



Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 10-March 2026

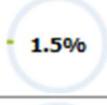
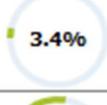
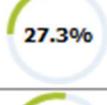
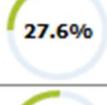
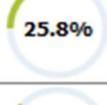
Attendees: Teams Meeting

Roy Ellwood – Chairman
 Jim Bowen – Vice Chairman
 Bill Harrison – Vice Chairman
 Ken Sheppard
 Margaret Wakelin
 Jacqueline Downs
 Beth Fryer
 Sarah Bradbury
 Janet Foord
 Sheila Nicholas (Apologies)

Dr James Ward – GP - Partner
 Karen Cooper-Sollom – Patient Liaison Officer

	Notes of Meeting:	Action
	<p style="text-align: center;">Welcome</p> <p style="text-align: center;">Apologies Sheila Nicholas</p>	
	<p style="text-align: center;"><u>01-Feb – 28-Feb 2026</u></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="363 1301 643 1503"> <p style="text-align: center;">% DNA</p> <p style="text-align: center;">4.2%</p> <p>DNAs 181 Booked appointments 4313</p> </div> <div data-bbox="839 1294 1243 1503"> <p style="text-align: center;">Patients with multiple appointments</p> <p style="text-align: center;">22.8%</p> <p>Patients with multiple appointments 749 Total number of patients 3285</p> </div> </div> <div style="text-align: center; margin-top: 20px;"> <div data-bbox="582 1547 992 1776"> <p style="text-align: center;">Patients with multiple DNAs</p> <p style="text-align: center;">5.3%</p> <p>Patients with multiple DNAs 9 Total number of patients who DNA 169</p> </div> </div>	

DNA Age range data

Less than 1 year	 1.5%	Total	Booked DNA DNA Rate	65 4 6.2%
1 - 5 year	 2.9%	Total	Booked DNA DNA Rate	125 4 3.2%
6 - 15 year	 3.4%	Total	Booked DNA DNA Rate	146 9 6.2%
16 - 45 year	 27.3%	Total	Booked DNA DNA Rate	1171 88 7.5%
46 - 64 year	 27.6%	Total	Booked DNA DNA Rate	1183 43 3.6%
65 - 80 year	 25.8%	Total	Booked DNA DNA Rate	1107 13 1.2%
81+ year	 11.5%	Total	Booked DNA DNA Rate	494 17 3.4%

Review of February 2026 minutes

No questions arising from the February minutes.

Staff Update

Clinical team remains stable no movement. Recruitment mentioned in February is on going and moving through the process.

Care Navigation team recruitment has been successful and new team members currently in induction.

We have seen a rise in sickness, with usual winter type illness (coughs/colds). We have increased extensively the use of Locum's to help us maintain the number of appointments.

Business Update

The clinical and management team are currently busy organising end of year QOF (Quality and Outcomes Framework) information for submission at end of March. Dr Ward has advised that he will bring more information to the PEG Meeting in May.

The Care Navigation team did extra hours over the weekend of the 07-March to help improve the backlog of work.

Dr Ward recognised the additional commitment from the team and thanked them.

Contract announcement has been received with a 3.4% uplift, that against the backdrop to the increase in minimum wage of 4.1% and the cost of living increase

we are experiencing doesn't provide room for movement making things difficult, so not a great position. The contact has been negotiated with minimal involvement from the BMA.

Dr Noor has been granted permission from Rapid Health to access the website with a view to improving accessibility for our patients. The PEG Committee have been asked if they would like to support Dr Noor.

Q. Has there been any updates on Junior Doctors pay increase?

A. No further strikes have been signposted, which is an encouraging sign. The doctors pay rise will be announced later in March, that may include an update on the Junior Doctors position.

PEG Chairman informed the group of his own personal positive interaction with Rapid Health recently.

General discussion between the PEG members was extremely positive about the service they and people they know have received from the team at Darwin Medical Practice.

They did express concern about the lack of confidence in the referral process and how slow the hospitals are to respond to referrals and book appointments.

There was also concern about the wait time for routine appointments at the practice, that lead to discussion about the number of doctors who are named on the door of the surgery and that patient's don't always realise that they don't all work full time.

AOB

Q. Can we see the latest statistics on the take up of Covid & Flu Vaccines?

A. Apologies for the update on this outstanding question from February's PEG meeting.

- Age 65 and over: Eligible 4907, 3975 given making take up of 81%
- Age 2–3-year-olds: Eligible 460, 238 given making take up 52%
- Age 6 months to 64 years at risk: Eligible 3400, 1636 given making take up 48%

- Covid update: 2362 given in autumn campaign which was over 75 and care home patients only. 269 declined

- Against the national level we are well above average.

- All eligible patients received a minimum of 2 invitations each.

PEG Patient Survey discussion. The group have agreed that they would like to undertake a patient survey. They feel that facilitating a survey with the wider patient population here at the practice would demonstrate their commitment to supporting the local patient community.

It has been agreed that a subcommittee will be formed – Bill, Jim, Janet, Margaret & Beth have kindly agreed to step forward.

The initial steps will be for this group of people to meet with Karen C-S at Greenwood to discuss and agree, what we want to achieve, what would be useful to the practice, the questions for the survey and over what time period they want to

	<p>collect data. Dr Ward has recommended that the questions relate to local topics and subjects that can potentially benefit patient's visiting Darwin Medical Practice.</p> <p>Once the questions have been agreed with the subcommittee these will be presented to PEG members at the May meeting where a review of the questions will be undertaken before sign off by PEG Chair Roy Ellwood and Dr Ward is completed.</p> <p>When this process is concluded the PEG group will agree the approach to rolling out the survey.</p>	
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Next meeting scheduled for

21-April 2026

@ 11.00am

11.00am Greenwood Health Centre or via Team's link