



Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 17<sup>th</sup> December 2024

Attendees: Teams Meeting

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

Dr James Ward – GP - Partner  
 Karen Cooper-Sollom – Patient Liaison Officer – Apologies  
 Emma Jones – Business Administrator - Apologies

|  | Notes of Meeting:   | Action |
|--|---|--------|
|  | <p style="text-align: center;"><b>Welcome</b></p> <p style="text-align: center;">Apologies<br/>           Karen C-S<br/>           Emma Jones<br/>           Janet Foord<br/>           Malcolm Poulton</p>   |        |
|  | <p style="text-align: center;"><u>1<sup>st</sup> November – 30<sup>th</sup> November</u></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="288 1473 627 1720"> <p style="text-align: center;"><b>% DNA</b></p> <p style="text-align: center;"><b>4%</b></p> <p>DNAs 167<br/>Booked appointments 4200</p> </div> <div data-bbox="761 1473 1209 1720"> <p style="text-align: center;"><b>Patients with multiple DNAs</b></p> <p style="text-align: center;"><b>2.5%</b></p> <p>Patients with multiple DNAs 4<br/>Total number of patients who DNA 161</p> </div> </div> <div data-bbox="507 1834 1011 2083" style="text-align: center; margin-top: 20px;"> <p style="text-align: center;"><b>Patients with multiple cancellations</b></p> <p style="text-align: center;"><b>14.8%</b></p> <p>Patients with multiple cancellations 102<br/>Total number of patients who cancelled 687</p> </div> |        |

### DNA Age range data

|                  |       |       |                           |                    |
|------------------|-------|-------|---------------------------|--------------------|
| Less than 1 year | 1.3%  | Total | Booked<br>DNA<br>DNA Rate | 55<br>0<br>0%      |
| 1 - 5 year       | 4%    | Total | Booked<br>DNA<br>DNA Rate | 167<br>12<br>7.2%  |
| 6 - 15 year      | 3.6%  | Total | Booked<br>DNA<br>DNA Rate | 150<br>3<br>2%     |
| 16 - 45 year     | 26.7% | Total | Booked<br>DNA<br>DNA Rate | 1117<br>63<br>5.6% |
| 46 - 64 year     | 27.4% | Total | Booked<br>DNA<br>DNA Rate | 1148<br>39<br>3.4% |
| 65 - 80 year     | 26.7% | Total | Booked<br>DNA<br>DNA Rate | 1118<br>32<br>2.9% |
| 81+ year         | 10.3% | Total | Booked<br>DNA<br>DNA Rate | 433<br>16<br>3.7%  |

### Review of November minutes

Dr Ward advised the group that the meeting was being recorded via team due to no attendance from clerical staff to minute the meeting.

### Business Update

In terms of signage into the room Georgia Saxton has Physicians Associate on her door. The reception team will use the term of urgent care team as an 'umbrella' term, if that's used patients can ask who it is they are seeing.

We won't change the terminology being used about urgent care team.

Some progress about the signage on the door is as it should be.

The clock appears regularly throughout the presentation on the patient call in screen

### Practice Staff Updates

Four new care navigators currently going through induction, our reception team are now called care navigators.

Does everyone understand what a care navigator is.

Care navigator is a unique roll to the NHS, and patient's only see what someone does at the front desk and not what goes on behind the scenes and the level of care and service the teams have to navigate patients too for them to receive the most appropriate support.

We now have a full team in administration and reception team.

No changes to the clinical staff.

New nurse at start of January 2025.

New GP's settling in.

We currently have 2 GP's on longer term sick that has occurred over the last few weeks, that has created pressure losing 10 sessions per week equating to approx. 110 appointments per week. They are expected back in the near future.

Increase in short term illness – quademic has affected us with flu and norovirus – leading to us have to close Chasetown last Friday afternoon, affecting all teams including clinicians including 2-3 GP's every day and members of the urgent care team. As you know we manage our urgent care appointments across the day but on occasion we have been running out mid-morning which is unusual.

Q. Are the remaining GP's doing additional?

R. We employ Locum's, but this creates additional pressure when we've cancelled the appointment as we then have to start re booking into a space that may or may not have been there in the first place.

The word is that we have not seen the peak in the flu virus, and it is anticipated that we will continue to see staff going off work.

#### AOB

1. Do we know why patients are taking one or both (Covid/Flu) vaccines?

Patients have specific reasons why they choose not to have both vaccines. Some prefer to have them separately. We do still see a high number of people have both.

People are getting vaccine fatigue and choosing not to, including some people having side effects from the vaccines.

There is a plan for spring vaccine for Covid.

2. What's the criteria for being offered an appointment at Samuel Johnson at a weekend?

The extended hours are on Saturday & Sunday and is run through the PCN contracted with Ascent. They offer about 20 appointments across the whole of Burntwood, and our share is approx. 5 appointments, they can access our records and provides an opportunity to get care out of hours in a normal style.

There is no formal criteria for the weekend sessions, its first come first served and the appointments are usually loaded 2 weeks in advance. There are only a small number available unfortunately.

This is our service out of hours.

Q. how do you get in touch with this service out of hours

R. This is a routine service offered and booked by our care navigators, that is booked during the week, if you are ill during the weekend, you would follow the normal NHS111 route.

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|--|---|--|
|  | <p>Q. Who staffs it?</p> <p>R. Ascent staff it at the moment, they use reception staff from Burntwood &amp; Lichfield surgery. It will change in April 2025 when the practices will become responsible for the service rather than Ascent but it will be booked through the same protocol.</p> <p>S-Dec (same day emergency care) the larger hospitals are being encouraged to offer this service (Goodhope, Walsall Manor, New Cross) and are doing more complex procedures such as blood transfusions or emergency bloods.</p> <p>They don't do x-rays at Lichfield this service is offered at the larger hospitals.</p> <p>Q. Is this something the practice can book into?</p> <p>R. Yes, we can book in to these appointments an example is a DVT so where we think someone has a blood clot where we feel they need an urgent assessment, a blood transfusion is another one.</p> <p>3. Can you confirm who the permanent members of the GP's are now at the practice?</p> <p>There are 7 partners (Dr's Harrington, Ward, Huisman, Law, Mohanna, Price, Noor) and 9 salaried GP's (Dr's Sadiq, Clarke, Missen, Woodward, Mannion, Tognarelli, Everett, Adeyekun, Ajayi).</p> <p>The GP's are listed on the practice website and are on the doors to the surgeries.</p> <p>4. Has the practice decided what they are doing with the donation?</p> <p>PEG member offered another option to purchase a defibrillator – we already have one of those.</p> <p>The patient's daughter who is executor of the patient's estate has been written to and asked to contact Karen C-S but as yet we haven't heard anything from her.</p> <p>Dr Ward thanked the PEG members for their ongoing support and dedication to attending the meetings.</p> |  |
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Next meeting scheduled for

14<sup>th</sup> January 2024

11:00am Greenwood Health Centre or via Team's link