

Winchcombe Medical Centre Patient Group
Minutes of the Meeting held on the 14th September 2021
Conference Room the Medical Centre

Present: Graham Ogden, (Chairman) Margaret Rogers, Mike Otter, (Treasurer) Mellissa Parsloe, (Practice Manager), Roy Tustin, Dr Charles Inman, Jan Knightly, Gill Cocks, Marilyn Cordery, Kath Southwell, Richard Kane, Else Ogden (Secretary)

1. Apologies:

Geoff Cove, John Gerrard, Helen Watts

2. Welcome:

Graham welcomed Richard Kane to the meeting.

3. Minutes of the Last Meeting:

Minutes of the meeting on the 11th August 2021 were agreed and the Chairman signed these.

4. Matters Arising:

Item 2: *Get involved*

Melissa confirmed that the information regarding the users and potential users of the Lung, Sleep and Surgical services has been posted on Facebook.

Item 5: *Availability of Minutes*

Following the agreement at the meeting on the 11th August 2021, to make the PG minutes publicly available, it was agreed that a paper copy will be displayed on the WMC PG noticeboard. **Action: Else**

Graham reported that he has set up a PG enquiries e-mail address for display on the WMC website and WMC PG noticeboard: wmcpgenquiries@gmail.com

5. Update on Flu & Covid Vaccination programme

Melissa reported that the programme has been challenging due to the delay in the NHS confirming the details of the six month rule from the second vaccine. This changed the original expected plan for the programme along with the delay in deliveries of the flu vaccine. It has been hard for both patients and staff to keep up with the changes and has been confusing for many. With over 4,000 Covid vaccinations to organise, on top of the normal flu programme, under continued challenging conditions, has not been an easy task.

6. Update on patient survey

Melissa thanked members for their support and also those who volunteered to key in the manual returns. The PCN business manager who is organising this exercise will give feedback on the results of the Survey.

7. New Members of staff

Melissa reported that Dr Molly Byhams is a GP working 5 sessions a week over the next six months. Dr Byhams has been brought in to help with the work load and try to reduce risk of staff burnout. Sarah Woods has joined as a Care Coordinator under the PCN recruitment programme and she will help with the Carehome and other like initiatives across the PCN surgeries. The current patient list size is approximately 7,900 and over 3,900 appointments had been delivered in August 2021. Over half of these have been face to face and this number continues to increase.

The blood bottle shortage continues to limit routine testing but emergency and high risk monitoring is undertaken. The WMC answerphone message has been changed to request that patients are understanding and polite as our staff come to work to do a good job and not be abused.

8. Finance

Mike reported that the PG bank account stood at £578.55. The Bank had closed the account due to lack of activity but this matter has now been resolved.

9. School Health Awareness Day

Roy reported that he has had 10 organisations promising to attend and that they are all able to make some contribution on the subject of 'Healthy Relationships'.

He is Particularly pleased that the Hollie Gazzard Trust have agreed to attend. This trust was set up by the parents and sister of Hollie, a 20 year old Gloucester girl, a very talented hair dresser who was stabbed to death in 2014 by her ex-partner at the hair dressing salon where she worked in Gloucester. The Trust are also going to offer the students an 'App' for their mobile phones that the students can activate if they feel threatened or frightened. The 'App' notifies their parents that they are in trouble and tells them where they are.

Becky Parish is going to attend and has put Roy in contact with two other organisations who have both agreed to attend.

Roy is also waiting for TIC (Teens in Crisis) and Gloucestershire Young Carers to reply to his request for representatives of their organisations to attend. The representatives who have attended our previous events are no longer working for TIC and Gloucestershire Young Carers. Roy considers both organisations are important and offer very relevant advice for the students.

Roy has requested members help on the day to ensure that the students take full advantage of the information being offered to them and so that the organisations

attending do not feel that they are wasting their time. Several members have agreed to help on the day.

The police originally thought that they were too committed on other work to be able to attend but they have reorganised work schedules and are going to send an exhibition vehicle plus their school beat/hate crime team. They always enjoy their time with us and feel that it is a very worthwhile event.

A cheque for £50 to go towards the school's cost of supplying lunch for the representatives of the organisations attending will be required and Mike has agreed to supply Roy with a cheque.

Roy pointed out that the vast majority of the Winchcombe public have no idea the PG exist or what it does and similarly, he thought most of the school staff and students at the school event have no idea who organises the event. Roy suggested the need for a banner to display at events to inform the public that it is the Winchcombe Medical Centre Patient Group organising the event. This was agreed and accordingly, Roy will arrange for the design of a banner. **Action: Roy**

10. Vouchers for the Foodbank

Gill questioned whether Vouchers for the Foodbank are being issued to patients. Dr Inman said that there has been no change in the approach regarding issuing Vouchers. It is however difficult to know when and where these are being cashed. Melissa said that some patients may go to neighbouring Foodbanks e.g., Bishops Cleeve.

11. Publicity in the Shopper

Jan reported that the article drafted by the PG will be in the next issue of the Shopper. Graham thanked Jan, Margaret and Roy for their help with this matter.

12. Annual Plan

Graham highlighted his concern about some of the imprecise targets within the Annual Plan 2021 Version 2. Mike reported that the plan was very much "a catchall" of ideas developed by Helen, Geoff and himself and the next stage would be for the whole group to discuss/prioritise. It was agreed that in the future the details of the plan will be revisited.

The planning for the "Women's Health Event" will recommence with a view to it going ahead on an agreed date in 2022. Gill will email the rest of the PG members involved and they will meet to draw up an action plan. **Action: Gill**

13. Communications Plan

It was agreed that the Communications Plan was a substantial document that would benefit from being revisited. Graham will convene a meeting with Geoff, Helen and Mike to consider the way forward Action: Graham

Melissa reported that a successful "Talking Table" is being managed by the Stoke Road practice PPG. Graham will make contact to ascertain the details.

Action: Graham

14. Any Other Business

a) Winchcombe Health & Wellbeing Guide

Gill reported that "The Winchcombe Health & Wellbeing Guide" is in draft and close to publication. The first print run will be a small one, to circulate around the groups in Winchcombe, as that there will be additional requests for entries that emerge when people see it in print. There will then be a fuller print run. Funding is available for the printed version but funding is being sought from a number of sources for the website. The website, with specialist software, is essential if it is to be accessible to sight-impaired and other disabled groups. The shortfall is in the order of £1000."

Subsequent to the meeting Gill reported the following:

"A grant has been awarded from the local Dent-Brocklehurst Family Charitable Trust which is close to the total needed to print the first edition of the Directory and to create the website to host it. This is great news."

b) Vaccination Posters

Roy reported that Vaccination posters displayed publicly are being removed. The PG shared Roy's concerns about this matter.

15. Date of the next Meeting

The next PG meeting had been scheduled for 14th December but as a Covid Clinic is taking place that day, in addition to normal surgery, this will not be possible. Consideration will be given to a new date for the meeting in the near future. Action: Melissa

Signed:

Date: