

WINCHCOMBE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF THE MEETING held on Tuesday 6th February 2018 at the Medical Centre at 6pm

COMMITTEE MEMBERS PRESENT: Geoff Cove (chair), Gill Cocks, John Gerrard, Geoff Kimber, Elaine Webb, Eunice Wright, Margaret Rogers (secretary)

MEDICAL CENTRE STAFF: Melissa Parsloe (Practice Manager), Dr Georgina Charlwood.

Also present; Lorraine Demir (Community & Well being agent)

APOLOGIES: Mike Otter, Jan Knightley

The chairman, Geoff Cove welcomed all those present and introduced Lorraine Demir.

The minutes of the last meeting were approved and signed.

MATTERS ARISING:

1. **Surgery update:** the **Care Quality Commission survey** showed that the Medical Centre was performing well in nearly all fields. Whilst the cancer finds were below average this was felt to be down to age of the clientele and often decision not to pursue the matter further by the patient.

The patient list size stands at 7417 at present - feedback from comments box was good, only 2 complaints - receptionist opened glass panel using pen and one regarding District Nursing which has been passed on to their headquarters. There is a longer wait around **nurse appointments** than desirable (up to 2 weeks when 3-4 days is norm) This is improving as one member is now returned and working her way back to full time.

There is a **new registrar** starting shortly, Olivia Locke, she will work 1 month then go on maternity leave.

Dr Crowther will be going on maternity leave in March.

Henry House (**Trainee medical student**) has now left. All patients who saw him were very happy with their appointments.

Dr Inman has returned from paternity leave

Exercise class at Centre: so far only 8 people have been invited to attend one of whom has decided it is not for him/her. Feedback so far from participants is 50/50 although some are beginning to say they think it is helping them.

Online prescription ordering: This is going well - 20.7% of patients now signed up.

2. **Medical Centre Website:** Agreed this needs refining and simplifying. Felt that boxes to click to book appointments, get prescriptions, find out which GP

specialises in the problem presenting, volunteer drivers would be much easier. We looked at Barn Close Surgery, Broadway as an example. Melissa requested that Geoff Cove send her a list of suggestions from committee members before going ahead with this. **He requested ideas by Friday 16th February.**

3. Patient survey: This was reckoned good in 90% of the categories - only getting to see the GP of choice was slightly lower than national average.

4. Change of bank to Santander: no further progress on this but Mike Otter who is joining the committee has agreed to be Honorary Treasurer. This proposed by Geoff Cove and seconded by Eunice Wright.

5. Review of PPG constitution: Gill Cocks has provided a revised constitution which will be looked at before next meeting. Seems no requirement for AGM or financial statements.

PPG is not registered as a charity.

Connection to Friends of Winchcombe Medical Centre is unknown and needs further investigation.

Gill Cocks holds a list of members and will let secretary have same. We have to look at signing of a confidentiality agreement with the Practice by members and produce a suitable form.

Else Ogden from Guiting Power is keen to join the Committee although she could not be present at this meeting.

6. Future speakers at meetings: It was felt that someone who could explain/clarify how the NHS works in Gloucestershire would be invaluable. Becky Parish was named as a possible choice as she is involved with the PPG network.

Elaine Webb mentioned a speaker from, she thought, the Tetbury practice who was good online at cascading information. If we can find her name she could be a help.

7. Programme of events for 2018: In Roy Tustin's absence Winchcombe School information day, The Country show, possibly on the top junior's induction day to Winchcombe School an information display.

Some talk/display emphasising the importance of exercise - use of fitbits.

8. Town development update: There is still building going on in Greet, Alderton and Toddington and planning applications are in for even more in Alderton.

The Day Centre is felt to be providing a very good service and giving carers some respite.

9. Any other business:

a) Lorraine Demir explained that her title is now Community and Well Being Agent and that she now deals with age 16 upwards. Job partly funded by Glos. County Council & the Care Commission.

She now has to have referrals sent by form to Community Care who then pass them on - there is no direct referral to her. She is hoping to be able to have a session in each surgery she is involved with if space is available as this would do away with the need for 2 person visits.

b) Elaine Webb asked why, in this digital age, it still takes so long for discharge summaries etc. to reach the Medical Centre. Melissa explained that this problem is caused by the fact the hospitals and GP surgeries use different computer systems which are incompatible. This problem is being looked at and the situation is apparently improving.

c) Geoff Kimber mentioned a recent accident in Winchcombe where he was asked by ambulance control to fetch the defibrillator from the Guide Hall. On phoning 999 to get the code to open the unit he was told that the operator didn't know where Winchcombe was and didn't have a code. This has been reported back to HQ and a reply is awaited.

d) After his meeting with Dr Tribley, Geoff Cove was assured that the PPG will be consulted if any service developments are being planned. The planning cycles are six monthly.

There being no further business the meeting closed at 7.30pm.

Next meeting is on May 15th 2018 at 6pm at the Medical Centre.