



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 5th September 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), Roy Tustin, Geoff Cove, Andy Gay, Steve Milton, Melissa Parsloe (Practice Manager) and Dr Jackson.

3. Apologies

Gill Cocks, Andrea Davies, Deborah Hunt, Jane Stephenson, Honesty Walker, Else Ogden and Jane Clark (new member).

Resignation- sadly the following members have resigned from the Patient Group - Pam Gallon and Jane Stephenson - this means we now have one vacant post on the committee.

4. Minutes of the previous meeting

The Minutes of the previous meeting held on 2nd May 2023 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising: -

Video/Film: No progress has been made since the last meeting due to prearranged filming commitments by Andrea's son and changes of staff at the Medical Centre combined with the summer holiday period and an ongoing pressure of work. It was agreed to shelve this until next year as the surgery is now entering the busy winter period with vaccination clinics etc and winter respiratory illness season.

Winchcombe School Event: Claire Wilmott is to be contacted by Geoff Cove to speak to the Headmaster to agree a date for next year's event once the new term starts. Preferably a date avoiding Race week in March and November/ December - busy times for the Surgery when it would be impossible for staff to be made available.

Dying Matters: Andrea, Else and Kath had an initial meeting on 22nd May to discuss the value of engaging in an event in relation to this that is usually held nationally in May each year.- it will be 6-12th May next year. We agreed that

although it is a difficult topic there would be considerable value in broaching these sensitive conversations and helping family members have written details of their wishes at end of life or after a serious illness/ injury. As this topic was also broached during the recent Men's Health Event - we would need to take care not to be too repetitive. Nick Puffett has kindly agreed to collaborate with us on a Dying Matters event in the future. Following discussion it was agreed that it would be an Event open to all ages and gender and that Abbeyfields Community centre might be the better venue as it can hold more people but Winchcombe School to be approached for cost of hiring the Sports Hall for comparison. Kath will ask Andrea to lead the group to make initial enquiries etc. Steve and Andy also volunteered to assist if needed along with Kath and Else.

Constitution as per the changes agreed at the last meeting an amended spreadsheet giving committee member contact details now includes an extra column to include Length of service and date joined PG. Members agreed with these dates. Kath to keep a copy in file.

6. Newsletter Else and Graham produced a very informative Summer Newsletter in double quick time to be available at the Winchcombe Country Show. All agreed the Newsletter is an added essential tool to disseminate information about the Medical Centre for those patients that aren't computer savvy!

7. Men's Health Event This event proved to be extremely popular among the male patients of the Practice- so much so it was over- subscribed and not everyone was able to be accommodated in the venue. Dr Kilshaw and Nick Puffett presented a very topical and interesting evening discussing 'Men's Issues'. Thanks to them and the male Committee members from the PG for their hard work in ensuring the evening ran smoothly. It is hoped to include some of the topics covered at this event in the proposed Death and Dying one in May 2024.

8. Winchcombe Country Show. Kath reported that this had been a very successful day with help from Graham and Else to man the stall. A Tombola and 'Guess how many sweets in the jar' proved to be very popular with visitors - as was the excellent location next to the NHS bus and close to the Dog Show arena! We were able to hand out a letter from the Medical Centre as well as PG leaflets and we asked visitors if they were happy with the service provided -and suggestions to improve if appropriate. (The majority of visitors were very happy with their Medical Centre!) A total of £65.20 was made after expenses. This will reimburse the PG account for the stall fee and give some extra cash to go towards future events.

9. Treasurer's Report At the last meeting Mike reported a Bank Balance of £370.40. Since then we have spent £46.82 on posters for the Men's Health Event and £40 for the stall at the Winchcombe Show. We received a donation from Winchcombe Rotary Club of £47 to cover the cost of the Men's' evening and the stall at the Winchcombe Show generated an income of £65.20. This means our new

Bank Balance is £404.78. Mike will contact the Winchcombe Show 2023 Committee to make a request for a donation as pre COVID they were very keen to support our work.

10. WMC Update. It is hoped that members of the PG will be able to help out as this year's flu and COVID Vaccination clinics get under way in October. Dates of these clinics have been sent out.

Recruitment is an ongoing issue as three staff members have resigned across the reception, secretarial and nursing team. One replacement has now been recruited and open adverts are out currently. A further Physician Associate has been recruited to work across both Stoke Road and Winchcombe Surgeries. A letter from the Surgery has been added to the website and Facebook page to inform patients of the situation and how best to contact the surgery to obtain the best outcome with copies available in Reception.

Patient list size is currently 7,944.

Melissa explained how funding is allocated per patient.

Friends and family feedback questionnaire that is sent out following an appointment identifies that the majority of patients (97%) rate the service given as good or very good. The questions asked are constantly being updated and revised to help ensure patients receive the optimum service experience.

As a result of issues around contacting the surgery by telephone - the current phone system is being reviewed to see if an alternative provider might be more efficient- with a call back facility and place in queue information for callers.

11. AOB none.

12. Date and time of next meeting The next meeting will take place on Tuesday 5th December at 6pm in the Medical Centre.

13. Close

Signed

Dated

