously agreed that we should update the 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 has now been started. To date, we have composed new wording for the *PV* section on the practice website and made a new registration form using Survio, the survey software, which is secure.

The new registration form has been designed to comply with the current Data Protection legislation and obtains explicit consent from applicants for us to store and use their contact details. It also informs them about other important information relating to membership, such as explaining they can vote and stand in the committee elections at the AGM.

3. Committee meetings

3.1 Attendance

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.

The practice's Managing Partner, James Brookman, attended four meetings and the Practice Manager, Nikki Willoughby, attended eight meetings on behalf of the practice. The attendance figures are shown below:

Table 1: Meetings and attendance

No.	Date	Location	Type	Comm Mems	Mems	Staff
1	11/04/2024	Peartree	AGM	8	4	1
2	09/05/2024	Peartree	Committee	8	4	1
3	13/06/2024	Peartree	Committee	5	3	1
4	11/07/2024	Peartree	Committee	7	3	1
5	12/09/2024	Peartree	Committee	6	3	1
6	10/10/2024	Peartree	Committee	4*	5	2
7	14/11/2024	Peartree	Committee	6	4	2
8	09/01/2025	Peartree	Committee	6	4	1
9	13/02/2025	Peartree	Committee	6	3	1
10	13/03/2025	Peartree	Committee	4*	4	1

Staff is Managing Partner or Practice Manager

* = the meeting was not quorate

3.2 Matters discussed

The following matters were discussed at the committee meetings:

- Membership, recruitment and the committee
- *PatientVoices* constitution
- Patient survey
- Practice website
- Digital Triage and appointment booking
- Practice leaflet
- Practice newsletter
- Veteran Friendly Accreditation
- Health Matters talks
- Capacity, demand and staffing
- Vaccinations
- Medication reviews
- Blood test results and booking
- Estates and facilities
- Cancel out Cancer
- Surgery noticeboards
- Committee expenses and funding
- GP collective action
- Facebook and social media
- National Association for Patient Participation (NAPP) membership
- Physiotherapy services
- Herts Musculoskeletal Triage service
- Change NHS programme
- Did not attends (DNAs)
- Pharmacy prescription packaging
- Patient hospital records in East and North Herts
- Practice finances

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

3.3 GP presentation – Digital Triage

In the May meeting, Dr Sachdev gave us a presentation about Digital Triage which was launched by the practice on 17 June 2024.

He explained that all requests for appointments, apart from nurse appointments, will have to be submitted online after the launch. This system has been implemented successfully in other practices across the country with excellent results and feedback.

Since implementation, this change has allowed the practice to prioritise patients based on their clinical needs instead of on who called first in the morning. It has resulted in better and quicker access, improved continuity and better outcomes for patients.

Although all patients are asked to use the new digital system, full provision has been made for those unable to do so for whatever reason. Full details can be found [here](#).

4. Projects and activities

4.1 *PatientVoices* Constitution

The committee agreed a few years ago that although we had a terms of reference document, we should have a constitution with details of the rules, procedures and aims in order to provide adequate direction and consistency for the current and future committees. A draft document was produced at the time, but it was not completed. This year the project was finished and our new constitution along with a new code of conduct was formally adopted on 25 June 2024. It can be read or downloaded [here](#) and will be reviewed annually.

4.2 Practice website

In July, the practice switched to a new website layout which better meets the recommended requirements and layout for a GP practice website. It also enables practice staff to make updates themselves without the need to involve the website provider, Silicon Practice.

PV have worked with the practice throughout the year to make amendments and further improvements to the website, and we have developed a collaborative and constructive working relationship with the relevant staff members.

4.3 Veteran Friendly Accreditation

PV worked closely with the practice to determine the requirements to become an Armed Forces veteran friendly accredited GP practice. In December 2024 the practice completed the certification process. More details are available [here](#).

4.4 Facebook

Leighton continues to post occasionally on the practice's Facebook page. Membership of the Peartree **PatientVoices** private Facebook group has remained similar to last year at 56, but there is still limited participation on this platform.

4.5 Practice patient survey

The first patient survey ran from 8 September 2023 to 13 April 2024 and was intended to obtain a larger and more representative set of responses than the national GP survey (see section 7 below). Patients who had appointments were invited to complete the survey by text message and 1382 responses were received. A detailed report was produced by *PV* and shared with the practice for review and action. The survey contained 15 questions with graded answer choices and the majority of responses to all of these were positive. The final, optional question asked for free-form comments and 682 were received. These were arranged into the following categories for easier analysis and for action where necessary:

1. Compliments (297)
2. Practice to review or monitor (122)
3. System issues (154)
4. Patient education required (93)
5. Resolved issues (23)
6. Unusable comments (41)

Note: some respondents' comments contained points for more than one category.

