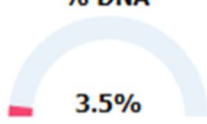
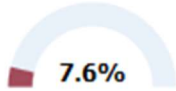










Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 26th May 2026

Attendees: Teams Meeting

- | | |
|-------------------------------------|--|
| Roy Ellwood - Chairman | Dr James Ward – GP - Partner |
| Jim Bowen – Vice Chairman | Karen Cooper-Sollom – Patient Liaison Officer- Apologies |
| Bill Harrison – Vice Chairman | Emma Jones – Business Admin Support Team (Note taker) |
| Ken Sheppard | |
| Margaret Wakelin | |
| Jacqueline Downs | |
| Beth Fryer | |
| Sarah Bradbury - Apologies | |
| Janet Foord | |
| Sheila Nicholas | |
| Joy Buckingham (Virtual PEG member) | |

	Notes of Meeting:	Action
	<p style="text-align: center;">Welcome Roy welcomed everyone to the meeting</p> <p style="text-align: center;">Apologies Sarah Bradbury Karen Cooper-Sollom</p>	
	<p style="text-align: center;"><u>01 April -30 April 2026</u></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div data-bbox="268 1377 743 1644" style="border: 1px solid #ccc; padding: 10px; width: 45%;"> <p style="text-align: center;">% DNA</p>  <p style="text-align: center;">3.5%</p> <p>DNAs 401 Booked appointments 11363</p> </div> <div data-bbox="778 1377 1294 1644" style="border: 1px solid #ccc; padding: 10px; width: 45%;"> <p style="text-align: center;">Patients with multiple DNAs</p>  <p style="text-align: center;">7.6%</p> <p>Patients with multiple DNAs 28 Total number of patients who DNA 369</p> </div> </div> <div style="text-align: center; margin-top: 20px;"> <div data-bbox="520 1792 1038 2060" style="border: 1px solid #ccc; padding: 10px; width: 60%; margin: 0 auto;"> <p style="text-align: center;">Patients with multiple DNAs</p>  <p style="text-align: center;">7.6%</p> <p>Patients with multiple DNAs 28 Total number of patients who DNA 369</p> </div> </div>	

less than 1 year		Total	Booked DNA DNA Rate	212 10 4.7%
- 5 year		Total	Booked DNA DNA Rate	302 19 6.3%
- 15 year		Total	Booked DNA DNA Rate	361 25 6.9%
6 - 45 year		Total	Booked DNA DNA Rate	3160 172 5.4%
6 - 64 year		Total	Booked DNA DNA Rate	2840 91 3.2%
5 - 80 year		Total	Booked DNA DNA Rate	2750 39 1.4%
1+ year		Total	Booked DNA DNA Rate	1684 44 2.6%

Review of April 2026 Minutes

Nothing to add.

Practice Staff Updates

Doctors - We have an advert out for a new Doctor and have had 11 applicants – we are hoping that the successful candidate will work 2-3 days per week.

Nursing Team - No changes.

Management - No Changes.

Business Support Team - No changes.

Care Navigators - Alyson Brown has stepped down from her role as Team Leader to return to her previous position as a Care Navigator. The position for a new Team Leader is currently being advertised.

Business Update

Abtrace has replaced the old recall system and is now tracking the most overdue patients rather than inviting them by birth month. This is now up and running along with the high-risk drug monitoring recalls.

The next phase of Abtrace we will be looking at starting over the next couple of months will focus on enhancing the care we provide by sending out patient questionnaires for ADHD, smoking etc and recalls for other diseases that require regular monitoring such as coeliac disease.

Dr Shammy Noor spoke to the PEG at our last meeting regarding Rapid Health and we are hoping to see the new changes coming into effect on the website mid-June. We will advertise the changes on our Facebook page – the new system will allow more flexibility for patients booking appointments as presently they cannot book routine or follow-up appointments through Rapid Health.

AOB

Q. Is there a ToR (Terms of Reference) for the PEG Group and if not, can one be created?

No we don't have a ToR. The ICB do not require a PEG board to have a ToR. We are not a statutory power, we see ourselves as "critical friends" by helping the practice appreciate and understand what patients are thinking and saying about issues, such as opening hours, telephone systems, delays with appointments etc

When the group was formed 14 years ago a set of ground rules were introduced (A copy of these rules has been emailed along with these minutes to all PEG and virtual PEG members for reference) defining our Purpose and Objectives, Membership Guidelines, Roles and Responsibilities and Code of Conduct.

Q. Do we want a formal ToR for our PEG?

It was a unanimous decision that the PEG members do not want a ToR.

Q. What is our patient list size?

Our list size is currently 24,500 and is growing at approximately 100 new patients a month.

Q. How many Doctors are at the Practice?

There are 21 GP's including trainees. 16 of those are salaried or partners.

Q. What is the number of GPs to patients?

We have approximately 10 WTE (whole time equivalent) GP's and almost 25,000 patients so each WTE GP has a list of around 2,500 patients. This has gone up over the years.

Q. How many Doctors work full-time?

All of the doctors work a part-time pattern, meaning no doctor works five days per week. However, some doctors work full-time hours (40+ hours per week) across four days.

Q. How long do GP Trainees stay?

It depends where the Doctors are in their training. FY2 trainees (Foundation Year) are usually on a 3–4-month rotation. ST2 (Speciality Training Year 2) tend to stay for a longer period of 6-8 months. ST3 (Speciality Training Year 3) stay for 1 year which can be extended for another 12-18 months for numerous reasons such as maternity, sickness, unmet competencies etc.

Q. Is there an opportunity for other virtual PEG members to attend the monthly meeting?

Yes, there will be other opportunities for virtual PEG members to attend the meetings, this will need to be arranged in a controlled way and is being looked into becoming a regular invitation to members of the virtual PEG by Karen Cooper-Sollom – Patient Liaison Officer.

Next meeting scheduled for

16th June 2026

11:00am

Greenwood Health Centre or via Team's link