

- Welcome to a periodic newsletter aimed to keep you informed and up to date with news and Practice developments.
- The newsletter is developed as a collaboration with the Practice and with Peartree **PatientVoices** (see below).

Pharmacy First

- **Pharmacy First** is a service offered by local pharmacies offering support and treatment to patients (*including medication and antibiotics*) for the following conditions:
 - **Ear Infections** (1 – 17 years old): symptoms of ear pain, discharge from ear and temperature
 - **Sore throat / Tonsillitis** (5 years+): symptoms of sore/swollen throat, white spots and temperature
 - **UTI** (women 16 - 64 years): stinging/burning when passing urine, smelly dark coloured urine and low abdominal pain
 - **Impetigo / Rash** (1 year+): blister like rash that appears red and angry anywhere on the body
 - **Shingles** (18 years+): symptoms of blister like rash with pain around the area
 - **Sinusitis** (16 years+): symptoms of pressure across nose and eyes, nasal drip and headache
 - **Infected insect bites** (1 year+) : bite/sting mark that feels sore and looks red/angry
- **Pharmacy First** is a self referral service
- **Peartree Group** have **developed links with local pharmacies** to deliver this service for our patients. Patients presenting with these symptoms to the Practice **will be directed to this service**.
- **We ask that you use this service first before submitting an e-consultation/contacting the GP as all eligible patients will be directed here by the triage team.**

Link:
NHS
England »
Pharmacy
First

Your pharmacist can also advise on many other conditions, and they will signpost you to the appropriate pathway or back to your GP if they are unable to help

NHS App.... Have you tried the NHS app?

- You can download it from usual app sources for free.
- It is accessed online e.g. from PC, tablet, laptop or Smartphone.
- It can be used to request **repeat prescriptions** (which are reviewed by the practice and forwarded to your nominated pharmacy).
- There are many other useful features worth exploring, such as **GP requested test results**.
- It can be used to book appointments **via our e-consult form** ('Book an Appointment' > 'Ask about a health problem') and to **view your GP records**.
- **Important to please note that timings of telephone appointments shown in the NHS app may not be correct and should not be relied upon. Please ignore any other appointment timings shown if it differs from what you have been told**



Link:
NHS app

Useful to know ☒



If you open your prescription bag while inside the pharmacy, you can return any unwanted medicines to the pharmacist to be used by someone else.

Who is my appointment with?

Please be reminded that you may be given an appointment with **a GP or an associated healthcare professional**, such as a Clinical Pharmacist, Physiotherapist, Minor Illness Specialist, Mental Health Nurse or Social Prescriber. These healthcare roles are specialised to deal with your symptoms or concern and allow the practice to provide **greater overall capacity and a wider range of services**. All associated healthcare roles have access to a duty GP if they require support or a second opinion.

People & Services at Peartree Group Practice

As we say above, we currently employ a wide range of clinicians including Doctors, Nurses (with a range of specialisms), Minor Illness, Clinical Pharmacists, Health Care Assistants, Physiotherapists and Social Prescribers working alongside our Practice administration team.

- **Doctors (GPs)** see more complex presentations and support the wider clinical team. The wider team free up GP appointments to ensure excellent same day access for urgent concerns.
- **Minor Illness** specialists trained in delivering care for all minor ailments are available 5 days per week to support chest, throat, eye, urinary tract and ear infections.
- **Nurses and HCA's Assistants** are skilled in wound care, blood pressure checks, ECG, health checks and vaccinations alongside wound management, child immunisations, cervical screening and vaccinations.
- **Nurse specialising in Women's health** - Julie Adolph (Tue – Thu) offers specialist Gynaecology and well woman clinics.
- **Clinical Pharmacists** are experts in medicines and prescribing. They review repeat prescriptions, make changes if needed and advise on possible side effects. Our pharmacists perform Asthma, Hypertension and Diabetes annual reviews.
- **Physiotherapists** have advanced skills to assess, diagnose and recommend appropriate treatment for problems affecting your neck, back, joints, muscles and nerve pain. They can give you expert advice and exercise plans to manage condition.
- **Social Prescribers** connect you to nearby groups, activities, and services to meet your social and practical needs.



