

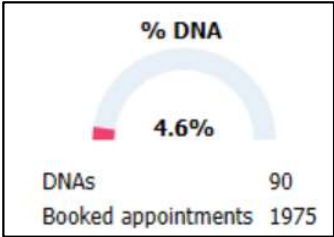
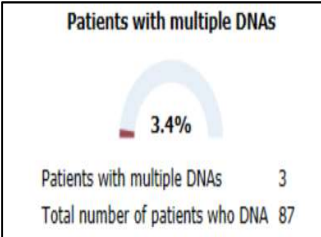
Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am 17th October 2023

Attendees: Teams Meeting

Roy Ellwood – Chairman
 Jim Bowen – Vice Chairman
 Bill Harrison – Vice Chairman
 Ken Sheppard
 Pauline Bowen
 Margaret Wakelin
 Sarah Bradbury
 Sheila Nicholas
 Janet Foord

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

	Notes of Meeting:	Action
1.	<p style="text-align: center;">Welcome</p> <p style="text-align: center;">Roy welcomed everyone to the meeting. Apologies from Malcolm Poulton – Beth Fryer – Jackie Downs</p>	
2.	<p style="text-align: center;">DNA Data – September 2023</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="300 1218 635 1453">  <p style="text-align: center;">% DNA</p> <p style="text-align: center;">4.6%</p> <p>DNAs 90 Booked appointments 1975</p> </div> <div data-bbox="919 1218 1241 1453">  <p style="text-align: center;">Patients with multiple DNAs</p> <p style="text-align: center;">3.4%</p> <p>Patients with multiple DNAs 3 Total number of patients who DNA 87</p> </div> </div> <p style="text-align: center;"><u>Review of September’s minutes</u></p> <p style="text-align: center;">Dr Ward said he hasn’t seen a quote yet for the triangular piece of land, so we are no further forward with this at present.</p> <p style="text-align: center;"><u>Business Update</u></p> <p style="text-align: center;">Fran McCallum – Pharmacist has now left the Practice. Dr David Meacheam – has now left the Practice.</p> <p style="text-align: center;">Dr Rebecca Daniel has started at the Practice. Dr Raluca Woodward has returned from Maternity Leave.</p> <p style="text-align: center;">No changes to the Reception and Administration Teams No changes in Management</p> <p style="text-align: center;">We currently have job advertisements out for a Pharmacist and Pharmacy Technician</p>	

Sickness and Strike Action last month affected the Practice slightly with delays for an appointment up to 5 weeks, however this is now back down to approximately 4 weeks.

We have had approximately 750 patients join us from the Burntwood Health and Wellbeing Centre to date, which is slightly less than we were expecting.

The ICB will be sending more letters out in November to the patients currently registered with Burntwood Health and Wellbeing Centre telling them they need to register with another Practice so we will expect another flurry of patients to register with us and then when the Surgery officially closes its doors on 31st March 2024 the rest of the unregistered patients will be shared amongst The Darwin Medical Practice, The Langton Medical Group and Salters Meadow in April 2024.

Q. What are the Symptoms of the new Covid variant?

Viral type symptoms

Slow recovery – 2-3 weeks to recover.

Sinus symptoms

Q. What advice can you give if you get covid?

Rest

Take plenty of fluids.

Expect to be off feet for a few days.

Wear a mask in public places (not mandatory)

Q. Are covid tests still readily available?

They are no longer available for free through the NHS, you now have to pay and they can be purchased from Chemists and Supermarkets

AOB

Q. Can patients get access to their records on the NHS app?

Yes, medical records belong to the patient and It would be beneficial for all patients if they used the NHS app, they would then have access to their patient record and medications. To get this set up, the patient needs to speak to Reception and they will be given a form to complete and once returned we can give them access to view their records online.

There is a National Spine that holds important data held on patients that hospitals can access but not all data can be found on here. The information on the spine is usually not enough and the IT infrastructure is not linked up between each NHS provider to enable them to see scans, referrals, consultations etc

Bloods

Samples are sent to the labs at lunchtime and we usually receive them back in the afternoon, but definitely within 24 hours

Q. Are patients rang if there is an issue with the Bloods?

There are three options if there are issues with the bloods.

- Patient may already have a follow up already booked.
 - Phone call to discuss bloods.
- Send text message to book appointment if necessary.

Q. Is it Partners who check the blood results if there are issues with them?

It will usually be the referring Doctor or member of the Urgent Care Team who gets sent the results and if they are on annual leave then it goes to the patient's usual doctor and if they are on leave then the results are sent to the clinical admin Doctor.

Q. Will we be doing the injection for Cholesterol?

Yes we will be, it is the Local Medical Committee who will negotiate a deal and once the deal is in place, we will take it on.

Q. If unhappy with treatment received with a Trainee GP what should I do?

It is very normal for trainees to need advice, with almost every patient. They have a nominated partner overseeing them but if you are unhappy with the treatment you received at your appointment, please book an appointment with another Doctor to discuss your needs.

N&J Chemist changing their protocol and no longer dispensing 2 month repeat prescriptions.

Dr Ward advised it is their right to do this and he would suggest either;
a change of Chemist or
set up repeat dispensing (this can be done through your GP)

Q. Does Darwin have a Nurse who can fit a Catheter?

No, this is a specialised Service provided by the Hospital/District Nurses.

Q. How can we arrange a shingles jab?

Speak to a Receptionist who will book you an appointment with a nurse.
This cannot be given at the same time as the Flu/covid vaccinations.

FYI – Karen C-S S

Sarah Bradbury was unable to hear on the teams meeting, the sound kept breaking up and most of the meeting she couldn't hear anyone talking – can we investigate this please?

Next meeting scheduled for

21st November 2023

11:00am

Greenwood Health Centre or via Team's link