

## **Annual Report 2025 - 2026**

### **1. Introduction**

This report outlines the status and activities of Peartree *PatientVoices* from 10 April 2025 to 8 April 2026.

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

#### **2.1 Committee**

The committee stood at eight members after the 2025 AGM on 10 April, as follows:

1. Leighton Colegrave as Chair
2. Chris Andrews as Vice Chair
3. Mike Dorrington as Secretary and Membership Coordinator
4. Colin Baker as Comms
5. Cllr Barbara Fitzsimon
6. Barbara Griffiths
7. Janet Hayden
8. Bruce Morton

#### **2.2 Membership**

Membership has remained at approximately 190 over the year with a small number of leavers and new joiners. Apart from the recruitment poster in both surgery waiting rooms and a statement in the new practice newsletter, see section 4.5, no other recruitment activities were carried out this year.

The majority of members choose to simply receive information from us, although a small number attend our meetings, and we receive the occasional question or comment.

#### **2.3 Membership data**

As noted in the last annual report, our current member list only contains the names and email addresses of members by design, and 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. Other than implementing a revised registration form for new members, no further work has been done on this project.

### 3. Committee meetings

#### 3.1 Attendance

Eleven 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 using Microsoft Teams.

The practice’s Managing Partner, James Brookman, attended six meetings and the Practice Manager, Nikki Willoughby, attended eight meetings on behalf of the practice. Dr Gillham also attended the July meeting. The attendance figures are shown below:

Table 1: Meetings and attendance

No.	Date	Type	Comm mems	Mems	Staff
1	10/04/2025	AGM	6	3	2
2	08/05/2025	Committee	7	2	1
3	12/06/2025	Committee	6	2	1
4	10/07/2025	Committee	6	3	3
5	14/08/2025	Committee	8	4	2
6	09/10/2025	Committee	6	3	1
7	13/11/2025	Committee	6	1	1
8	06/12/2025	Committee	5	3	1
9	08/01/2026	Committee	7	1	1
10	12/02/2026	Committee	6	2	1
11	12/03/2026	Committee	4	4	1

*Staff is Managing Partner,  
Practice Manager, or GP*

#### 3.2 Matters discussed

The following matters were discussed at the committee meetings:

- Membership, recruitment and the committee
- Constitution
- Patient survey
- Practice website
- Digital Triage and appointment booking
- Capacity, demand and staffing
- Vaccinations

- Medication reviews
- Blood test results and booking
- Did not attends (DNAs)
- Surgery noticeboards
- Estates and facilities
- GP contract
- Practice leaflet
- Practice newsletter
- Communication strategy
- Facebook and social media
- Health Matters talks
- NHS App campaign
- Expenditure and funding
- ICB update
- National PPG Forum

*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. Projects and activities**

### **4.1 *PatientVoices* constitution**

The constitution was reviewed and revised by the committee in June and agreed with the practice. In addition to some minor changes to improve clarity and readability, the material changes were:

- committee role of IT Support/Comms changed to Comms only.
- number of committee members for a quorate meeting reduced from 5 to 4.
- Special General Meeting (SGM) section removed.
- affiliation to the National Association for Patient Participation (NAPP) or similar removed.

### **4.2 Facebook**

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

### 4.3 Patient survey

PV worked with the practice to create a revised online patient survey which ran from December 2024 to January 2026 (excluding May to July). Patients who had appointments during this time were invited to take part by text message sent by the practice. We received 1479 responses, providing valuable feedback to help the practice understand what is working well and where improvements may be needed. A detailed report was produced by PV for the practice to review the results and take action where appropriate.





The survey included 14 questions with graded answer choices and the majority of responses were positive. The first two questions asked specifically about the Digital Triage appointment booking system introduced in June 2024. Patients were also given the option to leave comments and 593 people chose to do so. These comments were grouped into the following categories to help with analysis and follow-up:

- Compliments (343)
- Areas for the practice to review or monitor (101)
- System issues (19)
- Patient education needed (91)
- Issues already resolved (9)
- Comments with no usable content (71)

*Note: some comments covered more than one category.*

We also used an AI tool to help identify and highlight common themes within the feedback.

A full report of the survey findings, excluding the comments and their analysis, can be found [here](#). In brief, 85% of responses were positive overall, and over 340 compliments were received. The results from four key questions are shown below:

-  92% found the reception team helpful or very helpful.
-  92% were happy with their last appointment.
-  82% would recommend the practice to friends and family.
-  72% said it's easy or very easy to contact the practice by phone (average wait time: 1 min 47 secs).

We are expecting to run an updated survey in the summer.

### 4.4 Health Matters talks

In October 2024, we launched a programme of free, health-related talks, beginning with an event on Parkinson's disease. Since then, we have hosted a further five events: Diabetes, Asthma, Dementia and Advance Care Planning, Menopause (Twice) and Learning Disabilities.

