




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 style="text-align: center;">Welcome</p> <p style="text-align: center;">Roy welcomed all the members Apologies from Margaret Wakelin</p>	
	<p style="text-align: center;"><u>01-Dec – 31-Dec</u></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; padding: 10px; width: 45%;"> <p style="text-align: center;">% DNA</p>  <p style="text-align: center;">5.6%</p> <p>DNAs 257 Booked appointments 4576</p> </div> <div style="border: 1px solid black; padding: 10px; width: 45%;"> <p style="text-align: center;">Patients with multiple appointments</p>  <p style="text-align: center;">23.1%</p> <p>Patients with multiple appointments 804 Total number of patients 3485</p> </div> </div> <div style="border: 1px solid black; padding: 10px; width: 45%; margin: 20px auto;"> <p style="text-align: center;">Patients with multiple DNAs</p>  <p style="text-align: center;">7.4%</p> <p>Patients with multiple DNAs 17 Total number of patients who DNA 230</p> </div>	

DNA Age range data

Less than 1 year		Total	Booked DNA DNA Rate	92 10 10.8%
1 - 5 year		Total	Booked DNA DNA Rate	165 10 6.1%
6 - 15 year		Total	Booked DNA DNA Rate	167 12 7.2%
16 - 45 year		Total	Booked DNA DNA Rate	1243 114 9.2%
46 - 64 year		Total	Booked DNA DNA Rate	1222 64 5.2%
65 - 80 year		Total	Booked DNA DNA Rate	1146 33 2.9%
81+ year		Total	Booked DNA DNA Rate	512 10 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