

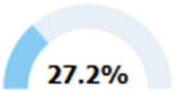
Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 18th November 2025

Attendees: Teams Meeting

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

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

	Notes of Meeting:	Action
	Welcome Apologies Beth Fryer Margaret Wakelin	
	<u>1-Oct – 31-Oct 2025</u> % DNA  5% DNAs 256 Booked appointments 5147 Patients with multiple DNAs  8.6% Patients with multiple DNAs 20 Total number of patients who DNA 232 Patients with multiple appointments  27.2% Patients with multiple appointments 1011 Total number of patients 3711	

DNA Age range data

Less than 1 year		Total	Booked DNA DNA Rate	71 3 4.2%
1 - 5 year		Total	Booked DNA DNA Rate	158 10 6.3%
6 - 15 year		Total	Booked DNA DNA Rate	199 24 12.1%
16 - 45 year		Total	Booked DNA DNA Rate	1471 97 6.6%
46 - 64 year		Total	Booked DNA DNA Rate	1438 71 4.9%
65 - 80 year		Total	Booked DNA DNA Rate	1241 32 2.6%
81+ year		Total	Booked DNA DNA Rate	552 17 3.1%

Review of October 2025 minutes

Rapid Health, the system routes the type of request to the appropriate inbox i.e. administration queries are sent to admin folder in the inbox allowing clear visibility to the clinician of medical relates queries.

Rapid Health, offers appoints to everyone even when a medical query questions, allowing the patient the option to book an appointment if they feel it's required.

Since Rapid Health was launched in June 2025, we are seeing an increase in the number of patients using the service to book face to face and telephone appointments. Currently 63.3% of patients are auto booked an appointment through Rapid Health which is a 2:1 ratio versus patients booking via a telephone call. This is having a positive impact on the number of telephone calls being received into the practice, however October we did see an increase in demand for support from our Care Navigators via the telephone and this was because of the flu & covid clinics.

The triage process points patients to the appropriate appointments, please see below some data showing how effective Rapid Health has been.

Urgent Care Appointments

35% via Care Navigators

59% via Rapid Health

Routine Appointments

31% Care Navigators

14% Rapid Health

We are seeing an increase in the number of appointments for Muscular Skeletal because of the triage process.

Demographically we are seeing patients aged 20 > 40 are using Rapid Health and predominantly female patients. Older patients are continuing to prefer to use the telephone route to access our health care services.

Q. Do you have the option to choose a specific GP?

R. Yes you can use the drop-down menu, depending on whether the specific GP has any appointments available.

We are seeing some patients using the service to book multi appointments.

Q. Is there a flag for patients booking multiple appointments?

R. May be something we can see if there's an option to put a flag where multiple appointments have been booked. Our policy isn't to limit consultations to one issue per appointment. We encourage clinicians to go through their issues and then focus on the most important putting a plan together for the other issues, that may include a follow up appointment.

Business Update

The new salaried GPs are settling in well.

Megan Taylor Nurse has started her maternity leave. We have an experienced nurse providing maternity cover.

We are currently recruiting for an additional member of our Urgent Care Team, and we have 4 applicants.

Gurdev Pahwa – Pharmacy Technician will be leaving us on the 27-November. We are currently advertising for his replacement.

We are continuing with recruitment for Care Navigators to get us to normal capacity.

Flu & Covid update, figures below showing the take up of patients having their vaccines. We are seeing a high number of children aged 2 > 3 years not being vaccinated.

PEG Members gave positive feedback about the organisation of the clinics. Well done to everyone involved.

Junior Doctors update – the last few days (Friday > Tuesday this week) planned strikes have taken place, however this hasn't had too much impact on the practice.

Greenwood Health Centre Parking – we have recently multi purposed two disabled parking bays to include parent and child parking.

PEG member wanted to acknowledge how well received the practice has been in allowing the small number of patients who require the cholesterol injection service. As a practice we feel that because of the very low number of patients who require this injection that it's appropriate to provide this service.

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.

	Update on changes to pronunciation for the patient call in screen. Business Admin are in the process of making changes to the system, unfortunately it is a very time-consuming process as you must listen to the original speech, break down the name phonetically, save each element then edit and save it again (can be multiple times) until the sound is correct. Eg Dr Sadiq has had to be entered into the system Sa-deek for it to sound correct. 2. Westgate PPG have asked if they can reach out to other PPG members – would you be happy with this? Lisa and I are engaging with Westgate to ascertain if this is something they still want to go ahead with. 3. What is the take up for Covid & Flu vaccines? Total Flu vaccines given 4,604 Official figures from 2-November for area are 66% of eligible over 65 years old have been vaccinated, 33.5% of 6 months to 64-year-olds who are at risk have received the vaccine and 40% of 2 – 3-year-olds. Covid – 1,788 of patients eligible (75+ years, care home residents and immune-compromised have had the vaccine administered. Credit to our nursing team here at Greenwood Health Centre we are the highest in the area and above the national average. PEG member feedback, difficult to find a local pharmacy that can provide Covid vaccines privately. Boots @ Cannock & Tamworth had availability at a cost of £98.95. 4. Are you aware of what's happening to the Jhoots Pharmacy space in St Chads? No, we haven't been involved in any discussion and although we share the business, we are not involved in how the contract is managed as it is a separate premises. Jhoots is a large pharmaceutical provider across the county, we anticipate it will take a long time to find a replacement as it's a small site so potentially not viable for the larger pharmacies. Q. Could we use the space? R. Not sure the space would be useful to us. 5. What are local GP's doing regarding the huge wait for appointments with consultants after MRI scans? GPs can use Advice & Guidance to ask questions of consultants about MRI scan results. The responses are usually received in 2 weeks, but it does depend on the specialist and the hospital. We can escalate if Advice & Guidance unavailable and wait times for some specialists where wait times are 3 – 6 months. 6. Are voluntary posts or placements offered for those studying associated health topics. E.g. nutrition, counselling, dietician.	
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	GPs are not involved with these types of placements, its generally hospital based. However, on the odd occasion when we have received requests we have offered support. We have considered pharmacy placements, but the partners chose not to, however we do continue to support the training of Junior Doctors here at Darwin. 7. What's the intended provision of earwax suction equipment to improve the treatment of patients and the usual protocol. Micro suction is not available in GP surgeries, it is only available privately, there is no longer any treatment for ear wax removal on the NHS. The exception to this is if a patient has a recurring ear infection and then this will be something the hospital may consider appropriate and arrange in secondary care to offer the patient. Q. Why is it not available on the NHS? R. Funding and secondary issues can be created because of this procedure. Using olive oil can be as effective. Q. What was the donation from the beneficiary used for? R. It was decided that the purchase of 6 chairs that could be height adjustable and have arms would be useful to all patients using the Greenwood Health Centre. Q. Are the seats at the highest setting? R. KCS will ask Business Administration (Premises) to check that the seats are at the highest setting. 8. Election of Chairman? The PEG Chair asked the group to consider whether they wanted to elect a new Chairman. The group with Roy's agreement unanimously agreed that Roy would continue in the position taking on the role for the 13th year. It was also agreed that both Bill Harrison & Jim Bowen would remain in post as Deputy Chairman. Roy thanked everyone for their continued support.	
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Next meeting scheduled for

16th December 2025

@ 11.00am

11.00am Greenwood Health Centre or via Team's link