



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 5th December 2023 meeting
held
at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Mike Otter (Treasurer), Geoff Cove, Gill Cocks (Virtual Group), Else Ogden, Steve Milton, Andrea Davies, Deborah Hunt, Melissa Parsloe (Practice Manager), Dr Michael Kilshaw and Dr Liz Crowther.

3. Apologies

Jane Clark, Honesty Walker, Roy Tustin and Andy Gay

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 5th September 2023 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising: -

Video/Film: Due to filming commitments of Andrea's son, and ongoing pressures at WMC over the busy winter months it has been agreed to postpone this until later next year.

Dying Matters:

Andrea, Else and Kath held an initial brainstorming session meeting on 23rd November. Following our suggestions, and with the agreement of the Group, it is hoped to hold the event during the week commencing 22nd April or a date to avoid Dying Matters week itself, due to a lack of availability of key people.

The Dying Matters theme for 2024 is centred around 'language used regarding death and dying and grief'. Suggested topics to include: LPAs and the importance of having a Will, the importance of making your wishes known and having it in writing and capturing our own 'life story'.

A suitable venue needs to be agreed with room for both a presentation area and space for stalls. Nick Puffett has been approached by Andrea and has agreed to

assist with the event and it is hoped one or two of the GP's will be able to present on the night.

Members agreed this would be a valuable event for all age groups and therefore, a larger venue would be preferable. Winchcombe school is to be approached by Graham for the costs of hiring the Sports Hall or Auditorium. The length of the event is to be decided to allow time for formal presentations and to view stalls. We will liaise with WMC to confirm a date asap.

Andrea, Kath and Else are to hold another meeting in January to decide and then make initial contact with possible stall holders and their availability.

Primary Care Network Meeting. Graham highlighted that there have been no meetings of the Network Patient Group Chairs for some time. He had contacted Catherine Bettles, PCN Manager, to ask if any such meetings were planned. Catherine had agreed to contact the other Chairs and come back but no response had yet been received. Dr Kilshaw as a GP Physician lead has said he will contact Catherine and raise the matter.

6. PG Network

Primary Care Strategy

The Gloucestershire Integrated Care Board (ICB) has created a new Primary Care Strategy Group. To support this, the ICB has set up a Primary Care Strategy Reference Group and Geoff, as a volunteer member, reported on a meeting he attended as a representative of Gloucestershire PPG Network members.

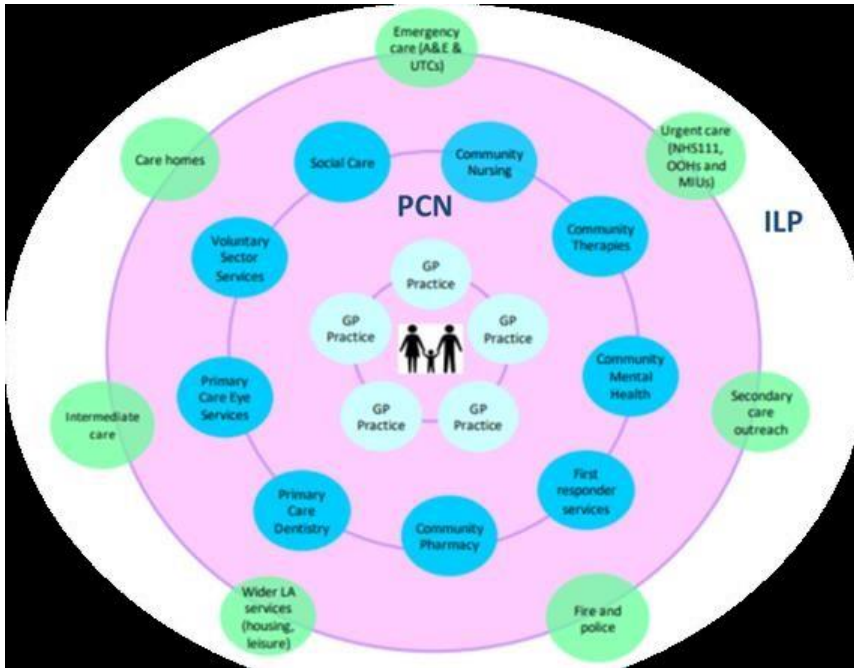
The new strategy has to be finalised by April 2024. Although 'accessibility' will feature strongly, other views are sought. If any of our group have any thoughts or views, please can we let Geoff know so he can feed back to the Reference Group.

Veterans Practice Accreditation

WMC had successfully applied for Veteran Practice Accreditation. The Veteran Accreditation Scheme by the Royal college of GP's and NHS England is a quick-to-implement, free support programme for GP Practices in England that will enable the practice team to easily identify, understand and support veterans, and where appropriate, refer them to specialist healthcare services.

Integrated Locality Partnership

An ILP is a body where all local health and social care services work together. The diagram below demonstrates the range of bodies involved. Melissa will aim to invite someone to come to a PG meeting and discuss the working arrangements.



7. Winchcombe School Event

Report on the 2023 event

This year's Health and Well-being Together Fair took place on Thursday 26th October 2023 in the School Sports Hall. Eight exhibits provided a wealth of information for the students - namely : drug/alcohol abuse : mental health: effects on health due to smoking/ vaping: healthy eating: access to NHS services: advice and support for the many young carers attending the school.

