

Incorporating Peartree Lane and Moors Walk Surgeries

Minutes

Date:	9 th April 2026	Location:	Peartree Surgery
Present:		Apologies:	
Leighton Colegrave Chris Andrews Mike Dorrington Barbara Griffiths Bruce Morton Cllr Barbara Fitzsimon Jonathan Arch Gazi Bugoz Nikki Willoughby	Chair Vice-Chair Secretary/Membership Committee member Committee member Committee member Member Member Practice manager	Janet Hayden Colin Baker Carol Summers Emma Johnson	Committee member Committee member Member Member

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	meeting would follow the AGM.	
1.3	As a quorum of committee members was present, the AGM could proceed. Apologies as above.	
2.0	Minutes of 2025 AGM and matters arising	
2.1	The Minutes of the 2025 AGM and following committee meeting were approved at the May 2025 meeting.	
2.2	<i>Comms role</i> – Leighton had a meeting with Colin in April 2025 to discuss the Comms role which he subsequently took on.	
2.3	<i>Constitution</i> – Some amendments were made to the constitution in June.	
3.0	Chair update and Annual Report	
3.1	Leighton thanked all the committee and other <i>PV</i> members for attending our meetings over the year and for those that have done so, for giving their time outside of the meetings. In addition he thanked: <ul style="list-style-type: none"> - Nikki and James for attending our meetings on behalf of the practice, providing us with practice updates and other insights, and for their support over the year. - Emma Turner for matters relating to the website and IT. - all other practice staff who we have been involved with. - Chris for his support as Vice-Chair, his work organising the health talks and updating the constitution. - Barbara G for her help with the talks and categorising the survey comments. - Mike for continuing in the role of secretary and for dealing with the health talks refreshments along with his wife. - Colin for taking on the comms role and launching the practice newsletter. 	

Peartree *PatientVoices* usually meets on the second Thursday of the month at Peartree Surgery in the morning. Any member can send questions or comments to the Secretary and is welcome to join the meeting in person or via MS Teams by letting the Secretary know at least 24 hours in advance.

Secretary - Mike Dorrington mike117tsd@virginmedia.com

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<p>3.2</p> <p>3.3</p> <p>3.3.1</p> <p>3.3.2</p> <p>3.4</p> <p>3.5</p>	<p>- Robbie from the Christchurch Baptist community for his technical expertise at the health talks.</p> <p>Mike, on behalf of the committee, thanked Leighton for all the work he has been doing to keep <i>PV</i> operational and successful.</p> <p><i>Summary of the year</i></p> <p><i>Overview</i> – we have had another very good year, and our relationship with the practice, particularly with the GP partners, has clearly strengthened. This is mostly due to the community health talks, the survey and the newsletter.</p> <p><i>Main achievements:</i></p> <ul style="list-style-type: none"> - an improved, already good, collaborative relationship with the practice. - an updated constitution. - completion of the second patient survey with a report on the 1479 responses written and passed to the practice in December. This included categorising the 600 comments received. - six well-attended and well-received Health matters talks open to patients from all WGC practices. - the launch of the practice Newsletter with two issues produced by <i>PV</i> in close collaboration with the practice. - continued wider patient and PPG representation beyond Peartree, such as membership of various ICB, NHS and local patient-led groups/organisations. <p>Leighton also noted that negative social media comments about the practice have reduced over the year and some positive ones are now being seen.</p> <p><i>Annual Report</i></p> <p>The annual report had already been circulated and Leighton highlighted the following key points:</p> <ul style="list-style-type: none"> - completion of the survey reports with categorised comments. Use of AI to group comments into themes and rank them. - six health talks hosted, open to all patients of the WGC Primary Care Network (PCN). The pop-up stalls at the dementia event were an excellent and notable addition. - practice newsletter – patients notified via text message with links on the practice website and the Facebook page. Feedback shows it is well received. <p><i>Finance</i></p> <p>The following amounts spent will be reimbursed to committee members by the practice:</p> <ul style="list-style-type: none"> • Survio subscription - £127 • Printing - £60 • Health talks refreshments - £40 • Wireless mouse and LED pointer - £34 <p>Note - venue hire is paid directly by the practice.</p>	<p>James</p>
<p>4.0</p> <p>4.1</p>	<p>Election of committee members</p> <p><i>Introduction</i> – the nomination forms for the committee had been circulated on 7th March for response by 28th March. The committee should comprise of no less than five and no more than twelve members elected from patients of the practice, or carers of patients of the practice. Prior to this AGM, there were eight committee members – three elected in 2025 and five in 2024. Members elected are appointed</p>	

