

- 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 between the Practice and Peartree *PatientVoices* (see below).

A Reflection from GP Dr Ankush Sachdev



Our online consultation platform has been in full use for over two years now. If you are unable to complete the form yourself, a friend or relative can submit it on your behalf. Alternatively, you can call or visit the surgery, and a member of the reception team can fill it in for you. It means that when you contact the practice, your request is reviewed by a trained member of our clinical team before an appointment is booked. Rather than using an old-fashioned first-come, first-served basis, we look at what you need and match you with the right clinician, at the right time.

This matters because not every problem needs a GP. A sore throat might be best suited to a minor illness nurse, a medication query may require a clinical pharmacist, and an issue with your referral may need the assistance of our secretaries. This allows us to direct you to the person who is best-placed to help you in the first instance.

For you as patients, the benefits are real. Urgent problems can be identified and prioritised quickly. You don't need to spend time queuing on the phone at 8am and can instead request our help at a time that suits you.

We know that not everyone likes change, but the feedback from the majority of you has been very supportive. We are always looking at ways to improve the system and have some tweaks planned in the near future. Views on our appointment booking system, both positive and negative, are always welcome so we can ensure that we are delivering the best possible care to our patients.

Are you a Carer?

- You are a carer if you look after a family member, friend or neighbour who without your support would not be able to manage. They may have a physical or learning disability, dementia, mental health problems, may misuse drugs or alcohol or may be ill or frail.
- Anyone can become a carer: Carers come from all walks of life, all cultures and can be of any age, including children.
- The person may live with you or elsewhere, may be an adult or a child but if they rely on you for support, then **you are a carer**.
- If you are a carer then please let us know.
- It's important to look after yourself as a carer.
- The carers in Hertfordshire can support you and provide helpful information (see *link above*)

Link:
[Carers In Herts](#)

Medication

- Please order your repeat medication through our online consultation tool (see *below*), via the NHS app or paper submission at reception. Please order repeat prescriptions in a timely manner as we may require additional time for a clinician to review your request.

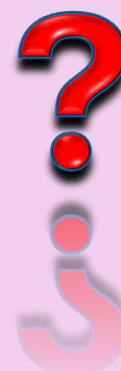
Medication Shortages

- You may have heard that there are on occasions shortages of the supply of certain medications
- If you are affected by this, you may find that your usual named medicine is replaced.
 - ✓ Order your medicine or repeat prescription in advance to provide time for substitution.
 - ✓ Talk to your pharmacist in the first instance, and as early as possible.

Link:
[NHS Advice Leaflet](#)

Online consultation Which option should I use?

- If you are experiencing a health concern that requires the attention of a clinician please use **"I have a health problem"**. These requests are triaged by our Clinical Assessment Team and typically responded to the same day. We will offer a same day appointment for urgent concerns or a routine or follow up appointment for all other concerns.
- If you require routine support with a Repeat Prescription, Fit Note, Test Results, Medication Review or any form of administrative support please use the **"I have an admin or routine care request"** option. We aim to respond within 72 hours for these queries.
- Please support us by accessing your local pharmacy or online advice for your concern.



Peartree Practice Autumn 2026 Updates

Autumn-Winter Flu and COVID Campaign

- Peartree successfully delivered 3,000 flu vaccinations and 1,200 COVID vaccinations in the Winter of 25/26. We have invited eligible patients for the 26/27 Flu and Covid campaign.
- Patients eligible for **Flu** are those over **65 years of age** or **those in at risk groups**. Patient eligible for **COVID** are those **over 75 years of age** or **in at risk groups**. Check your eligibility for all vaccinations here: [NHS vaccinations and when to have them – NHS](#)
- In addition to Flu and Covid we offer **RSV**, **Pneumococcal** and **Shingles vaccinations** and you can check eligibility in the link above.

GP Recruitment and appointments

- We are delighted to announce that we have **recruited 3 new GP's** starting in August, October and November. Alongside our GP's we have wonderful clinicians offering support for your mental health, physiotherapy, treatment nursing and medicines management.

Telephone Waiting times

- We have invested in our telephone answering team. We have the entire team on between 8:30-10:00am and between 2-3 call handlers all day. We receive high call volumes all day, but average telephone waiting times and queue lengths are now very favourable. Please help by contacting us in the mornings where possible and use online consultations for your queries.

NHS App

- A reminder to patients to download the NHS app. The app allows you to access your health records, test result and order repeat prescriptions. The app allows you to access health information or answer queries relating to your care.

Local Health Matters Talks



- In 2026 we are holding several, free to attend, Health Matters evening talks on pertinent topics which were well attended (5 so far in 2026).
- These talks are open to patients from all Practices in WGC & Welwyn.



- On Thursday 17th September we are holding a talk on CVD (see below)
- If you would like to attend, then the (free) booking link is [Heart Disease Risk Talk](#)

Cardiovascular Disease ('CVD'): What is CVD?....

- Cardiovascular disease (CVD) is an umbrella term describing a range of conditions that affect the heart, blood vessels, or both

What are some risk factors?...

- These include Age (primarily affecting people over age of 50)
- Gender (men have a higher risk than woman in general)
- Family History of CVD
- Lifestyle factors (smoking, cholesterol, diet, activity, alcohol, weight)
- Ethnic background (certain people have a greater or lower risk compared to people of European Origin)

Information Link:
[Risk factors for CVD \(NICE\)](#)

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** ++++