Not all stalls were available this year due mainly to the short notice of the date of the event and the resource pressures on the organisations invited.

All students attended the event. Each student had a list of questions to respond to and allowed 20 minutes to tour the exhibits and speak to the professionals to gain the necessary information. These questionnaires were collected and analysed to determine the effectiveness of the event and how it had been received by the students. The results will be used to highlight any areas that need improvement for next years event.

Planning for next year's event

Members discussed the best time of year for next years event, bearing in mind it is necessary to avoid School Exam periods, Race Week and busy winter months for the Surgery. It is hoped to arrange next Year's event for late September/ early October.

The Group wished it to be documented how much Roy's long-standing hard work in arranging this event for many years is greatly appreciated. Geoff has been assisting recently and it is hoped other members of the PG would be willing to help too. Once the school reopens in January, Geoff will arrange a meeting with Claire Wilmott or a representative to fix a date and consider the results of the questionnaires.

8. Marketing

Graham brought along a pull - up Rotary Club banner that is used at events. The PG posters and banners are very 'wordy' and need updating. Graham will put together a possible design for a new banner and obtain a quote in time for the next meeting.

The newest PG banner has been mislaid and cannot be located. Following discussions as to where it might be, Kath will contact Abbeyfields Community Centre as the Women's Health Event was held there a couple of years ago and that is the last event it was used at.

9. Newsletter

All members of the Group agreed that this quarterly Newsletter is being well received and is an invaluable way of disseminating information concerning changes and services available with contact numbers, to help patients maintain optimum health. Our thanks to Else and Graham for gathering and collating information to be included and producing the Newsletter! It was agreed that Else would obtain the cost of a Newsletter display stand for the leaflets for Reception and pass the details to the treasurer.

10. Treasurer's Report

At the previous meeting, Mike reported that the bank balance was £404.78. Since then, we have spent £50 on the Winchcombe School Event and received a welcome donation of £200 from the organisers of the 2023 Winchcombe Show. Graham agreed to email the show organisers to thank them on behalf of the Patient Group.

The bank balance now stands at £554.78. It was agreed to purchase a stand for the Newsletter to be displayed at the Medical Centre and the group organising the Dying Matters event in April 2024 will prepare an expenditure budget.

11. WMC Update.

Dr Kilshaw began by sharing with the Group the surgery's concerns. Explaining historically WMC has been a very stable practice in terms of our finances and staffing. Our last CQC rating was outstanding, and our GP patient survey results are above the national average. The staffing and financial situation has completely changed over the last 5 years. Previously the surgery had minimal staff turnover. Over the last 5 years the surgery has had 71 different members of staff – with a staff base of around 40. This reflects the relentless and unmanageable workload in primary care combined with the unrealistic expectations that are set centrally.

Over the last 2-3 years the surgery has had huge increases in staff costs – we have had to give pay rises to meet centrally agreed increases for clinical staff, to reflect increases in the minimum wage and to try and stop staff leaving to work in the private sector (where wage inflation is far and above that in the public sector). Our other costs have also massively increased due to the spike in energy costs and >10% inflation in all the other goods and services we use. During this period, we have had an annual increase in our core funding of 2.1% leaving a large shortfall. The recently agreed uplift for 2023/24 for the increase in staff costs does not get anywhere near meeting our actual staff costs.

New money provided to primary care networks simply does **not** have an impact on individual practice finances. Extra staff provided via the Primary Care Network are welcome and have provided some increase in capacity. What is really needed are clinical staff to provide core primary care services.

The partners are taking urgent action to maintain cash flow to protect the viability of the practice. We are looking at other plans for the short and medium term, these changes will inevitably impact the level of service we offer to our patients. We are making plans based on projections of a “worst case” scenario and hope that changes we are making, and will make, will be sufficient. The situation has been discussed with the Integrated Care Board at a special meeting, who understood the financial difficulties being experienced but it is unlikely there will be any additional funding. Many local surgeries are in the same position, and we have raised our concerns to local MPs also.

A draft letter for consideration by the PG will be produced in due course.

Melissa then gave the rest of the update. The surgery continues to be extremely busy with close to 7,000 appointments being managed the previous month, with 5,700 documents and 2,700 results being processed.

Friends and family feedback questionnaires that are sent out following an appointment continue to show that over 90% of patients rate the service as good/very good.

The Dispensary Manager is leaving at the end of the month - and will not be replaced. The Dispensary will be moving back inside now the winter and cold weather is upon us. Prescriptions will need to be collected from Reception and repeat scripts can still be posted as per the letter box in the entrance.

To minimise queues patients are encouraged to use the self-check-in terminal wherever possible for pre booked appointments.

Melissa asked if PG members would be able to be in reception for the first 2 weeks of the new system commencing - to assist and direct patients and obtain feedback on their initial thoughts. Weeks commencing 11th and 18th December from 9-11am and 3-5pm.

12. AOB.

On a lighter note Gill reported that the sale of the Methodist Church has gone through and the first stage of building work to convert it into an Arts and Community Centre will commence in January 2024.

13. The Date and time of next meeting will be on Tuesday 6th February at 6pm.

Dates for the rest of the PG meetings in 2024 have been finalised: -

Tuesday 7th May (+ AGM) , Tuesday 3rd September and Tuesday 3rd December.

Signed:

Dated:

