

## **Annual Report 2022 - 2023**

### **1. Introduction**

This report outlines the status and activities of Peartree *PatientVoices* from 8 April 2022 to 12 April 2023.

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

#### **2.1 Committee**

The committee stood at seven members after the 2022 AGM on 7 April, as follows:

1. Leighton Colegrave - Chair
2. Mike Dorrington - Secretary
3. Joan Baraclough
4. Barbara Fitzsimon
5. Barbara Griffiths
6. Bruce Morton
7. Glynis Rogers

The posts of IT Support/Communications Officer and Assistant Secretary were not filled and remain as such.

In November 2022, Malcolm Cooper, previous committee member, was co-opted back onto the committee and in January 2023, Chris Andrews and Roger Edgson were also co-opted, after our membership recruitment drive.

#### **2.2 Membership and recruitment drive**

Between mid-November and early December 2022, membership was increased from 82 to 203, mainly due to a recruitment drive. This significant recruitment was achieved by the practice sending approx. 15k SMS text message invitations to all patients over the age of 16 who they have mobile phone numbers for.

At the same time the online application form was updated and the Google Group which is used to maintain members' email addresses was replaced with a new one to streamline the joining process.

### **3. Committee meetings**

Seven meetings were held during this period including the AGM, and the first three were conducted remotely using Zoom. In November 2022, physical meetings resumed in the

conference room at Peartree Surgery, with an option for members to join remotely by Zoom.

The practice Managing Partner, James Brookman, attended five meetings and the practice Administration Manager, Nikki Willoughby, attended one meeting as his deputy. A practice GP has not attended for some years now.

As a result of the membership recruitment drive at the end of 2022, average attendance increased from January 2023, as shown below.

Table 1: Meetings and attendance

No.	Date	Location	Type	Comm Mems	Mems	Staff
1	13/04/2022	Zoom	AGM	4	1	0
2	09/06/2022	Zoom	Committee	7	0	1
3	06/10/2022	Zoom	Committee	4	0	1
4	24/11/2022	Peartree	Committee	7	1	1
5	12/01/2023	Peartree	Committee	3	11	1
6	09/02/2023	Peartree	Committee	9	5	1
7	09/03/2023	Peartree	Committee	8	7	1

*Staff is Managing Partner or deputy*

## 4. Activity

### 4.1 Matters discussed at meetings

The following matters were discussed at the committee meetings:

- Primary Care Network (PCN)
- Integrated Care Board (ICB) and Integrated Care Systems (ICS)
- *PatientVoices* constitution
- *PatientVoices* membership recruitment
- Patient survey
- Armed Forces Covenant (Veterans)
- Appointment booking and telephone system
- Patient demand, practice capacity and range of services provided
- Practice staffing
- New housing developments

- Practice leaflet
- Patient access to GP records
- Patient health checks
- Defibrillator
- Facebook, social media and bad press
- Website review
- Online appointment requests (E-consult / Accurx)
- Digital exclusion

*This is not a complete list of all matters discussed at meetings, but it shows the main items and the range of topics covered.*

#### **4.2 Other meetings**

Coinciding with new ICB/ICS structure replacing the Clinical Commissioning Group (CCG), the final WelHat Patient Locality Network (PLN) meeting was held on 15 June 2022 and as yet this group has not been replaced.

Over the year, the chair and other committee members continued to attend a number of other online meetings, webinars and events hosted by NHS and related organisations. These included subjects such as 'Developing GP Practice Patient Groups' hosted by the Hertfordshire and West Essex ICB and 'Patient Access to GP Records' by the Patients Association.

#### **4.3 Facebook**

The chair continues to post occasionally on the practice Facebook page. A new private Facebook group was set up for Peartree **PatientVoices** in December 2022 and currently has 60 members, but with limited participation to date.

#### **4.4 Practice patient survey**

A new patient survey has been drafted in conjunction with the practice and is close to sign-off. It contains 15 questions, most of which match key questions in the national survey (see section 5, below). The intention is to obtain a more representative response set than that achieved from the national survey. It also has a free-form comment box for respondents to complete if they wish.

#### **4.5 Constitution**

Although we have a Terms of Reference (ToR) document, it was identified at the last AGM

that *PatientVoices* would benefit from a constitution containing details of the rules, procedures and aims to provide consistency and direction for the current and future committees.

A draft constitution document based on NAPP templates and other examples, as well as incorporating points from the ToR, was produced in March 2023. It will be updated and finalised by the committee over the next few months and then put forward for formal adoption.

## **5. National GP patient survey**

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. This survey was sent out to around 2.47 million patients aged 16 or over across England between 10 January and 11 April 2022. Some 377 surveys were sent to Peartree Group Practice patients and 148 were returned, representing a 39% completion rate. The results are available here:

<https://gp-patient.co.uk/patientexperiences?practicecode=E82040>

## **6. Publicly accessible defibrillator**

As a result of *PatientVoices* negotiating with DiPPs (Defibrillators in Public Places), a local charity, and the practice, the practice agreed to house a 24/7 publicly accessible defibrillator outside Peartree Surgery. The device was fitted to the external wall near the rear door behind the pharmacy in October 2022 and it draws power from the premises for the light and an anti-frost heater.

Please be aware that the practice does not control access to this machine. It is registered with [www.thecircuit.uk](http://www.thecircuit.uk) and the ambulance service are aware of its existence. They will direct people to it and supply the unlock code if required for a medical emergency. For more information about DiPPs, see <https://www.dipps4james.co.uk>.

## **7. Care Quality Commission**

The latest information on the CQC website for Peartree Group Practice can be found here:

<https://www.cqc.org.uk/location/1-2936967807>

## **8. Further information**

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



## Peartree Group Practice *PatientVoices*

*Incorporating Peartree Lane, Moors Walk and Hollybush Lane surgeries*

Peartree Group Practice: <https://www.peartreegp.co.uk>

Peartree *PatientVoices* : <https://www.peartreegp.co.uk/patientvoices>

Peartree Group Practice Facebook Page: <https://www.facebook.com/peartreegp>

Peartree *PatientVoices* Facebook Group:  
<https://www.facebook.com/groups/705869690709364>

National Association for Patient Participation: <https://napp.org.uk>

The Patients Association: <https://www.patients-association.org.uk>

East & North Hertfordshire NHS Trust: <https://www.enherts-tr.nhs.uk>

NHS Hertfordshire and West Essex Integrated Care Board (ICB)  
<https://hertsandwestessex.icb.nhs.uk>

Welwyn Hatfield Healthy Hub: <https://one.welhat.gov.uk/health-wellbeing-1>

The King's Fund: <https://www.kingsfund.org.uk/about-us>