

Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 21st October 2025

Attendees: Teams Meeting

Roy Ellwood – Chairman

Jim Bowen – Vice Chairman - Apologies

Bill Harrison – Vice Chairman

Ken Sheppard

Margaret Wakelin

Jacqueline Downs

Beth Fryer

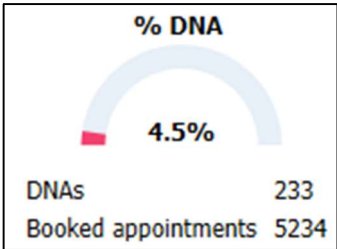
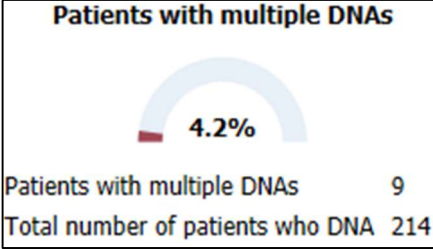
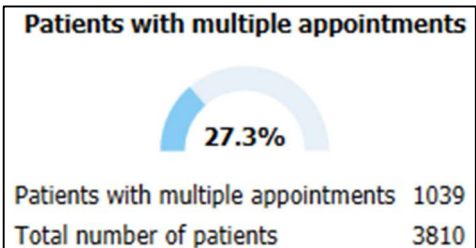
Sarah Bradbury - Apologies

Janet Foord

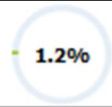
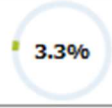
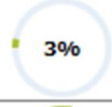
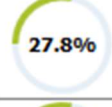
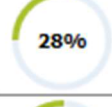
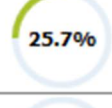
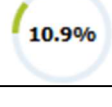
Sheila Nicholas

Dr James Ward – GP - Partner

Karen Cooper-Sollom – Patient Liaison Officer

	Notes of Meeting:	Action
	Welcome Apologies Sarah Bradbury Bill Harrison	
	<u>1-Sept – 30-Sept 2025</u> % DNA  DNA's 233 Booked appointments 5234 Patients with multiple DNAs  Patients with multiple DNAs 9 Total number of patients who DNA 214 Patients with multiple appointments  Patients with multiple appointments 1039 Total number of patients 3810	

DNA Age range data

Less than 1 year		Total	Booked DNA DNA Rate	65 2 3.1%
1 - 5 year		Total	Booked DNA DNA Rate	172 13 7.6%
6 - 15 year		Total	Booked DNA DNA Rate	158 8 5.1%
16 - 45 year		Total	Booked DNA DNA Rate	1447 105 7.3%
46 - 64 year		Total	Booked DNA DNA Rate	1462 52 3.6%
65 - 80 year		Total	Booked DNA DNA Rate	1338 33 2.5%
81+ year		Total	Booked DNA DNA Rate	569 12 2.1%

Review of September 2025 minutes

Feedback from the PEG Group is that the Flu & Covid Clinics have once again been run exceptionally well. The organisation has been super with some patients being seen ahead of the allocated appointment time.

The criteria for Covid vaccines is much stricter for the 2025 winter. Patients must be 75 or older or have a severe compromised auto immune issue. For example, Multiple sclerosis is not on the list.

The guidelines are the same for GP Practices and Pharmacies.

Rapid Health Update – A review of the web site page has been undertaken with some redesigning carried out. The book appointment tab takes you to Appointments for Adults (16 years +) & Appointments for Children (Under 16) that then has a clear instruction and guide in how to send a request via the Rapid Health Online Booking System.

We don't yet have any numbers to understand how effective the change has been but the feedback we're receiving does indicate it's much easier to navigate.

On Monday 20th October we changed the call routing on our telephone system, allowing patients to select from two options using their telephone keypad. This allows their call to be routed to Care Navigators dealing either with booking appointments or general enquiries.

We did encounter some initial 'teething' problems primarily driven by resource, but this has been overcome and today the system is working much smoother.

The PEG members acknowledged from their own personal experience how well Rapid Health system is working and that they are very impressed with it.

Access to the spirometry service at Langton's. We are not aware of any alternate numbers we can issue to our patients to access this service. We have passed on the feedback to Langton's Management Team but as yet we haven't received a response.

