



The Winchcombe Medical Centre

Patient Group

Meeting of the 24th February 2022 Minutes

Present: Graham Ogden, (Chairman) Margaret Rogers, Mike Otter, (Treasurer) Mellissa Parsloe, (Practice Manager), Roy Tustin, Dr Michael Kilshaw, Gill Cocks, Marilyn Cordery, Kath Southwell, Richard Kane, Else Ogden (Secretary), Geoff Cove, Helen Watts.

1. Apologies:

Jan Knightly, John Gerrard, Janet Van Craeynest.

2. Welcome:

Graham opened the meeting by announcing that a new member, Janet Van Craeynest, had joined the Group. Unfortunately, she had not been able to attend due to her having a heavy cold.

3. Minutes of the Last Meeting:

Minutes of the meeting on the 14th September 2021, were agreed and the Chairman signed these.

4. Matters Arising:

There were no matters arising from the Minutes.

5. Constitution, Vice Chairman and Membership

Graham highlighted that there wasn't a means to admit new members to the PG once the numbers laid down in the Constitution had been reached. While in the past this hadn't been a problem, there had been seven applications to join the PG in the previous three months. One had been able to join the Group and the remainder had become members of the Virtual Group.

Graham asked for views on how to address the above issue. A number of options were put forward:

- Helen commented that it might be possible for people to step down from the PG on a 3-yearly basis (unless they wish to stand for another 3 years). Helen also suggested we should do more 'succession planning' so expertise/contact is not lost. For example, identify who will shadow Roy with respect to the School Health Awareness event, Mike as Treasurer, Gill for the Virtual Group, etc.
- Roy stated that anyone joining the PG should be prepared to take an active role and this would be agreed prior to them joining.

Graham asked for members to let him have any views on this issue following which, he will send out a paper for consideration.

Action: Graham

In response to a request for someone to take on the role of Vice Chairman, Margaret proposed Gill, as she coordinates the Virtual Group. Gill agreed to take on this position.

6. Update on the PCN Developments

Melissa and Dr Kilshaw outlined the changes that are taking place within the PCN, which includes appointing an Operational Manager. Work continues to be undertaken to try and eradicate inequities across the different communities although this will take time. Although core funding is passed to each Practice, additional funding is also available from the PCN but this has to be agreed between the PCN and the constituent Practices and is designed to be used to encourage joint working and the sharing of resources.

Geoff reported that a Gloucestershire PPG Network meeting is held every 2 months when approximately 30 out of a potential 71 groups attend. The purpose of the meeting is to:

- keep PPGs informed about Gloucestershire Clinical Commissioning Group (CCG) developments and sometimes to be consulted on developments proposed
- act as a mutual support mechanism for PPGs.

Following an agreement to a proposal made by the PPGs prior to the pandemic, 'Spotlight' sessions are now part of the CCG agenda. The PPGs choose the topics and this provides the opportunity to share good and not so good practice/experiences. Each PPG is developing in different ways and their involvement with Practices varies accordingly.

7. Update on the Communication Plan

Graham, Helen and Mike had met to consider the Communication Plan. Geoff was also due to attend but other commitments prevented him from doing so. The following was agreed:

- It will be helpful to ascertain what the Practice would like to know from the patients about the services they provide and what else might be required. Accordingly, Graham will request a meeting with Melissa Parsloe and a GP to ascertain what the Practice would like to obtain patients views on. Following this a survey will be designed, with PG input, and subsequently a report will be produced.
Action: Graham
- We should aim to identify, possibly from the Virtual Group or elsewhere, someone who has the capability and willingness to manage a PG social media presence to raise the Group's profile.
Action: All members
- The WMC website needs to be improved as regards the PG and navigation to PG pages should be made clear on the WMC Home Page. Mike and Helen had reviewed the PG presence on other Practice websites and had identified similar arrangements. Helen commented that she had reviewed the websites of the other 4 surgeries in our Primary Care Network and all 5 surgeries are using the same website. It has proved difficult to make changes to the website structure, but there are some simple changes that the other 4 surgeries have done which we may wish to consider.

Helen will email the Patient Group with summarised details of these possibilities. Else indicated that she had a copy of the Newsletter produced by the Barn Close surgery in Broadway and Helen agreed to include a copy of this and other newsletters when she circulated the details.
Action: Helen

Melissa agreed to request changes to the WMC website following feedback from the PG. Helen further suggested that all the information on the PG area of the WMC website should be posted on WMC's Facebook page and shared with the Virtual Group. Helen will discuss this with Melissa.

