



Darwin Medical Practice Patient Engagement Group (PEG)








Minutes of Meeting held at 11am – 16 June 2026

Attendees:

- Roy Ellwood – Apologies
- Jim Bowen – Vice Chairman (Apologies)
- Bill Harrison – Vice Chairman
- Ken Sheppard
- Margaret Wakelin (Apologies)
- Jacqueline Downs
- Beth Fryer (Apologies)
- Sarah Bradbury (Apologies)
- Janet Foord
- Sheila Nicholas (Apologies)
- Dr James Ward – GP - Partner
- Karen Cooper-Sollom – Patient Liaison Officer- Apologies

	Notes of Meeting:												
	<p>Welcome</p> <p>Apologies Sheila Nicholas Sarah Bradbury Beth Fryer Margaret Wakelin Jim Bowen</p>												
	<p><u>1-May – 31-May 2026</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;">4.3%</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">DNAs</td> <td style="text-align: right;">185</td> </tr> <tr> <td>Booked appointments</td> <td style="text-align: right;">4322</td> </tr> </table> </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;">24.4%</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Patients with multiple appointments</td> <td style="text-align: right;">793</td> </tr> <tr> <td>Total number of patients</td> <td style="text-align: right;">3249</td> </tr> </table> </div> </div> <div style="margin-top: 10px; text-align: center;"> <div style="border: 1px solid black; padding: 10px; width: 60%; margin: 0 auto;"> <p style="text-align: center;">Patients with multiple DNAs</p> <p style="text-align: center;">5.3%</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Patients with multiple DNAs</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Total number of patients who DNA</td> <td style="text-align: right;">170</td> </tr> </table> </div> </div>	DNAs	185	Booked appointments	4322	Patients with multiple appointments	793	Total number of patients	3249	Patients with multiple DNAs	9	Total number of patients who DNA	170
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DNA Age range data

Less than 1 year		Total	Booked DNA DNA Rate	58 4 6.9%
1 - 5 year		Total	Booked DNA DNA Rate	128 4 3.1%
6 - 15 year		Total	Booked DNA DNA Rate	144 11 7.6%
16 - 45 year		Total	Booked DNA DNA Rate	1218 85 7%
46 - 64 year		Total	Booked DNA DNA Rate	1187 40 3.4%
65 - 80 year		Total	Booked DNA DNA Rate	1023 25 2.4%
81+ year		Total	Booked DNA DNA Rate	536 12 2.2%

Friends & Family May 2026 Response Rates

885 responses received – 20% response rate against the number of appointments attended.

844 patients – 95.3% of patients recorded a Very Good/Good Score

41 patients - 4.6% recorded a Very Poor/Poor/Don't Know Score

2026 YTD – 93.8% of patients tell us the service they receive from the team at Darwin Medical Practice is Very Good/Good

Review of May 2026 minutes

No matters arising from May's minutes.

Complaint & Patient Feedback Update

Presentation sent separately.

Business Update

A question was raised about prescriptions.

Our patient list is 24,500 with circa 12,000 having repeat prescriptions. We generally issued 1 to 2 months medication at any one time, so we are processing approx. 1,000 prescriptions per month, most with multiple items on them.

Mondays and Tuesdays are the busiest time for prescriptions being processed and signed; it's not unusual for there to be 300-400 prescriptions per day. Every prescription has to be signed by a GP. We do have some automation when processing prescriptions such as rejections for early requests, which can be disruptive if patients require an early prescription because of holiday commitments that then do require manual intervention.

Practice Staff Updates

New GP recruitment has been completed, 3 candidates were interviewed and we are in the process of offering the position. The successful candidate won't be able to join us immediately, so we will have to continue to utilise Locum GPs to fill the sessions the new GP will take on, as well as utilising Locum support to cover staff summer holidays.

We are currently experiencing some sickness amongst the GP Team that we are having to work through to cover.

The junior doctors strike was cancelled last weekend, which means we have had a number of trainees in the practice this week that we were expecting to strike.

There are no changes in the Nursing, Management of Business Administration teams who are stable and settled.

We are currently recruiting for a new Team Leader and we have some new team members joining the Care Navigation Team. With additional training in progress for some of the newer Care Navigators.

The new website is due to go live imminently; we are currently waiting on the date to be confirmed.

The Autumn Covid campaign is due to commence September/October further information regarding the roll out will be provided in future meetings.

Q. How long are the trainees here at the practice?

A. Foundation Doctors who are in their 1st or 2nd year of training will generally be with us for 4 months. GP Trainee's can be in post for 6 – 18 months.

Feedback from the PEG members who have seen trainees recently were very positive about their experiences.

Dr Ward acknowledged how pleasing the feedback is to hear, and explained trainees are given more time to prepare.

AOB

1. Can we have an update on the new doctor recruitment?

This point has been answered in the Staff update above.

2. The practice information booklet under 'Late Night and Weekend appointments states that there are two days that have late evening appointments (Thurs & Fri) the patient call in screens suggest only one evening.

Health & Wellbeing used to cover Friday evenings, when they closed Darwin Medical Practice agreed to take on the additional evening clinic.

The Patient Call In screen has been updated to show that we do offer appointments both Thursday & Friday evenings.

	<p>3. Why has the pharmacy in St Chads changed from Jhoots to a new pharmacy?</p> <p>The pharmacy in St Chads is a completely separate business to the surgery. It was previously owned and run by Jhoots who vacated the premises a while ago, and a new pharmacy Heart has taken over the premises.</p> <p>The role of a pharmacy is separate to that of a GP.</p> <p>Q. What is the access to the pharmacy at Lichfield at weekends?</p> <p>A. If the pharmacy wanted to open in St Chads over the weekend, they would be able to access the premises. The same as if the site here at Greenwood Health Centre that is currently vacant becomes occupied, we would come to an agreement and give them access to the car park as that part of the building is totally separate to the surgery and therefore the surgery can remain secure.</p> <p>Q. Are those patients who currently have cholesterol injections at the practice allowed to continue having them? Recent correspondence from Burton Hospital is suggesting that patients are being invited to go there for this type of injection.</p> <p>A. The correspondence will be as a result of recent changes to the team at Burton Hospital. Some GP surgeries don't offer this service, but if you are a patient here at Greenwood you can choose to remain under our care.</p> <p>Q. Why are pharmacies offering walk in Covid clinics while the surgery offers an appointment with wait times of up to 3 weeks?</p> <p>A. Pharmacies are able to offer a walk in service which is entirely their choice. Here at the practice, we offer a range of services every day requiring the expertise of our staffs, so we have to plan Covid clinics and offer appointments that our patients can choose to book onto.</p>

Next meeting scheduled for 21 July 2026

11:00am Greenwood Health Centre or via Team's link