



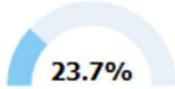
Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 17-February 2026

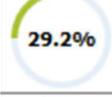
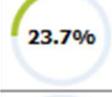
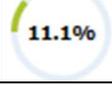
**Attendees: Teams Meeting**

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

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

	Notes of Meeting:	Action												
	<p style="text-align: center;">Welcome</p> <p style="text-align: center;">Apologies Sheila Nicholas</p>													
	<p style="text-align: center;"><u>01-Jan – 31-Jan</u></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div data-bbox="331 1328 684 1574" style="border: 1px solid black; padding: 5px; width: 45%;"> <p style="text-align: center;"><b>% DNA</b></p>  <p style="text-align: center;"><b>4.7%</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">DNAs</td> <td style="text-align: right;">218</td> </tr> <tr> <td>Booked appointments</td> <td style="text-align: right;">4676</td> </tr> </table> </div> <div data-bbox="754 1328 1241 1574" style="border: 1px solid black; padding: 5px; width: 45%;"> <p style="text-align: center;"><b>Patients with multiple appointments</b></p>  <p style="text-align: center;"><b>23.7%</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Patients with multiple appointments</td> <td style="text-align: right;">838</td> </tr> <tr> <td>Total number of patients</td> <td style="text-align: right;">3531</td> </tr> </table> </div> </div> <div style="text-align: center; margin-top: 20px;"> <div data-bbox="528 1688 1034 1939" style="border: 1px solid black; padding: 5px; width: 60%; margin: 0 auto;"> <p style="text-align: center;"><b>Patients with multiple cancellations</b></p>  <p style="text-align: center;"><b>15.5%</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Patients with multiple cancellations</td> <td style="text-align: right;">134</td> </tr> <tr> <td>Total number of patients who cancelled</td> <td style="text-align: right;">862</td> </tr> </table> </div> </div>	DNAs	218	Booked appointments	4676	Patients with multiple appointments	838	Total number of patients	3531	Patients with multiple cancellations	134	Total number of patients who cancelled	862	
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DNA Age range data

Less than 1 year		Total	Booked DNA DNA Rate	74 3 4.1%
1 - 5 year		Total	Booked DNA DNA Rate	125 6 4.8%
6 - 15 year		Total	Booked DNA DNA Rate	141 8 5.7%
16 - 45 year		Total	Booked DNA DNA Rate	1335 95 7.1%
46 - 64 year		Total	Booked DNA DNA Rate	1363 63 4.6%
65 - 80 year		Total	Booked DNA DNA Rate	1107 29 2.6%
81+ year		Total	Booked DNA DNA Rate	518 13 2.5%

Review of January 2026 minutes

No questions arose from the review of the January minutes.

Staff Update

Main changes are with the Care Navigation team where we are seeing a high number of leavers. It's a constant struggle to recruit and stabilise the team. The next two months will focus on recruitment and sorting the team.

Clinical teams are stable.

Two Locum GPs are joining the practice towards the end of February, both of whom have worked in the practice previously and who have forged relationships with staff and patients. They will be covering adhoc shifts.

Advance Clinical Practitioner is due to join them team at the end of March.

We have recruited a pharmacist who will start on the 20-April.

No changes in the managements. We will be welcoming back in April our Operations Support Manager Sarah Farmer who is returning from maternity leave.

Business Update

Rapid health filters appointments by Red, Amber, Green. Red & Amber are deemed as urgent appointment and would offer either an on the day appointment or within 2 days. The data allows us to track the total number of appointments booked in each category for planning purposes. We are seeing between 6 and 700 appointments per week being booked.

Rapid Health was introduced in June 2025 and we saw the need for urgent extra appointment usage increase through December & January. Urgent extras are where GPs are asked to take additional appointments on top of their planned appointments.

There are two priorities 1. Urgent on the day appointments, we like to ensure we are able to offer this type of appointment as late into the day as possible. 2. Follow up appointments allowing clinicians to invite patients back when required.

We have seen a reduction in telephone call volume as a result of Rapid Health but the profile of call demand remains as before the introduction of Rapid Health. Between 8am and 10.30am the demand is high creating wait times for calls to be answered as we go into the afternoon the call demand reduces.

Rapid Health is being used primarily for urgent health problems, with chronic health management requiring support from GP's, we are seeing patient's continuing to use the phone to book these types of appointments.

More face-to-face appointments are being booked rather than telephone consultations. We are currently reviewing the balance of these types of appointments and adding extra routine and follow up appointments that will be reviewed at the end of April by partners.

We are expecting a contract announcement outlining the financials for 2026 at year end in approx. 6 weeks.

#### AOB

Q. Do you carry out exit interviews to understand why the care navigator turnover is high?

A. Yes, the feedback is not what people expect, the care navigators do a blended role of front desk, phones and back-office administration duties. We try to tailor shifts to suit individual needs while balancing operational requirements for the practice to be open from 8am to 6.30pm.

The role is more complex than a low-level administration role but what we can pay versus minimum wage make it hard to sell. Until a good margin can be established it's difficult to recruit and retain against other local business that are recruiting on a similar pay scale.

General view from the PEG Members is that the care navigators are providing a good service.

Q. How do you assess a potential employee for customer service and empathetic skills?

A. Interviewees are asked to complete a number of tests as well as an interview. This includes a computer literacy test and they observe the role from the various aspects during the interview process. This allows them to get a good understanding of the role and responsibilities; it also allows us to assess the type of person they are.

The management team has reviewed the training programme to help people integrate into the role easier, this includes customer service, confrontation management and support in how to consider and explore other options so the care

navigator doesn't need to say no to patients. If someone is demanding the care navigators have managers they can refer to and we do have a number of experienced care navigators that have been with the practice for some time who will also support. The on-call GP can also be contacted for advice. Patient's who demonstrate aggressive or abusive behaviour are subject to a risk assessment.

Q. Is the impact on demand due to the increase in the number of patients?

A. No, historically surgeries would have circa 5 to 6,000 patients with generally 2 GP's and receptionists who knew all the patients, now we don't know everyone as well. Patient's do have a usual GP to help provide continuity and we are trying to develop this with a team of clinicians.

Q. Are you aware of the blood test hub walk in facility at Sir Robert Peel?

A. It was discussed that Robert Pells was going to become a community diagnostics centre so that may be part of that plan.

The wait time for blood tests at the surgery is 2 weeks we are working on a recruitment plan to help reduce the wait time to a week.

Q. If a patient uses the NHS111 service and they prescribe medication why doesn't it show on the patients records?

A. There should be a record of the NHS111 consultation but any medication prescribed won't appear on the prescribing system.

Q. Can I book a routine appointment with Advanced Nurse Practitioner?

A. No we don't offer routine appointments for the ANP's, you can circumnavigate this by booking an appointment through Rapid Health or the ANP do have follow up appointments that they can book themselves.

Q. Can we see the latest statistics on the take up of Covid & Flu Vaccines?

A.

Q. What are the latest stats on patients using the new online booking system?

A. Attached presentation circulated to PEG & virtual PEG.

Q. What has happened re the patient connection work that was planned? This was where group members and volunteers were going to speak to patients about their experiences of the practice?

A. This has been added to the March agenda for further discussion with the PEG members. Further updates will follow in due course.

**Next meeting scheduled for**

**10-March 2026**

**@ 11.00am**

**11.00am Greenwood Health Centre or via Team's link**