Business Update

We have recently welcomed two new salaried GP's to the team. Dr Samera Dean and Dr Niraj Samani, who are both currently completing their induction.

Some of the PEG members have already interacted with these GP's and have provided very positive feedback.

There are a couple of members of staff that are leaving the practice in the coming weeks. Gurdev Pahwa Pharmacy Technician who is moving out of the area and Georgia Saxton who is leaving to spend time in Canada. We wish them both every success in the future.

Recruitment continues for vacancies in the Business Administration and Care Navigator (Reception) Teams.

The Care Navigator Team is made up of 28 permanent team members being supported by 6 bank staff, that are available to pick up shifts and cover resource gaps during holidays and turn over.

The Care Navigator role is a busy and on occasion stressful role, and although the team are not medically trained, they do need to navigate systems, protocols and a certain understanding medical terminology. Whilst we have Care Navigators in the team that have been with us for a few years, we also see some of the newer team members find it difficult and so we do see some turnover.

AOB

1. Call in voice still a problem with pronunciation of names not clear

KCS to check with Business Administrator to see how the work is progressing to amend the system.

2. Lichfield Live comments are being made about the lack of health care facilities in Burntwood following the closure of Burntwood Health & Wellbeing. Have all the patients been integrated into the other practices?

Yes, the transfer of patients was completed about 18 months ago when Health & Wellbeing closed.

We haven't received an update in the last 6 months about the second Health Centre that's proposed for Burntwood. District Council have contributed £1m and are keen to progress this. NHS England is currently under review which may be causing distraction to this being progressed forward. In addition, we haven't received any updates to the PCN. The next steps is to obtain planning permission. All the local practices are good to go with the proposal, but if you consider that Greenwood Health Centre was 10 years in the planning, we are in the relative infancy stages of this proposal.

	3. Westgate PPG have asked if they can reach out to other PPG members – would you be happy with this? Not sure whether the request has come because the ICB no longer run the regional meetings. The PEG members have advised that they are happy for a representative from Westgate to attend a future PEG Meeting here at the practice. 4. Has the confusion re the Covid & Flu Jab eligibility caused much disruption? Information above is in response to this question. 5. How is it envisioned that the plan to have neighbourhood hubs for health care under one roof, impact on local surgeries. Are we involved in any way? Yes, all the practices in Burntwood are involved and work together closely. The next step is for the contracts to be reviewed and move to neighbouring contracts rather than practice specific. Central diagnosis centres are a national scheme and include investment in the community reducing the wait times and moving these procedures from hospitals. Things like CT & MRI scans will be undertaken more locally. The challenge is the availability of funds to build scanners. 6. What is the current state of staffing levels at the surgery as there have been a few vacancies advertised recently? As mentioned previously in these minutes the Care Navigator Team has the highest turnover of staff, but we are not concerned as we have several bank staff that are available to backfill gaps created by leavers. The Care Navigator role has been reviewed, and we have introduced different working patterns and offer a wider range of activities that the team rotate through making the role more interesting. We feel that these changes are important to retaining our people by introducing new initiatives. Care Navigator is the new name for the receptionists. The recent Patient Survey results show our Care Navigators do a great job, and this is recognised through the positive feedback received through the survey. The PEG raised concerns about the blind being down at Greenwood Health Centre reception when there is a queue of patients waiting. The blind is closed when the Care Navigator sitting at that position is asked to deal with a complex situation or help manage call volumes.	
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	7. Could staff wear badges identifying them and their status? All staff are issued with badges and are asked to wear them, however there are occasions where a member of the team forgets to do so. We are aware that patient's wanting to know who they are seeing, so we are in the process of having name plaques made for the doors that will show the name of the clinician and their role. This is also announced via the patient call in screens. Could a board be placed in reception of the foyer with photographs, names and role? The Partners and Senior Managers have discussed this a few times. The size of the practice and the number of clinical staff employed this wouldn't be practical, in addition there is the management of infection control. The PEG Chairman thanked Dr Ward for the consistent support he gives to the PEG Meetings. The PEG Group also passed on their thanks to Emma Jones who has supported the groups meetings for the last few months.	
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Next meeting scheduled for

18th November 2025

@ 11.00am

11.00am Greenwood Health Centre or via Team's link