



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 31st January 2023 meeting
held
at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting and introduced new member Andrew (Andy) Gay. Honesty and Hugh Walker have yet to attend a meeting so Kath to contact to see if they wish to remain as members of the Group.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Geoff Cove, Roy Tustin, Gill Cocks, Deborah Hunt, Andrea Davies, Jane Stevenson, Andy Gay, Melissa Parsloe and GP Lizzie Crowther.

3. Apologies

Mike Otter and Else Ogden

4. Minutes of previous meeting

The Minutes of the meeting held on the 22nd September 2022 were agreed as correct following the requested amendment and Graham, as Chairman, signed these as a true record of the meeting. The minutes of the 29th November meeting required a slight amendment. These will be signed as correct at the next meeting in May.

5. Matters Arising

Graham has been given details of another interested party wanting to join the PG. However, he has been unable to make contact as yet. He will continue to do so.

6. Social Media

Due to illness Andrea has not been able to make much headway as yet. She has examined the existing Facebook page and would like to have this deleted and start afresh. Gill is in agreement with this. The existing page is very outdated. Andrea will work on setting up a new page.

7. Video/film.

Following a successful meeting in early January with Drs Crowther and Kilshaw - possible topics to be covered were identified and discussed. It was unanimously agreed there are many positive benefits to the making of some short videos to

explain how the Surgery works - to include the many changes currently taking place to expedite the high demand for Patient Consultations. As soon as time can be made available the filming will take place. A further meeting is proposed to finalise content of these short promotional videos - and where best to show them.

8. Website

WMC website has now been updated with many of the changes identified following the review outlined some time ago. Most of the changes to the Patient Group Registration form recommended by Graham have now happened. There is now comprehensive information about the PG including the copies of past Minutes of Meetings and ways in which the Group works etc.

9. Winchcombe School Health Event

Roy reported that he will be having a further meeting with Claire (head of RE&P/Careers Lead) in the next week or so. He suggested it might be beneficial if another PG member attended to assist. Geoff Cove kindly agreed to go. Claire was unaware that the possible date chosen (16th March) would fall in Gold Cup Week at Cheltenham. There might also be Teacher Strikes that week too if no agreement is reached by the Union before then. Claire is very keen for this event to take place - but wishes that the students take a much more active part in the day. She intends for them to have Worksheets to complete as they circulate around the exhibitor's stalls. Melissa informed the meeting that as usual WMC is keen to have a stall - this will be manned by Medical Students and Physician Associates.

10. Men's Health Event

Geoff informed the meeting that he has a meeting on 14th February with Dr Kilshaw to finalise a date for this event and decide whether it will cover General Topics concerning Men's Health or concentrate on one particular area of concern. He is hoping there will be some monies available from the PG Account to cover expenses. Graham reported that there have been no expenses since the last meeting so this would not be an issue. Geoff also discussed possible venues for this event. Previously it has been held at the Working Men's Club in Winchcombe. There is now a room hire charge. He will investigate costs for this and report back at the next meeting. Another possible venue would be Abbey fields Community Centre.

11. Newsletter

The draft newsletter has been extended to include general health and information about the Surgery. A copy had been circulated to the group prior to the meeting.

An example of information that could be added to the first Newsletter would be about the new additions to the Surgery staff of Physician Associates. This is a totally new concept to relieve pressure on GP's by specially trained Healthcare Professionals from a variety of fields. It was also thought an explanation of these new Health Care Roles would be useful. Dr Crowther kindly offered to write a piece to be included in the first edition of the Newsletter.

It was suggested that information concerning the number and general nature of complaints received by WMC might be an item for inclusion in the Newsletter. Following discussions it was agreed this would not be appropriate on many levels. Melissa stated that she would be happy to include some general information about this in the WMC update if members thought that would be useful.

There followed some discussion as to how many copies should be printed in the first run - 100. Also where these should be distributed to- as well as in Reception, copies could be available in the Library, Be Social, the local Churches and Blenheim Court .

12. Treasurer's Report

As Mike was unable to attend tonight's meeting, he asked that it be noted that there has been no expenditure since the last meeting. The current balance remains at £429.40.

13. WMC Update

Jennifer Hope will be joining the team in the last week of February 2023 as our new salaried GP.

Emily has been welcomed to the team to join Natacha and Abigail as Physician Associates working for the Practice.

Recruitment for positions in the Admin team is ongoing due to more unexpected vacancies.

Demand on the services remain at high levels and are being constantly reviewed to maintain patient and staff safety.

The Practice is participating in a programme called Accelerate which is looking at Smoothing Patient Flow. This entails looking at changes made in the last 2 years: Had it had the intended benefit? Had unintended consequences? Working as well as they could? Sustainable? Then reviewing the processes to identify any potential opportunities for improvement and where possible implementing these. Part of this process will be in the form of a short Questionnaire - surveying both staff and patients that have been seen by the Surgery in the 2 weeks prior to the programme starting. A copy of the proposed questions will be circulated to the PG for information and suggestions of any further questions to be added. Kath will action this and feedback to Melissa asap.

Patient population 7,933

Appointments in January 4,60

Roy shared with the meeting his concerns that patient may not be aware of the current and ongoing pressures being experienced by the practice. Discussion followed as to how the message could be got across. We all agreed the value of the short video/ films that could be screened in reception to highlight this and how best to contact the Surgery.

14. Winchcombe Community Network Update - Warm Spaces

Gill informed the meeting that several warm spaces have been identified - but the main concern now is how to spread this information to the families that would benefit from them.

Posters have been put up in Community Noticeboards. It was agreed that one could be put in Reception areas and that the Social Prescribers would be best placed to inform relevant patients of where these are. Melissa has asked for a copy of the poster/ leaflet.

Debs reported to the meeting that she has attended several preliminary meetings gathering information about setting up a 'Wellbeing Cafe'. This is intended to commence in April if all the necessary funding and protocols can be arranged in time. It will not be just a cafe but will also provide information and activities for families. Many thanks to Nick, Suzy and Gill as well as Debs for all their hard work.

Any Other Business

Dying Matters Week 8/14th May.

Andrea asked the Group if matters surrounding this topic were shared during this time. She has previously been involved with giving information about Will Making, Advanced Care Planning etc. Discussions took place about a possible stand in Reception during this week - Melissa suggested Karyn Ballinger be asked for her input as she holds Respect sessions that cover similar themes.

15. Date and Time of Next Meeting

The next meeting will be held on Tuesday 2nd May at the later time of 6.30pm to allow for the AGM to commence at 6pm.