Action:
Melissa and Helen

- A presentation pack to support anyone giving a talk to promote the PG should be compiled. Geoff will update presentation material he used previously.

Action: Geoff

8. Talking Space

Following a recommendation from Melissa, Graham had contacted Maggie Morris, PPG Chairman, at the Stoke Road Practice to discuss "Talking Space". Maggie indicated that this project was now called "Listening Place" and was an initiative that was adopted following a presentation at a National Conference some years previously. The project involved having a table in the waiting room, where patients could talk about any issues of concern, and PPG members would offer a signposting service. This latter element was used infrequently.

The pandemic meant that the project had to stop although it recommenced in August 2021, albeit outside due to social distancing. Patients were approached and readily engaged in the exercise. Each response was noted, anonymously, and a report was then given to the Practice. The project was suspended once the weather became too cold.

Melissa agreed that the PG can have a table in the WMC waiting room when conditions allow.

Action: Graham

9. Treasurers Report

Mike reported that at the last meeting we had funds of £578.55 and since then 2 items of expenditure have been incurred, £50 for the School Event and £48.24 for the PG Banner. This leaves £480.31 in the bank at 24th February 2022.

Geoff and Margaret have succeeded in obtaining sponsorship from Winchcombe Rotary Club for the cost of the Women's Health Event amounting to £165 although the actual expenditure may be a little less. In return we need to acknowledge this sponsorship on our publicity material.

Following a discussion between Graham and Melissa, the Practice has agreed, from 1st April 2022 for the following 12 months, to provide £500 to support PG projects, pay the PG subscription to National Association of Patient Participation (NAPP) and support two places at the NAPP national conference.

10. Challenges being Faced

Overview:

Melissa reported that the WMC team continue to pull together to offer the best level of service to patients while demand continues to outstrip resources. The Practice has been affected by staff sickness and burnout due to the pressures over the past two years. The feedback from our patients is valued, both negative and positive, and the Practice continues to improve services wherever possible.

The friends and family feedback from SMS responses, out of 337 responses, shows that 99% recommend the surgery. A number of written responses were received and some of these comments are below:

- "I have been coming in to Winchcombe Surgery for 11 years now. All the staff have been uniformly pleasant, cheerful and helpful. The service is efficient, prompt and user friendly. Well Done!"
- "We moved to the Medical Centre at the end of last year. Bid decision if we should go to Broadway or Winchcombe as in the middle of both. So glad we came here. 5* treatment. Feels like private healthcare. Everyone reception, nurses, GP, Pharmacy really helpful. Feel like an individual and not a number. Excellent Service.
- "Dr Byham was extremely efficient & really took the time to explain things properly to me. First time meeting her - liked her very much."

Statistics:

Patient List Size: 7,891

Split of Patient Gender: 49% Male, 51% female

Number of appointments on average over the past six months excluding Covid: 4,460

Number of appointments on average over the past six months including Covid done in the surgery: 5,340

Age Range Groups as below:

Age Range	Total	% of Population
0 - 25	1875	24%
26 - 50	1988	25%
51 - 75	3044	39%
76 - 100	984	12%
101+	0	0%
Total	7891	100%

Appointments:

The following issues relate to patient appointments:

- Moving towards enabling patients to book appointments in the future choosing between Face to Face & Telephone Consult.
- We continue to have eConsult as an option for patients (which is updated to make it more user friendly) which enables certain problems be handled remotely and/or ensure testing (bloods etc) is done before seeing the GP to make the overall timeline shorter for the patient.
- We have enabled our system for confirmations so that patients can cancel appointments without having to go via reception.

Care Navigation:

Mellisa reported that refreshed care-navigation training has been completed with the reception team. This helps them advise patients on the choices they have to self-direct to other services and also helps to address the patients concerns covering areas such as Community Pharmacist, Physiotherapist, Midwife, Health Visitor, Optician, Dentist, Mental Health Services, Podiatry. This can assist in reducing the time it takes for patients to access care.

Staff Changes at the WMC

Clinical Staff

There are currently 9 GPs, including Molly Byham who was brought in to help with the pressures on the surgery over the winter months. She is covering Dr Charlwood's absence.