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4.2	<p>for two years. One member elected in 2025 decided to stand down early, so ten posts were available for election/re-election this year, including the roles of Chair, Vice-Chair, Comms and Assistant Secretary.</p> <p><i>Election</i> – five nominations were received. No seats were contested, so voting was not required. There were no objections, and all five were duly appointed to the committee. The following seven members now make up the committee:</p> <ul style="list-style-type: none"> - Leighton Colegrave as Chair - Chris Andrews as Vice Chair - Mike Dorrington as Secretary/Membership - Colin Baker as Comms - Bruce Morton - Barbara Griffiths - Jonathan Arch 	
4.3	Mike said that he would not wish to be nominated for re-election at the next AGM.	
5.0	Committee and constitution	
5.1	<i>Committee</i> – Leighton said that committee strength is now too low. A recruitment campaign specifically for committee members will be discussed at the next meeting.	Leighton
5.2	<i>Constitution</i> – Leighton noted that we made several amendments to the constitution in June 2025, and is not expecting more changes this year, although we will review it again this June.	Leighton
6.0	AGM related AOB None recorded.	
	The AGM closed at 11.05 hrs.	
Committee Meeting Minutes		
1.0	Minutes and matters arising from 12th March 2026.	
1.1	<i>Hollybush Lane</i> – this surgery is expected to re-open following refurbishment in the next few weeks. It was suggested that this project should be promoted using the practice website, Facebook and the next practice newsletter.	James, Colin
1.2	<i>Bulk SMS</i> – the facility offered by Silicon Practice is considered too expensive.	
1.3	<i>Patient education</i> – Nikki is still working on developing a patient education initiative. Any suggestions should be sent to Leighton who will collate and forward them to the practice.	All
1.4	<i>GDPR and liability insurance</i>	
1.4.1	<i>Eventbrite data</i> – Chris noted there is a facility within Eventbrite to mark off attendees. This means we could delete any locally held attendee data and rely on data held in Eventbrite, which has its own GDPR policies. However this would mean using a laptop when booking in attendees.	Chris
1.4.2	<i>Next steps</i> – Leighton suggested that there were two areas that needed further review namely: <ul style="list-style-type: none"> - liability insurance to cover the health talks. - data protection requirements to cover both <i>PV</i> membership data and health 	

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	talk attendees' data. It was agreed an analysis document should be written concerning these points, as well as disclaimers for any medical information and advice received at the health events. These actions will be carried forward.	Leighton
1.5	<i>Practice leaflet</i> – Leighton still has to compose a <i>PV</i> section for the practice leaflet.	Leighton
1.6	<i>Telephone appointment messages</i> – Nikki has investigated and concluded it is best to not attempt to add AM/PM to patient telephone appointment notification messages. This point should now be removed from the actions list.	Mike
1.7	<i>NHS App appointment times</i> – it was recommended that a disclaimer about telephone appointment times shown in the app should be added to the Accurx request screen and highlighted on the Facebook page.	Nikki, Leighton
2.0	Practice update	
2.1	<i>Staffing and recruitment</i> – an additional admin team member has been recruited who has experience in working in other surgeries which is helpful. One more part time admin member is still required and selected GP Locums are still being used.	
2.2	<i>Capacity and demand</i>	
2.2.1	<i>Easter break</i> – On the Tuesday following Easter, 278 medical e-Consults were received between 07.30 and 09.20. By the end of the day, the practice had received well over 500 medical requests and nearly 200 admin requests – a very heavy day but staff were able to cope. The nature of some of these requests reinforces the need for patient education.	
2.2.2	<i>Assessment</i> – it was noted that the clinical assessment team usually comprises of Nikki, a former A & E nurse, and two duty GPs.	
2.2.3	<i>Patient recourse</i> – Bruce highlighted an issue in obtaining an urgent consultation. It was initially not given, but this was resolved on his second online submission. It was agreed that occasionally patient requests may not receive the expected outcome and it should be emphasized that patients can query this if necessary.	
2.2.4	<i>Non-internet users</i> – Chris noted some feedback from a patient who had requested help from the practice to raise an eConsult because they don't use the internet. They felt their request was not handled sympathetically and Nikki will feed this back to the team.	Nikki
2.3	<i>Phone message</i> – this has been updated and is now more structured and understandable.	
2.4	<i>Name badges</i> – Nikki has ordered new badges for all patient-facing staff. Barbara F pointed out that knowing staff names is useful for compliments as well as for any issues.	
2.5	<i>Medication availability</i> – there are continued national shortages of various medications, and sometimes substitutions have to be made. It was recommended that this should be publicised in the practice newsletter and the Facebook page.	Colin, Leighton
3.0	Health matters events	
	The next talk will be on 14 th May on men's health, focussing on prostate problems. A consultant from the Lister will be the main speaker and Chris will modify the advertising to make the scope clear.	Chris
4.0	Newsletter	
4.1	The next issue needs to be started asap. Leighton will contact Colin to progress this.	Leighton

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<p>5.0 PPG maturity matrix</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p><i>Introduction</i> – Mike Lally continues to produce the national PPGukNews newsletter which provides useful information to PPGs. There is also a PPGuk advisory board of approx. 150 PPG members who discuss, research and analyse various NHS and other health-related topics, and subsequently provide advice for PPGs. It estimated that only 43% of GP practices in England have an active PPG.</p> <p><i>PPG maturity</i> – to determine how best to support different PPGs, it is sensible to understand their type, maturity and the nature of the relationship with their practices. A PPG maturity matrix questionnaire has been developed by PPGuk and feedback is now being sought from its members. The document has already been circulated to the committee. All committee members to review and feedback to Bruce for the next meeting.</p> <p><i>Other tools</i> – Leighton advised that two local PPG networks have now been set up and two maturity analysis tools have been developed and circulated to them. Leighton will send these to the committee for review alongside the PPGuk document and include this in the next agenda.</p> <p><i>Other PPGuk activities</i> – Bruce outlined some of the other areas PPGuk are looking at such as a PPG annual review template, NHS You and Your General Practice (YYGP), Palantir and the NHS Federated Data Platform.</p>	<p>All</p> <p>Leighton</p>
<p>6.0</p>	<p>Any other business</p> <p>None recorded.</p>	
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Date of next meeting</p> <p>The meeting closed at 12 noon.</p> <p>The next meeting will be held on Thursday 14th May at 10.30 am at Peartree Surgery, with an MS Teams option for those unable to attend in person.</p> <p>All PV members are welcome to attend. If you wish to do so, please email the secretary at mike117tsd@virginmedia.com at least 24 hours beforehand.</p>	

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