The talks were all held at the Christchurch Baptist facility on Tewin Road and open to patients

from all the Welwyn Garden City GP practices. This venue has proven to be ideal, offering appropriate facilities, ample parking, and capacity for well over 100 attendees. A summary of all events to date is provided in Table 2 below:

Table 2: Health Matters Talks

#	Date	Talk	Presenters and role	Number registered	Attended
1	24-Oct-24	<b>Parkinson's Disease</b>	<b>Tracey Smith</b> - Parkinson's Nurse Specialist <b>Julie Wilson</b> - Parkinson's UK, given by Tracey	78	<b>52</b>
2	10-Apr-25	<b>Diabetes</b>	<b>Dr Davide Iacuanillo</b> - Diabetes, Endocrine & GIM consultant <b>Jane Frost</b> - St Albans & District Diabetes UK Support Group	145	<b>90</b>
3	26-Jun-25	<b>Asthma</b>	<b>Angela Blundell</b> - Senior Respiratory Clinical Nurse Specialist <b>Shilpa Parmar</b> - Respiratory Physiotherapist	70	<b>36</b>
4	25-Sep-25	<b>Menopause</b>	<b>Ms Radhika Padmagirison</b> - Consultant Obstetrician and Gynaecologist <b>Nicky Kuklys</b> - MIND in Mid Herts	217	<b>76</b>
5	16-Oct-25	<b>Dementia and Advance Care Planning</b>	<b>Dr Tharun Radhakrishnan</b> - Consultant psychiatrist <b>Christine Novelli</b> - Community Development Manager, Isabelle Hospice <b>Dr Gillham</b> - GP partner <b>Caroline Fookes</b> - Expert by Experience	149	<b>84</b>
6	26-Feb-26	<b>Menopause - repeat</b>	<b>Ms Radhika Padmagirison</b> - Consultant Obstetrician and Gynaecologist <b>Zofia Ossowska</b> - MIND in Mid Herts	243	<b>101</b>
7	19-Mar-26	<b>Learning Disabilities</b>	<b>Dr Keen</b> - GP partner <b>Hilary Gardener</b> - Lead for Health Quality and Purple Star strategy <b>Kirsty Warrack</b> - Expert by Experience	96	<b>37</b>

The Dementia and Advance Care Planning event also featured pop-up information stands from the Alzheimer's Society, Memory Support Hertfordshire, the Welwyn Hatfield Dementia Alliance, Specsavers, and Right at Home. These additional resources were a valuable addition to the event and were well received by attendees.

#### **4.5 Practice Newsletter**

This year marked the launch of the practice newsletter, designed and produced by *PV* in close collaboration with the practice team. The first issue was published in September, followed by a second in January. Patients were notified via text message, with links also made available on the practice website within the *PV* section, and on the practice's Facebook page.

The newsletter content combines updates on recent practice developments with articles aimed at supporting patient education. Feedback to date indicates that it has been well received, and the intention is to continue publication on a quarterly basis.

Links to the newsletters can be found [here](#). Printed copies can be made available on request.

#### **4.6 Other activities**

Over the year, Leighton, Chris and other committee members continued to attend a range of meetings, webinars and events organised by the NHS and related organisations. This helps ensure that the patient voice is heard and represented more widely.

Leighton also served as the citizen representative for East and North Hertfordshire on the Hertfordshire and West Essex Integrated Care Board (HWEICB) Primary Care Transformation Committee from May 2023 until 31 March 2026. This role concluded following the transition from HWEICB to the newly established Central East ICB.

In addition, Leighton is a member of the Patient Engagement Platform, formerly the HWEICB's Patient Engagement Forum, a group aiming to represent the patient voice in the new Central East ICB.

### **5. Finance**

We do not receive any formal funding, so do not have a treasurer. However we do have some expenditure such as the survey platform subscription, printing costs, as well as venue hire and refreshments for the Health Matters talks. These costs are either paid for directly by the practice, or otherwise reimbursed to us by them.

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

This is an independent survey run by Ipsos on behalf of NHS England. The 2025 survey was sent out to around 2.72 million patients aged 16 or over across England between 30 December 2024 and 1 April 2025. Some 363 surveys were sent to Peartree Group Practice

patients and 130 were returned, representing a 35.8% completion rate against a national response rate of 25.8%. The results for Peartree Group Practice are available [here](#).

Neither *PV* nor the practice consider these results to be representative and believe our own survey, see section 4.5, is a much more accurate reflection of patient opinion.

## **7. Care Quality Commission**

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

## **8. Further information**

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

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

NHS Central East Integrated Care Board (ICB): [click here](#)

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

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

### ***Appointments***

*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, social prescriber, etc. These additional roles allow the practice to provide much greater capacity and a wider range of services. GP appointments will still be given when necessary.*