While there has been an increase in nursing hours over this period to help with challenges, the pressure continues.

Registrars: Laura Gray is in post until the end March, Justyan Paskiewicz is at the Practice for 18 months from February and Oliver Lock is returning at the start of March for 4 months.

Dispensary:

There have been a couple of changes with Lynn Clarke, the dispensary manager, is retiring and has been replaced by Alison Jones. Along with this Katie Smith one of the dispensary assistants has moved to an apprentice scheme under the CCG to continue to grow her skills to become a pharmacy technician. Katie has been replaced by Lorraine Partridge who is currently in her induction period.

Admin Staff:

Ella Macskimming has been brought in to support the overall management team and will be a point of contact for the PPG and external organisations for administrative support.

PCN Staff: At the network level, more social prescribers and pharmacists have joined the team and later this year it is intended on-board our first physician associates & nursing associates to help to address the continued pressures felt in managing patient care.

Update on Flu and Covid vaccination Programme

Because of the lag of patients attending the vaccination clinics, these will be held centrally at the Fire Station for the time being.

11. School Health Awareness Event Feedback

Roy reported the following:

- Ten organisations attended the school Health Awareness Event and they covered most of the relevant subjects required (Sexual health was one subject not properly covered).
- It was one of the best events we have held at the school - my opinion and that of the reps attending ("A great day enjoyed by all" comment from one of the attendees.)
- Each organisation was able to contribute to the main theme of 'Healthy Relationships' (as requested by the school) in addition to their specialist subjects.
- Towards the end of the event, I go round and thank the representatives of the organisations attending and every one stated that it had been a very enjoyable and worthwhile event.
- They complemented the students on their behaviour and those that attend events at other schools commented that Winchcombe School was one of the best they had experienced.

- 80% of students surveyed thought the event was well organised and informative. The Hollie Gazzard stall was the most popular especially their 'App' they were offering students.
- 95% said that the stall holders were well informed.
- 67% rated the event as useful but 33% did not rate the usefulness very high so Tim Young (Assistant Head and my contact for the event) has suggested that we talk to some of the older students for suggestions. (We need to organise this well before the event but I fail to see why some considered the organisations attending were anything but 'useful'.)
- Geoff Cove contacted me to say that it was suggested at a Governors meeting that we include 'Vaping' on our 'Smoking Display Board'. On researching the subject, I found that the NHS considers the risk attached to vaping is very small compared to the dangers of smoking tobacco, so it was agreed that vaping should not be included on the display boards.
- ALL of the organisations attending stated that they would like to be invited to the 2022 event. (this is important as it shows that they consider the event to be 'well worthwhile').

Roy concluded by thanking PG members for their help on the day and, in turn, Roy was thanked by the chairman for him organising a very successful event.

12. Women's Health Event Progress Report

Marilyn reported that the working group consisting of herself, Gill, Margaret, Else, Kath and Jan have met and the following arrangements have been made for the Women's Health Event addressing the Menopause.

Date: Wednesday the 27th April

Venue: Abbeyfields Community Centre, Back Lane Winchcombe

Time: 6.45 for 7pm, (the rooms have been booked from 6 – 10pm)

Estimated costs:

- Rooms: Sudeley (60 seated) and Langley (90 seated) £24 for the duration of the meeting
- Posters: 40 x A4 and 20 x A5 posters £21.
- Article in the Winchcombe Shopper £50 with a deadline for mid-March.

Total cost £95, this cost can be offset by selling Teas or Wine. Melissa will ask Dr Etheridge if she is in agreement with the provision of refreshments and if so, which she prefers.

Action: Melissa

Melissa has also agreed to contact women in the relevant age group i.e. 45 – 60 years of age. This will be done by SMS and there approximately 836 women in that age group.

Action: Melissa

Publicity will be via Posters, the WMC website, Facebook and other social media.

Helpers will be required to meet and greet, man the front door, set out the chairs and to provide technical expertise on the evening and Marilyn passed around a sign - up sheet for the PG members to sign to this effect.

Action: PG members

Dr Etheridge will be joined by colleagues to make a presentation on the Menopause and provision will be made for questions to be asked anonymously.

13. Any Other Business

No other business was noted.

14. Date of the next meeting

Else proposed dates for the next 4 meetings and these were agreed as follows:

19th May 2022, this will also be our AGM

22nd September 2022

8th December 2022

23rd February 2023

Signed:

Date:

