

incorporating Peartree Lane, Moors Walk and Hollybush Lane surgeries

Annual General Meeting and *PatientVoices* Meeting Minutes

Date:	13 th April 2023	Location:	Peartree Surgery
Present:		Apologies:	
Leighton Colegrave Bruce Morton Glynis Rogers Cllr Barbara Fitzsimon Malcolm Cooper Chris Andrews Cllr Darrell Panter Cllr Duncan Jones Colin Baker Carol Summers George Stodulski James Brookman	Chair Committee member Committee member Committee member Committee nominee Committee nominee Committee nominee Member Member Member Member Managing Partner	Mike Dorrington Barbara Griffiths Joan Baraclough Roger Edgson Joan Hatchett Hamza Ebrahimjee Sriyani Tanner <i>and due to Zoom being unexpectedly unavailable, the following members were unable to join:</i> Jonathan Arch Sheila O'Reilly	Secretary Committee member Committee member Committee nominee Member Member Member Member Member

Item	Minutes	Action
AGM		
1.0	Welcome and apologies	
1.1	<i>Zoom</i> – Although the audio-visual equipment in the meeting room is now fixed, Leighton was unexpectedly locked out of the <i>PatientVoices</i> Zoom account and could not obtain the security code required to access it. Apologies to those who were intending to attend remotely and also for starting the meeting 20 minutes late while trying to resolve the problem.	
1.2	<i>UPDATE</i> – The technical issues are now resolved and we successfully conducted a test Zoom meeting from Peartree Surgery on 14 April using the room equipment.	
1.3	<i>Previous AGM minutes</i> – The minutes of the April 2022 AGM and meeting that followed were previously accepted in June 2022.	
1.4	A standard <i>PatientVoices</i> meeting directly followed this AGM.	
2.0	Chair update and annual report	
2.1	Leighton thanked all the committee and other members for attending meetings and for giving their time outside of them. In particular he thanked Mike for his contribution as secretary and Bruce for his long-term experience and knowledge of our group, and his valued inputs throughout the year.	

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	<p>James, Managing Partner, was thanked for regularly attending and providing us with practice updates and other insights, and Nikki, Admin Manager, for her invaluable help with our recruitment drive and for attending the last meeting in James' absence.</p> <p>2.2 This time the period covered by this AGM is a single year, as it should be, and it is safe to say we have had a fair year. However <i>PatientVoices</i> exists to make a positive difference for patients and the practice, and Leighton feels we could achieve more. Obviously we need to determine and agree in what ways we can do this first though.</p> <p>We are also affected by the limited availability of practice staff to work with us on non-front-line initiatives. This is mainly because the practice's patient workload has been extremely high all year and continues, as is the case nationwide.</p> <p>2.3 Our main achievements for the year, as set out in the annual report were:</p> <ul style="list-style-type: none"> - Installation of a publicly accessible defibrillator on the Peartree Surgery wall (organised by Bruce). - Dedicated private Facebook group for PatientVoices. - Resumption of physical meetings from November (plus Zoom, albeit with some technical issues). - Recruitment drive which increased membership from 82 to 203. - Attendance at various online meetings given by NHS-related and patient-oriented organisations. - New patient survey which is close to sign-off by the practice. - Draft constitution to take forward into next year for completion. <p>In addition, both Leighton and sometimes Mike receive or find queries and problems raised by patients, e.g. on social media, by email or through word of mouth, which we either deal with ourselves, or escalate to the practice when necessary.</p>	
<p>3.0</p> <p>3.1</p>	<p>Election of committee members</p> <p><i>Introduction</i> – Nomination forms for the committee were sent to all members on 14 March. The committee should comprise of between six to 12 members and until today, there were 10 – seven elected at the 2022 AGM and three co-opted later. Those elected in 2022 remain in office until 2024, but co-opted members have to seek election at the next available AGM, i.e. today.</p> <p>Four nominations were received – three from the previously co-opted committee members and one new one. As we were not oversubscribed, a full membership vote was not required.</p>	

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3.2	<p><i>Outcome</i> – No objections were made to any of the nominations and so the following four members were duly appointed to the committee for two years:</p> <p>Malcolm Cooper Chris Andrews Roger Edgson Darrell Panter</p> <p>This brings the committee strength to 11, although the officer positions of Vice Chair, Assistant Secretary and IT Support/Comms officer were still not filled. It was agreed that we should try to fill these positions asap from existing committee members. Leighton will send out a brief description of each role to the committee who are then all asked to consider taking them up.</p> <p>Later in the meeting, Bruce agreed to take on the role of IT Support/Comms officer, which he previously held.</p>	Leighton
3.3	<p><i>PatientVoices membership</i> – Our current full member list deliberately only contains names and email addresses, and in some historic cases, only email addresses. It was agreed we should update this to include enough information to correctly confirm patients are registered with the practice and to analyse the demographic make-up of the membership, which is something NHS request.</p>	Leighton
<i>PatientVoices Meeting</i>		
4.0	Minutes and matters arising from 9 March 2023	
4.1	<p><i>Review</i> – The minutes of the previous meeting on 9th March 2023 were outlined and accepted.</p>	
4.2	<p><i>Action points update</i></p> <ul style="list-style-type: none"> - The conference equipment in the meeting room has been fixed. - The issues with Moors Walk Boots pharmacy are reported to be improved, but members who use it are asked to continue to provide feedback, positive or negative, to the committee. - James will review the practice telephone message. - eConsult has been updated to allow the option for admin queries to be available when it is closed for medical queries. - The patient survey and website review are agenda items. - An update is required on the process to set up electronic prescription services. - Defibrillator training availability, noticeboard space and the constitution will be progressed later. - The appointment flow diagram will be reviewed by James and Leighton and Bruce will then update the schematic diagram for the practice website, etc. 	James Nikki Leighton James, Leighton, Bruce
5.0	Practice update	
5.1	<p><i>Staffing</i> – The practice is currently advertising for a new, additional GP and has</p>	