In the Autumn, a new survey was drafted in collaboration with the practice based on the original with some new and updated questions designed to obtain feedback about Digital Triage. As before, it includes an optional free-form comment box. This follow-up survey was launched in December 2024 and is still running. As before, patients who have had appointments are invited to complete it by text message.

An interim report based on 636 responses received up to 23 March 2025 was produced by *PV* and shared with the practice. These initial results are again positive overall and the survey will remain open until there are at least 1000 responses.

4.6 Health Matters talks

This year marks the launch of our Health Matters talks, a programme of free health-related seminars presented by specialist health professionals and hosted by *PV*. These events are open to patients of the Welwyn Garden City Primary Care Network comprising of Peartree Group Practice, Hall Grove Group Practice, the Garden City Practice and Spring House Medical Centre.

The first talk was *Living with Parkinson's Disease* held at Christchurch Baptist in Tewin Road, Welwyn Garden City. It was attended by 52 patients, carers and relatives, and was well

received. The venue proved to be excellent and good value, with plenty of space and all the necessary facilities.

The next event is *Living with Diabetes* on 10 April at the same venue, and over 100 places are already booked. Future topics will cover asthma/COPD, well woman, men's health, neurodiversity and dementia.

4.7 Committee admin activities

For various historical reasons, Leighton carries out many of the *PV* admin tasks such as setting meeting agendas, scheduling Zoom/Teams, membership and recruitment management, buying and renewing software subscriptions, making Facebook posts, building the patient survey and subsequent reporting, and administering the committee elections. While some of this should be part the Chair's role, several of these activities should ideally be carried out by other committee members. A separate meeting with the committee officers was held on 13 August 2024 to agree ways forward, but limited progress has been made since mainly due to the reduction in the committee size.

4.8 Other activities

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

Leighton is also currently the citizen representative for East and North Hertfordshire on the Integrated Care Board (ICB) Primary Care Transformation Committee, along with two other citizen representatives. He is also a member of the ICB's Patient Engagement Forum and leads a PPG Steering Group for all PPGs in Hertfordshire and West Essex.

Mike is our representative on the Community Assembly for the East and North Herts Health and Care Partnership (ENHHCP).

5. NAPP membership

Our membership of the National Association for Patient Participation (NAPP) was discussed in the October meeting. Their renewal fee recently doubled from £40 to £80 and the committee members present did not feel the benefits of membership continue to provide sufficient value for us.

As this meeting was not quorate, all committee members were canvassed separately by Leighton by email, and it was agreed that we should **not** renew our membership which expired on 31 October 2024. It was also noted that other practices across the country are doing the same.

6. Finance

We do not receive any funding, so do not have a treasurer. However we do have some expenditure such as software subscriptions, printing costs, and venue hire. These costs are either paid for directly by the practice, or otherwise reimbursed to us by them.

7. National GP patient survey

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The 2024 survey was sent out to around 2.56 million patients aged 16 or over across England between 2 January and 25 March. Some 339 surveys were sent to Peartree Group Practice patients and 136 were returned, representing a 40% completion rate against a national response rate of 27.3%. The results for Peartree Group Practice are available [here](#).

8. Care Quality Commission

The latest information on the CQC website for Peartree Group Practice can be found [here](#).

9. Further information

To join Peartree *PatientVoices*, or obtain more information about us, please see [here](#), or e-mail peartree.pv@gmail.com

Peartree Group Practice website: [click here](#)

Peartree Group Practice Facebook page [click here](#)

Peartree *PatientVoices* Facebook group [click here](#)

The Patients Association: [click here](#)

National Association for Patient Participation: [click here](#)

East & North Hertfordshire NHS Trust: [click here](#)

NHS Hertfordshire and West Essex Integrated Care Board (ICB): [click here](#)

Welwyn Hatfield Healthy Hub: [click here](#)

The King's Fund: [click here](#)

Please be reminded that patients may be given appointments with non-GP healthcare professionals such as a clinical pharmacist, physiotherapist, paramedic, minor illness nurse, mental health nurse, etc. These additional roles allow the practice to provide greater capacity and a wider range of services. GP appointments will still be given when necessary.