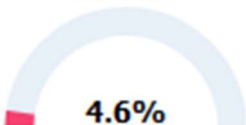
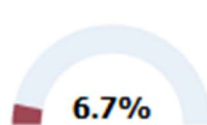
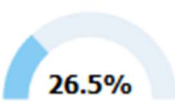


Darwin Medical Practice Patient Engagement Group (PEG)

Minutes of Meeting held at 11am – 21 July 2026

Attendees:

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

	Welcome Roy welcomed everyone to the meeting and asked for the members to review the minutes from the June PEG Meeting. Apologies Beth Fryer Sarah Bradbury
	<u>DNA (Did not attend) data 1 June – 30 June 2026</u> % DNA  4.6% DNAs 242 Booked appointments 5303 Patients with multiple DNAs  6.7% Patients with multiple DNAs 15 Total number of patients who DNA 224 Patients with multiple appointments  26.5% Patients with multiple appointments 1014 Total number of patients 3830

DNA Age range data

Less than 1 year	1%	Total	Booked DNA DNA Rate	55 2 3.6%
1 - 5 year	2.7%	Total	Booked DNA DNA Rate	142 7 4.9%
6 - 15 year	3.6%	Total	Booked DNA DNA Rate	189 13 6.9%
16 - 45 year	28.8%	Total	Booked DNA DNA Rate	1518 125 8.2%
46 - 64 year	28.8%	Total	Booked DNA DNA Rate	1519 61 4%
65 - 80 year	23.4%	Total	Booked DNA DNA Rate	1234 19 1.5%
81+ year	11.7%	Total	Booked DNA DNA Rate	619 15 2.4%

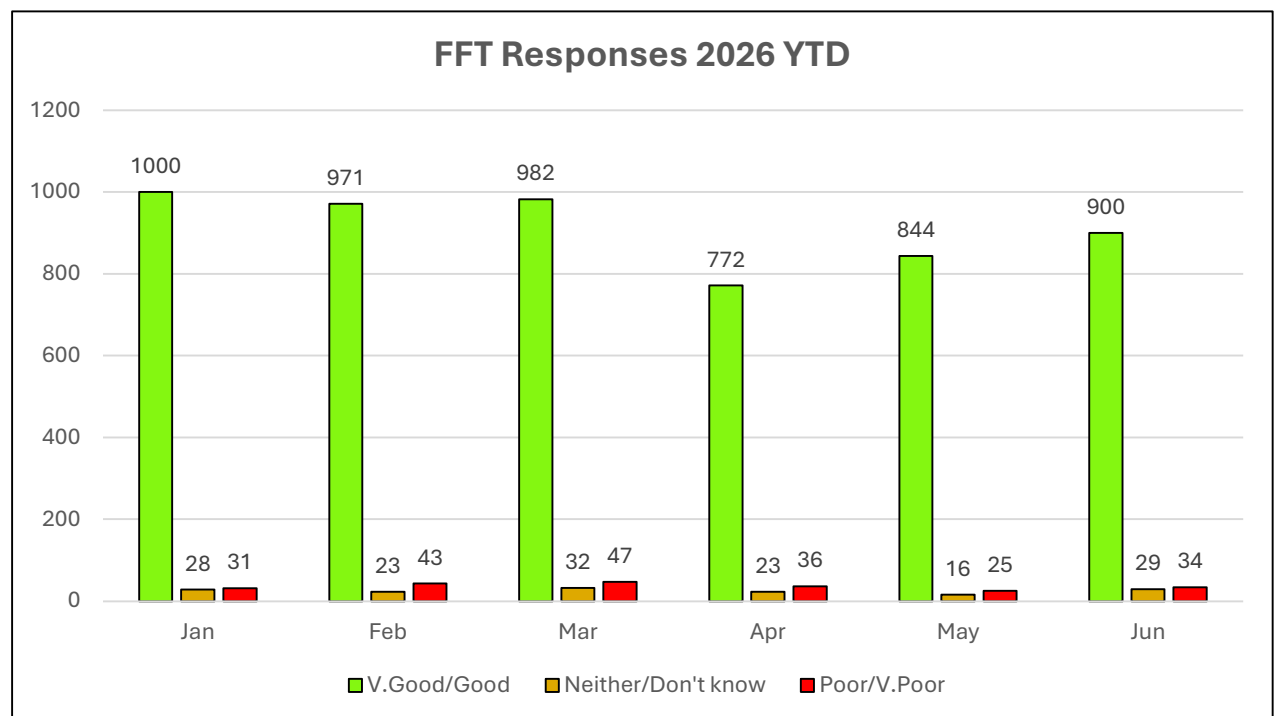
Friends & Family June 2026 Response Rates

963 responses received – 18% of the patients who had an appointment at the practice in June took the time to complete the FFT survey.

900 patients – 17% of patients reported a Very Good & Good experience

34 patients – 1% of patients reported a Poor & Very Poor experience

2026 YTD – 5469 patients have told us the service they receive from the team at Darwin Medical Practice is Very Good/Good.



Review of June 2026 minutes

After a review of the minutes, there were no matters arising.

Business Update

The first week in July saw changes implemented to our website. As a result of these changes, we have seen an increase in routine appointments being booked through the website, with 40% of patients booking routines.

As a result of this we are looking at changes to our appointment book to balance the number of urgent on the day appointments against the number of routine appointment availability.

There is a review of our recalls system underway, additional updates will be provided in future meetings.

The planning application for the new GP Surgery is due to be submitted in the next few weeks.

Practice Staff Updates

Dr Ward updated that there are no changes to the GP's, although we are in peak summer holiday season. We are working with Locum's to bridge the gaps.

GP recruitment complete – Dr Jaya Kuzhively will join the practice the second week in October. Dr Kuzhively will be doing 6 sessions per week.

Two additional HCA (Health Care Assistance) and a MHN (Mental Health Nurse) have been recruited. One HCA will join our bank team and the other will have regular clinics. Working with the Mental Health Trust we have carried out a joint recruitment campaign and recruit a new MHN to join the team, and they are due to start in September.

For the next couple of months we will have a gap in our mental health appointments, these aren't bookable by patients, it's a service GP's can refer to, so currently the GP's are bridging the gap.

No changes to our management team.

AOB

1. Review attendance of virtual members.

As previous meeting where this was discussed and agreed, the membership have agreed to remain with the original agreement that a member of the virtual team can be invited every quarter to attend the meeting, should they wish too. If any virtual members wish to be considered, please let our Patient Liaison Officer Karen know and your name will be added to the list.

2. Patient Questionnaire & Face to face PEG engagement with patients.

It was agreed at a previous meeting that the information collected through the Friends and Family Test provides sufficient feedback to allow the practice to review how patients feel the service is working both positively and negatively.

The PEG members are keen to move forward with the idea of being visible in the practice and will discuss and agree next steps in the September meeting.

3. Has the new doctor started, and what is their name?

As updated in the Practice Staff update, to confirm Dr Jaya Kuzhively has been successfully recruited to join the practice as a salaried GP. Dr Kuzhively we expect her to join the team the second week in October; a specific date is yet to be confirmed.

4. Is the surgery promoting the new NHS initiative re walking for 30 minutes a day to support better health?

We don't have anything specific currently but will investigate what support material is available via the NHS and will keep on the agenda for September 2026.

Next meeting scheduled for 15 September 2026

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