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	<p>just appointed two full time administrators to replace three part time staff who have retired. It is also looking to employ a care coordinator, who will coordinate patient care in the practice, e.g. for patients with several long-term conditions and improve efficiency. However budget and room allocations are maxed out, so it is not currently straightforward to recruit anymore new staff.</p>	
5.2	<p><i>Estates</i> – Two potential opportunities to increase space are to:</p> <ul style="list-style-type: none"> - extend Moors Walk surgery by adding additional clinical space upstairs; - take some new space in the NHS premises at Charter House in Parkway. <p>Either of these options would take some time and funding to implement.</p>	
5.3	<p><i>Practice performance</i> – The end of the year was 31 March and the practice met 107 of its 110 key performance indicators (KPIs), which is an excellent achievement, comparing very favourably against other practices. There is a combination of national, local and PCN based KPIs, and James will pass the practice level data to the committee.</p> <p>For this year, a new KPI concerning patient access pathways has been defined. The practice already meets most of the criteria, but there are still some things to do to meet it fully. James will feedback the plan to do this at a later date.</p>	James James
5.4	<p><i>Demand</i> – Patient pressure remains very high. The main reasons are seasonal increases and covid backlog, along with other factors such as the strep-A concerns. The practice has good capacity with minor illness nurses, paramedics and clinical pharmacists able deal with a significant proportion of patients, but this then means that the majority of GP consultations then become more complex. On a recent Monday, the practice received 800 calls. 120 GP slots were offered along with approx. 60 minor illness and pharmacy slots. It is estimated that around 1/3 of these patients would have been seen face-to-face.</p>	
5.5	<p><i>Patient list</i> – George asked how many patients leave the practice, how many 'ghost' patients are on the list and whether the practice actively validates the patient list. James noted there is a net gain of around 50 - 60 patients per month and it is the role of NHS England to check and update the patient list for leavers and deceased, etc. He also explained that NHS England remove patients with 5 years inactivity, which can cause issues with existing patients who haven't contacted the practice for this period or longer.</p>	
5.6	<p><i>New doors</i> – New automatic doors are now installed at both Peartree and Moors Walk surgeries and are well received.</p>	
5.7	<p><i>Moors Walk reception</i> – The reception desk at Moors Walk is now closed at 17:00 daily due to staff unavailability. Patients are still able to access the reception desk at Peartree Lane until 18:30 for any queries and the phone lines remain open until 18:30 as usual. The situation will be monitored, and if necessary, steps</p>	

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	could be taken to reopen it from 17:00 to 18:30, should it be necessary.	
6.0	Patient access to GP records	
6.1	Roger was unexpectedly unavailable to cover this item relating to a recent Webinar on this subject given by the Patients Association which he and Bruce attended. James reiterated the practice's position regarding this (see the minutes from 24 November 2022), but they may have to provide this access by September.	
6.2	<i>Blood tests</i> – It was also noted that the New QEII, Lister and Hertford County hospitals have stopped their appointment systems for blood testing services and moved back to walk-in services. They believe it is no longer necessary to have a booking system, but several members noted that this has resulted in long queues again. The change is also listed as temporary on our NHS Trust's website.	
7.0	Practice patient survey	
	It was agreed that Leighton will send James some examples of survey questions where some of the answer choices are meaningless and he will review. Once a final approach is agreed for these questions, Leighton will work with Nikki to finalise the survey and then liaise directly with Silicon Practice, the website provider, to get it hosted on the practice website.	Leighton
8.0	Constitution	
	This item was postponed due to lack of time.	
9.0	Website review	
	Bruce and Chris have been trying to arrange a meeting with Emma and James to agree and confirm the scope and extent of the website review. Bruce detailed how the website has been extended over the last few years and lost its original structure. As well as some errors, omissions and out-of-date items, there are inconsistencies, duplication and it has become disorganised, leading to a less than ideal user experience. James agreed for Bruce and Chris to design some proposals on how to correct, update and restructure it, and then to meet with himself and Emma to review and sign-off the changes. Once agreed, Bruce and Chris will progress this with Silicon Practice on behalf of the practice.	Bruce, Chris, James, Emma
10.0	Any Other Business	
10.1	<i>Zoom</i> – Leighton and Chris will test Zoom from the meeting room once the account access issue is resolved. UPDATE – this is now done.	Complete
10.2	<i>Appointment triage diagram</i> – As noted above, James will review this and the updates necessary will be passed to Bruce to incorporate into a new version.	James, Bruce
10.3	<i>Veteran Friendly Accreditation</i> Bruce pointed out that Spring House and Hall Grove practices, both part of our PCN, now have Veteran Friendly accreditation and he explained that the Royal College of General Practitioners provide a toolkit and GP training for this. He	

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10.4	<p>asked whether Peartree GP will do the same. James explained that some of the GPs have already received training in this area and he will find out what is required for the Practice to become officially accredited.</p> <p><i>Covid-19 boosters</i> – James confirmed that all patients eligible for these boosters have been notified by the practice.</p>	James
11.0	<p>Next Meeting The meeting was closed at approx. 12:25.</p> <p>The next meeting will be on Thursday 11th May 2023 at 10:30 at Peartree Surgery, along with the option to join using Zoom.</p>	

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