

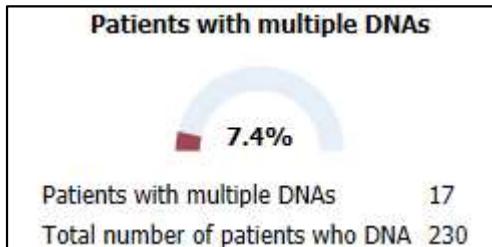
Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 20-January 2026

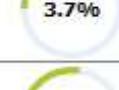
Attendees: Teams Meeting

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

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

	Notes of Meeting:	Action
	<p>Welcome</p> <p>Roy welcomed all the members Apologies from Margaret Wakelin</p>	
	<p><u>01-Dec – 31-Dec</u></p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>% DNA</p>  <p>5.6%</p> <p>DNAs 257 Booked appointments 4576</p> </div> <div style="text-align: center;"> <p>Patients with multiple appointments</p>  <p>23.1%</p> <p>Patients with multiple appointments 804 Total number of patients 3485</p> </div> <div style="text-align: center;"> <p>Patients with multiple DNAs</p>  <p>7.4%</p> <p>Patients with multiple DNAs 17 Total number of patients who DNA 230</p> </div> </div>	

DNA Age range data

Less than 1 year	 2%	Total	Booked DNA	92
1 - 5 year	 3.6%	Total	Booked DNA	165
6 - 15 year	 3.7%	Total	Booked DNA	167
16 - 45 year	 27.3%	Total	Booked DNA	1243
46 - 64 year	 26.9%	Total	Booked DNA	1222
65 - 80 year	 25.2%	Total	Booked DNA	1146
81+ year	 11.3%	Total	Booked DNA	512
			DNA Rate	10.8%
			DNA Rate	6.1%
			DNA Rate	7.2%
			DNA Rate	9.2%
			DNA Rate	5.2%
			DNA Rate	2.9%
			DNA Rate	2%

Review of December 2025 minutes

Nothing to add

Staff Update

No changes to Doctors/Nurses/UCT/Management

Interviews are continuing for additional Care Navigators

Business Update

The peak in flu cases that we saw in the run up to Christmas has now subsided.

We are expecting an announcement from NHS England in the next month regarding details of April's financial uplift.

How did the Resident Doctors strike affect the practice?

Only about half of the Doctors participated in the strike. There was minimal disruption to the practice and extra locums were taken on to cover the workload.

Can we ask the Doctors beforehand if they are going to strike?

Yes, we can ask them, but they are not obliged to tell us of their decision to strike. Our relationship with the Residents is not affected by the strikes, they are not striking against us, we are just teaching and training them.

AOB

Is AI being used in appointments now?

Artificial Intelligence (AI) tools are being increasingly deployed across general practice in England to tackle long-standing operational and clinical pressures. We have the Heidi AI software available at the Practice which is used for real-time consultation transcription. Participation is voluntary with some Doctors using it regularly and some Doctors not using it at all.

If the Doctor is using AI, they will check with you at the beginning of the consultation that you are happy for them to use AI to transcribe your consultation.

Next meeting scheduled for

17 February 2026

@ 11.00am

11.00am Greenwood Health Centre or via Team's link