



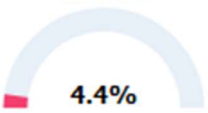
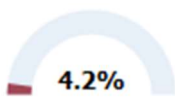

Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 14<sup>th</sup> January 2025

**Attendees: Teams Meeting**

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

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

	Notes of Meeting:	Action
	<p style="text-align: center;"><b>Welcome</b></p> <p style="text-align: center;">Apologies            Roy Elwood            Bill Harrison            Beth Fryer            Sarah Bradbury</p>	
	<p style="text-align: center;"><u>1<sup>st</sup> December – 31<sup>st</sup> December 2024</u></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="322 1402 683 1648" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>% DNA</b></p>  <p style="text-align: center;"><b>4.4%</b></p> <p>DNAs 150 Booked appointments 3405</p> </div> <div data-bbox="798 1402 1241 1648" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>Patients with multiple DNAs</b></p>  <p style="text-align: center;"><b>4.2%</b></p> <p>Patients with multiple DNAs 6 Total number of patients who DNA 142</p> </div> </div> <div data-bbox="475 1688 992 1944" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"><b>Patients with multiple cancellations</b></p>  <p style="text-align: center;"><b>9.8%</b></p> <p>Patients with multiple cancellations 56 Total number of patients who cancelled 573</p> </div>	

### DNA Age range data

Less than 1 year	1.6%	Total	Booked DNA DNA Rate	54 0 0%
1 - 5 year	4.9%	Total	Booked DNA DNA Rate	167 18 10.8%
6 - 15 year	3.1%	Total	Booked DNA DNA Rate	105 8 7.6%
16 - 45 year	26%	Total	Booked DNA DNA Rate	882 55 6.2%
46 - 64 year	27.4%	Total	Booked DNA DNA Rate	928 40 4.3%
65 - 80 year	26.8%	Total	Booked DNA DNA Rate	909 15 1.7%
81+ year	10.1%	Total	Booked DNA DNA Rate	343 12 3.5%

### Review of December minutes

Q. In the last minutes it was noted that patients cannot get an x-ray at Samuel Johnson Hospital is that correct?

R. If you are attending an appointment at Samuel Johnson on a Saturday or Sunday at our extended access clinics then these are run in exactly the same way as if you are attending an appointment at the surgery. Any referrals required as a result of a patient attending one of these appointments follows the same protocol as it would if you were seen in one of the branches.

Samuel Johnson do offer an x-ray service where patients may be asked to go following a referral or if they have attended the minor injuries department at the hospital and require an x-ray.

Q. Has the suggestion for ear wax micro suction been removed from the list of suggestions for the donation?

R. We are considering the use of the bequest to pay for something that the NHS doesn't fund, and currently the ICB are considering and transition from ear syringe to ear suction. As yet we don't know the timescales for the transfer to be completed.

### Business Update

We are seeing an increase in the number of patients presenting with flu, so we have taken the decision to offer additional flu clinics to encourage patients to take up the option to have the flu vaccination.

Comment from PEG member about contacting the surgery. The new call back option on the phone is working well and reducing the amount of time patients are having to wait on the line to be answered.

#### 2024 Complaint overview

Our complaint profile in terms of the number of complaints received remains consistent year on year with less than 1% of our overall patient base raising complaints. January > December 2024 a total of 201 complaints received with 103 of them being partially or totally upheld, the remaining complaints were not upheld. This was for a variety of reasons including the complaint relating to 3<sup>rd</sup> party service providers.

In contrast to complaints through a variety of channels such as FFT, Google Reviews, phone calls, written and verbal complimentary feedback is received and for the period September to December we received Very Good or Good feedback from 3479 patients.

All feedback is welcome as it helps us to review the protocols and service we provide and take learnings to improve the care and service we provide.

Q. How are urgent care appointments booked?

R. Our Care Navigators are asked to follow a protocol for booking urgent care appointments. This type of appointment is booked on the next available appointment this allows us to be able to ensure we are able to offer urgent care throughout the course of the day, rather than allowing patients to pick a timed on the day appointment, removing the option for people who feel unwell later in the day to have the opportunity to seek medical care.

We retain a % of our daily appointments until later in the day ensuring we have availability into the latter part of the day. If the demand for urgent care appointments is higher than we expect on any given day the care navigators can speak to a member of the management team to have the later day appointments released, when these appointments have been booked, we then have the option to book patients into the urgent care appointments when we open the following morning or alternatively refer the patients to NHS111.

#### **Practice Staff Updates**

As a result of our Health Coach deciding to return to university to further her development and career towards physiotherapy, we currently have a vacancy for a Health Coach, we are reviewing the finances before deciding as to whether we are going to backfill this vacancy.

New Nurse Meg Taylor will join the practice on the 20<sup>th</sup> January.

Aby Jones has taken up a role as health care assistant.

As noted in our December meeting minutes we had two GP's on long term absence, this week saw the return of one of the GP's but we do still have one off. Our Resource Manager is currently working hard to backfill the gap with Locum GP's and is looking at utilising some new Locum GP resource. In addition, other GP's and clinicians at the practice have increased their availability taking on extra appointments.

	<p>Our Business Manager Lisa is also taking time away from the practice to recover from surgery and it is anticipated she will be away for approx. 8 weeks. Lisa's absence leaves a big gap in the team but we wish her well in her recovery, and her work is temporarily being covered by other members of the team.</p> <p>We are pleased to let everyone know that Dr Luke Tognarelli became a partner at the practice on the 1<sup>st</sup> January.</p> <p>Q. Does this mean that Dr Tognarelli will do less clinics?</p> <p>R. No Dr Tognarelli's patient list will increase as per the protocol for partners joining the practice and he will continue to offer the same clinics as previous.</p> <p>A member of the PEG committed wanted to pass on their thanks and recognition to Kiera Cresswell and Sarah Michael who they said welcomed them into Chasetown, were extremely pleasant and helpful.</p> <p style="text-align: center;"><b><u>AOB</u></b></p> <ol style="list-style-type: none"><li>1. Who deals with the surveys sent to patients mobile following an appointment with a professional at the surgery?</li></ol> <p>Our patient liaison officer collates the information from the various sources including online, FFT cards etc, the information is entered into a central reporting system that can be remotely accessed by the NHS.</p>	
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**Next meeting scheduled for**

**18<sup>th</sup> February 2025**

**12:00pm Greenwood Health Centre or via Team's link**