Peartree Practice Summer 2026 Updates

Spring COVID Campaign

- Peartree successfully delivered 3,000 flu vaccinations and 1,200 COVID vaccinations in the Winter. The Spring COVID campaign started 13th April and runs until 30th June 2026. Eligible patients have been contacted and so far we have delivered a further 800 vaccines.
- We ask all patients to have all vaccinations at the surgery as our funding is **reduced** if you have a vaccination at a local Pharmacy.

Hollybush Surgery

- In December we received a grant to update Hollybush Surgery, located at 141 Hollybush Lane. The renovation is mostly internal and will provide 2 new consulting rooms alongside an updated waiting room and toilet. We aim to have Hollybush open and operational by Sept.

Clinician Recruitment

- Peartree are delighted to announce the addition of **2 new GP's and a treatment room nurse** to the team. Our new recruits are in addition to existing capacity/staffing and will allow us to ensure our performance (highlighted below – Digital triage performance) is maintained.

Non-attendance of Appointments

- Peartree would like to stress the importance of attending prebooked appointments and notifying the practice in advance of cancellations.
- We have observed an increase in the number of missed appointments at the surgery. **Missed appointments impact on availability for other patients. Please note patients who fail to attend 3 appointments in a year will be asked to register with an alternative provider.**

Digital Triage Performance (Appointment Booking)

- For 2 years we have been successfully operating a Digital Triage system for appointments. The service is open for medical requests from 7.30am until 6.30pm each day.
- We receive an average of **300** requests a day (**500** on a Monday) and **99%** of these are actioned the same day.
- In a typical day we will provide **150** same day appointment slots with clinicians, with the remainder of the demand met by follow up appointments, advice, referrals and prescriptions.
- A reminder of the digital link for appointments: <https://accurx.nhs.uk/patient-initiated/e82040> (see the Practice Website).
- Non-digital access (e.g. phone / at reception) is available for those who cannot use the internet for whatever reason. If you need help submitting your request, please let us know as early as possible during the conversation
- Peartree is a large practice with over 21,000 patients but still aim to reply to your online consultation the **very same day**. We are proud to announce that we ranked **3rd in Hertfordshire and West Essex** (out of 125 practices) for volume of online consultations managed and actioned within 24 hours.



Local Health Matters Talks



Remaining topics in 2026 expected to include*:

- Respiratory
- Cardiovascular
- ADHD

(* Subject to changes)

- In 2026 we are holding several, free to attend, Health Matters evening talks on pertinent topics which were well attended (3 so far in 2026).
- These talks are open to patients from all Practices in WGC & Welwyn.



Premises

We currently operate from both Peartree Surgery and Moors Walk Surgery.



Peartree Lane Surgery

- Peartree Lane Practice is open 8am and closes at 6:30pm.
- Moors Walk Surgery opens at 8am and closes at 5pm Monday to Thursday and 1pm on Fridays
- We offer limited extended access appointments on evenings and weekends please note on your e-consultation if this is of interest.
- Hollybush Surgery** is currently being renovated and will be open again in September 2026 for appointments.



Moors Walk Surgery

PatientVoices is the Patient Participation Group (PPG) for Peartree Group Practice, comprising Peartree and Moors Walk surgeries. It is run by patients and is a contractual requirement of the Practice.

As a registered patient of the Practice, we hope you might be interested in joining **PatientVoices** whose main aim is to work with the Practice and offer patients' views on the services provided. You can play an active role, or you can simply receive regular updates from us about the Practice, our activities and healthcare in general. For more info and to join, please see here: <https://peartreegp.co.uk/patient-voices/>.

- We would welcome and are in need of a few more active committee members, and / or helpers

++++ Thank you for reading our Newsletter +++