

Annual Report 2019 - 2022

1. Introduction

The last AGM was held on 11 April 2019 and the next two AGMs were postponed because of Covid-19 restrictions. If we ignore this unplanned gap, then under our 2-year rule, some of the Committee would remain in post, unless they resign, and the remainder require re-election, if they wish to stand again. However prior to the AGM, only a small number of the existing Committee have indicated their intention to continue, so we have decided that all posts will be considered vacant, and we will be electing the whole Committee in April 2022.

Due to the unexpected gap since the last AGM as a result of the pandemic, this report outlines the activities of Peartree *PatientVoices* from 12 April 2019 to 7 April 2022.

2. Committee and membership

The Committee strength stood at 10 after the 2019 AGM and currently stands at 8, prior to the April 2022 elections. George Stodulski resigned as Chair in March 2020 for personal reasons and Leighton Colegrave, previously elected Vice Chair in April 2019, has been acting as Chair pro tem since then. Bruce Morton resigned from the Committee post of IT Support/Comms officer in September 2021 for personal reasons, and a handover of duties was made to the Chair and the Secretary.

At the end of 2020, YahooGroups, which was previously used to maintain the *PV* mailing list, was terminated, and the list was cutover to Google Groups in February 2021. The overall number of *PatientVoices* members on the list stood at 97 in December 2018 and on 7 April 2022, it was 82.

3. Committee meetings

The usual monthly meetings were held at Peartree surgery from May 2019 until March 2020, when they had to stop because of Covid-19 safety restrictions and the related increased workload for the Practice, which made the relevant staff unavailable to attend. Two extraordinary meetings with the principal officers and Practice staff were held in September 2020 and March 2021. Full virtual Committee meetings resumed in September 2021 using Zoom, but have been temporarily scheduled for every two months. All *PV* members were invited to all Committee meetings, as usual.

In 2019 September, the start time for the Committee meetings was moved from 6:30 pm to 10:30 am as a trial. In January 2020 we reverted to 6:30 pm, but after the Covid-19 gap, the Zoom meetings were scheduled to commence at 10:00 am.

Table 1: Attendance at meetings:

No.	Date	Location	Type	Comm Mems	Mems	Staff	GP	Guest	Total
1	11/04/2019	Peartree	AGM	7	0	0	0	1	8
2	09/05/2019	Peartree	Committee	7	1	1	0	0	9
3	13/06/2019	Peartree	Committee	6	1	0	0	2	9
4	11/07/2019	Peartree	Committee	7	0	1	0	2	10
5	08/08/2019	Peartree	Committee	6	0	1	0	1	8
6	12/09/2019	Peartree	Committee	5	3	0	0	1	9
7	10/10/2019	Peartree	Committee	5	1	1	0	0	7
8	14/11/2019	Peartree	Committee	7	1	1	0	0	9
9	09/01/2020	Peartree	Committee	7	0	0	0	0	7
10	13/02/2020	Peartree	Committee	5	1	0	0	0	6
11	12/03/2020	Peartree	Committee	5	1	2	0	0	8
	<i>Pre Covid-19 Restrictions Average</i>			<i>6.09</i>	<i>0.82</i>	<i>0.64</i>	<i>0.00</i>	<i>0.64</i>	<i>8.18</i>
12	29/09/2020	Peartree	Extraordinary	3	-	2	-	-	5
13	16/03/2021	Zoom	Extraordinary	3	-	2	-	-	5
14	09/09/2021	Zoom	Committee	4	0	1	0	0	5
15	18/11/2021	Zoom	Committee	4	2	1	0	0	7
16	13/01/2022	Zoom	Committee	3	2	1	0	0	6
17	17/03/2022	Zoom	Committee	4	1	0	0	0	5
	<i>Zoom Average (from Sep 21)</i>			<i>3.75</i>	<i>1.25</i>	<i>0.75</i>	<i>0.00</i>	<i>0.00</i>	<i>5.75</i>

Staff is Practice Manager or Deputy Practice Manager

Attendance by Committee members at meetings fell after they were resumed using Zoom, following the 18-month Covid-19 gap.

4. Activity

4.1 Matters discussed at meetings

The following matters were discussed at the Committee meetings:

- Terms of Reference
- Practice surveys
- *PatientVoices* membership recruitment campaign
- Peartree Wellbeing project
- QEII Urgent Care Centre overnight closure

- Patient Locality Network (PLN) involvement and meeting updates
- Practice telephone queues and the telephone system
- Patient health checks
- Primary Care Network (PCN)
- Facebook
- E-consult
- Wheathampstead Practice PPG presentation
- Practice complaints procedure
- Covid-19 pressure on the Practice
- Vaccinations - Covid-19, influenza
- NHS data collection
- Integrated Care Systems (ICS)
- Cancel out cancer
- Armed Forces Covenant
- Increased patient demand and Practice capacity
- Practice staffing
- Physical access to the surgeries
- New housing developments and local population increases

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 Subgroup activities

The principal officers, ie the Chair, IT Support/Comms and Secretary met on a number of occasions between August 2019 and March 2020 to shape and progress the following items:

- Group name change to Peartree *PatientVoices*
- New logo and graphics
- Membership recruitment drive
- Patient Voices promotional boards
- Updated leaflets for placement in the surgeries
- Updated Terms of Reference document

- Practice website changes for new name and updates to the *PatientVoices* sections
- Facebook and Facebook membership recruitment advert

4.3 Other meetings

The Secretary and IT Support/Comms officer regularly attended the Wel Hat Patient Locality Network (PLN) meetings which link the Patient Participation Groups (PPGs) in the local area. The Chair also attended some of these when necessary. The East and North Herts Clinical Commissioning Group also hosted a number of Webinars in 2021 for all the PPG representatives within their whole area, which were also attended by the Chair.

4.4 Patient Surveys

A number of waiting room patient surveys were carried out by Committee members in 2019. These in-person surveys were stopped in 2020 and the nature of any future *PV* led surveys will be determined at a later date. The online survey previously accessed from the Practice website was decommissioned in Spring 2019.

In September 2019, a set of 208 consolidated survey results covering both 2018 and 2019 were summarised and passed to the Practice for use in a Care Quality Commission review.

4.4.1 The GP Patient Surveys

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. This survey is sent out to over two million people across England. 311 surveys were sent to Peartree patients between January and March 2021 and 109 were returned, representing a 35% completion rate. The results are available here:

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

5. Care Quality Commission

A Care Quality Commission (CQC) inspection of the Practice was carried out in March 2022, but unlike previous occasions, the Committee was not asked to provide input.

The latest report on the CQC website is for the inspection carried out in September 2018 and can be found here:

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

6. Further Information

To join Peartree *PatientVoices*, or obtain more information, please e-mail peartree.pv@gmail.com

The Peartree Practice website is at <https://www.peartreegp.co.uk/>

and the *PatientVoices* section is at <https://www.peartreegp.co.uk/patientvoices/>

The Practice Facebook Page is here: <https://www.facebook.com/peartreegp>

The National Association for Patient Participation is at www.napp.org.uk

The East & North Herts Trust website is at www.enherts-tr.nhs.uk

The East & North Herts Clinical Commissioning Group website is at <http://www.enhertscg.nhs.uk/>

The NHS Choices website is at <https://www.nhs.uk/pages/home.aspx>