



*The Winchcombe Medical Centre*  
***Patient Group***

**WINCHCOMBE MEDICAL CENTRE PATIENT GROUP**

Thursday the 19<sup>th</sup> May 2022, following the AGM

**Present:** Graham Ogden, (Chairman) Gill Cocks (vice Chairman) Mike Otter (Treasurer) Melissa Parsloe (Practice Manager), Dr Michael Kilshaw, Roy Tustin, Geoff Cove, Else Ogden. Catherine Bettles PCN was in attendance.

- 1. Apologies:** Helen Watts, Richard Kane and Kath Southwell.
- 2. Welcome:** Graham welcomed everyone to the meeting.
- 3. Minutes of the previous Meeting**  
The Minutes of the Meeting 24<sup>th</sup> February 2022, were agreed and the Chairman signed these as being correct.
- 4. Matters arising**
  - a. Constitution and Membership**  
A draft Constitution was circulated prior to the meeting to address the following issues:
    - The agreement reached at the AGM in May 2021 where the organisation's name was changed to the "Patient Group".
    - The need to put arrangements in place, to allow the opportunity for a change in the membership of the Patient Group.
    - That Members cannot receive remuneration except to cover expenses.

The draft Constitution was agreed upon (see attached)
  - b. Update on the Communication Plan**
    - i. Patient survey**  
Graham, Melissa and Dr Inman had met to discuss the potential for a patient questionnaire to be designed to help the Practice identify patients' needs. This, however, had been superseded by a Primary Care Network (PCN) survey which is explained in Melissa's report in item 7f below.

ii. Social Media Support

Unfortunately, no one had been identified to help promote the social media presence of the PG. It was proposed that students from the Winchcombe School should be approached to take on this role, perhaps as a project. Geoff will pursue this. **Action: Geoff**

iii. PG websites

Further to the discussion at the previous meeting, Helen had circulated information, to PG members, about the websites of the other PCN Practices. She had also made recommendations about possible changes and had requested comments by 31<sup>st</sup> May 2022.

**Action: All members**

iv. Presentation pack

Geoff has a presentation pack available for anyone to use who is giving a presentation about or promoting the PG.

**5. Talking Space**

To support the take-up of the patient survey as agreed in item 7f below, members of the PG agreed to be present in the Winchcombe Medical Centre (WMC) waiting room at busy times. This would provide an opportunity to engage with patients when asking them to complete the questionnaire.

**6. Treasurer's Report (Mike)**

Mike reported that the bank balance at the last meeting was £480.31. Since then, the PG have spent £81.12 on the Women's Health event but received £81 in sponsorship from Winchcombe Rotary so the bank balance is now £480.19. Mike will send a copy of Marilyn's report on the event to the Rotary Club, to thank them again for their support and enquire about further support for a Men's event later this year.

Geoff offered to be involved in the organisation of this event.

**Action: Mike and Geoff**

**7. Update on WMC issues**

a. Medical Centre Update

A massive thank you to the PG for organising the women's event which was so well received and the Practice has had lots of positive feedback and expects an increase in appointments relating to menopause.

b. Staffing Update

- i. There remains a shortage in our nursing team due to illness but we hope to be back up to normal levels in June and the whole nursing team have pulled together to help cover. The Practice is very lucky to have such a great team
- ii. Dr Bryham will remain in post to cover Dr Charlwood's list while she is off.
- iii. Catherine Bettles has taken up the post of PCN Operation Manager.

iv. Anne-Marie Davies, in post from 23<sup>rd</sup> May 2022 is a new PCN pharmacist who, after induction, will be helping WMC patients on a Friday afternoon. This will mean pharmacist cover is available every day of the week with both Victor Cheng and Aitzol Calleja Tolosa covering the other days.

c. Covid Clinics

Many thanks again for all the PG support to date and help is requested again on 14<sup>th</sup> June 2022, when the clinic will run from 11.30 am to 1 pm. Both routine and covid clinics will be running concurrently so it will be busy. To help ensure the smooth running on the clinic, 4/5 volunteers will be required on the day.

d. Vaccination clinics in Cheltenham

The East Fire Station will be opening again in June 2022 for walk-in clinics.

<b>Date</b>	<b>Time</b>	<b>Patient cohort</b>	<b>Type of vaccine</b>
4 June	09:00-12:00	12yrs +	Pfizer and moderna
9 June	16:30-18:45	12yrs +	Pfizer and moderna
12 June	09:00-12:00	12 yrs +	Pfizer and moderna
19 June	09:00-12:00	12yrs +	Pfizer and moderna
23 June	16:30-18:45	5-11 yrs	childrens pfizer
30 June	09:00-12:00	12yrs +	Pfizer and moderna

All walk-in sites should appear on the following link

<https://www.nhs.uk/service-search/find-a-walk-in-coronavirus-covid-19-vaccination-site>

e. Green Impact

In April 2022, WMC signed up to "Green Impact" after having two years off due to the pressures of Covid. The scheme is an environmental accreditation scheme which supports businesses across the UK in reducing their environmental impacts.

The Practice signed up to the scheme to help reduce the carbon footprint and take steps to "going green". The Practice uses an online workbook and has criteria to work toward making changes. There will be further communication around this and the positive changes to raise awareness among the patient population.

f. Patient Survey

Following a discussion between Melissa and Graham about the patient survey and what the Practice would like to know, there is a draft for PG members to review to comment on a set of questions around the contract changes that are coming up in Oct 2022, where WMC have to

put forward a proposal on the new offering of Enhanced Services. The contract comes with a number of restrictions on what can be offered but if it can be demonstrated that patients would like a different offering a proposal can be put forward to try to meet this. The majority of all new funding coming into primary care is via the PCN so Practices have to work with this to try to get the best solutions for patients.

The PG members are asked to review and complete the questions and let us know

- if any are not clear
- if you think we should be asking something else
- any other feedback.

Completing the form tests the output on using the tool.

The URL for the test Survey is

<https://www.surveymonkey.co.uk/r/XSPKTW8>

Feedback should be sent to [catherine.bettles1@nhs.net](mailto:catherine.bettles1@nhs.net) and [ella.macskimming@nhs.net](mailto:ella.macskimming@nhs.net) by the 27<sup>th</sup> May 2022, on any suggested changes

The aim is then to send out a text message to all patients with that facility and have paper copies for patients to complete on-site. The closing date of the survey will be the 17<sup>th</sup> June 2022 and will run for two weeks between the 6<sup>th</sup> -17<sup>th</sup> June 2022. This will enable the collation of information to aid the proposal for extended hours provision.

The PG is requested to host sessions in the waiting room during this period to encourage patients to complete the survey at the WMC. Catherine Bettles/Mel Parsloe will provide information packs to ensure PPG members volunteering feel informed sufficiently to answer questions or take notes and so that the Practice can respond later.

g. Appointments

The Clinical Commissioning Group (CCG) is finishing the funded contract with eConsult at the end of May 2022, with the replacement being "Footfall". The implications of this are being reviewed and the Practice will keep the PG informed. It may mean, however, that there will not be a digital platform for a couple of weeks.

- There is an average of 70 econsults every month
- We offered just under 4 thousand clinical appointments in April 22
- Friends and family feedback was that 98% would recommend the surgery
  - "Thank you to everyone at the clinic for the dedicated service you provide. You are brilliant"
  - "Following my recent emergency visit to your practice, I just wanted to say thank you from the bottom of my heart for all your care and attention. You are all amazing!"
  - A patient had a routine annual review with Nurse Kim Hawkins. The patient commented: "I should like to record that I was

totally satisfied in every way with the attention received and was most impressed by the courtesy, kindness and competence of Nurse Kim Hawkins in conducting the review”

## **8. Women’s Health Event**

Marilyn reported that just over 70 women attended the event. Members of the Medical Centre included Drs Etheridge and Bryham, Nurse Cheryl and Melissa Parsloe, Practice Manager. The Organisational Team consisted of Marilyn Cordery, Margaret Rogers, Gill cock, Kath Southwell and Else Ogden. Jan Knightley advised, regarding the advert in the Winchcombe Shopper.

The cost of the event consisted of room rental, posters and an advert in the Winchcombe Shopper at a total cost of £81. This cost was covered by the sponsorship of Winchcombe Rotary club. The gifts to the speakers were funded by tea sales.

The invitation sent out online by Winchcombe Medical Centre worked well and gave a good indication of the numbers attending. It also meant that the rollout of invites could be linked to acceptances as these came in. The Administrator at the WMC was a good contact point for questions raised regarding the event prior to this taking place.

## **9. Any other Business**

Else asked if we should have a stall at the Winchcombe Fair this year. Following debate, it was decided that it might be a better option to link in with the NHS Bus. Graham will speak to Becky Parish about this.

**Action: Graham**

Else also enquired if, based on the success of the Men’s Prostate event and the Women’s Health Event, are there any other areas the Medical Centre would like help with the promotion of. The following was agreed:

Clinical Careers Evening.

**Action: Geoff**

Men’s Health Event.

**Action: Geoff**

## **10. Time and date of the Next Meeting**

The next meeting will be held at 6.00 pm on 22<sup>nd</sup> September 2022 at WMC.

**Signed:**

**Date:**