



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 3rd December 2024 meeting
held at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting and introduced new member Linda Oldale to the Group. He thanked Pat for undertaking the role of Secretary in Kath's absence.

2. Present

Graham Ogden (Chairman), Trevor Green (Treasurer), Geoff Cove, Else Ogden, Andrea Davies, Pat Roe, Andy Gay, Jane Clark, Deborah Hunt, Melissa Parsloe (Practice Manager) and Dr Michael Kilshaw

3. Apologies and Resignations

Apologies Kath Southwell, Christine Mole (new member of the group)
Roy Tustin has resigned from the group. (Graham will write to Roy to express the group's thanks for all Roy has done over the years).

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 3rd September 2024 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising: -

- a. Primary Care Network Meeting - Peripheral Network PG's Joint Meeting
The PCN Assistant Operations Manager, Amy Betts, is arranging a meeting of the PCN PG/PPG Chairs in January 2025.
- b. Winchcombe School Event
Despite contacting all the organisations that had helped out in previous years the school event did not take place due to a lack of stallholders. The situation will be reviewed next year.

6. Hi - Vis Vests with the PG logo for use at Vaccine Clinics etc. and/or name badges

It was agreed that these should be purchased for use at events involving members. Graham will look into the styles available and the costs involved including the facility for them to display names.

7. Treasurer's Report

The Bank Balance as of 3rd December 2024 was £344.75.

Expenses incurred were £20.97 for stationery for Winchcombe School Event.

The Tombola stall at the Winchcombe Country Show raised £65. Trevor has applied for a donation from the profits made at the Show.

After overcoming several challenges, Trevor is now able to access the Co-op bank account.

Graham highlighted that many, if not all the high street banks, are introducing charges for charity accounts. To date, Trevor has not received any notification of this.

8. WMC Update

Melissa reported that the average wait for a routine doctor's appointment is 2 weeks once reviewed by the Duty Doctor. The average wait for blood test is under a week.

In November WMC averaged 79 GP appointments, 89 nursing appointments and 18 Pharmacist appointments each day.

Friends and Family feedback raised concerns around:

- a. Doctors running to time,
- b. request to proactively communicate delays
- c. more time in GP appointments
- d. radio needs to be louder in the waiting room
- e. the waiting room TV screens should have slower transitions.

Overall 93.4% of patients thought the service was very good, 96% good or very good, 2% neither good nor poor and 2% poor.

There has been an increase in unacceptable behaviour towards WMC staff with threatening or abusive behaviour. Warning letters have been issued to these patients. WMC are aiming for the campaign to be "The world is short staffed, please be kind as we really need our team to show up again tomorrow, thank you for your co-operation." A mixed group of people are responsible for the unacceptable behaviour. They are mainly in the 40+ age group. Repeat offenders will be removed from the list. Cases are investigated. There is no obvious correlation with Anima for this behaviour. Possible causes are wait times for appointments or the amount of time spent waiting at an appointment.

Geoff congratulated the staff that only 2% of patients are not satisfied with WMC

Anima

- There are now 5645 patients registered with the system, with about 60 new patients registering each week. This means that 71% have registered in the first 5 months.
- Anima direct feedback is 60% Very Good/Good, 29% Poor/Very Poor and 10% Neither.
- Of all requests being put through the system in November 72% were done via the patient or nominated person, with reception taking the rest.
- The quality of input is normally better when the patient inputs as they provide more detailed information for the duty doctor.
- Cut off times of the system vary each day with the triage finishing earlier on a Monday generally versus the rest of the week. On average over the first 5 months, WMC has been reaching capacity before 12pm for 51% of the time. It closes post 12pm for 39% of the time but pre 3pm. For 10% of the time WMC remains open to 3pm, which meets their aim of remaining open to 3pm each day.
- WMC will be setting up more training sessions for patients to attend; to demonstrate the system 1:1 and set up icons on mobile phones so the Anima website works more like an app to enable easier access.

Staff

- WMC currently have an open role for an HCA
- Dr Tracy Jackson is back working full-time

9. Other Updates

- A meeting was held with Cameron Thomas (Tewkesbury MP), together with several other local surgeries, outlining the impacts of the NI changes and minimum wage impact come April 2025. WMC are still waiting to hear if there will be any funding to cover this.
- WMC are not allowed to provide private services and have a GMS contract that is set at a fee per patient, not how many times they attend. This limits what can be done to offset the staff cost increase which is approximately 40K per year.
- Geoff suggested that a letter from the WMC Patients Group be written to the local MP expressing concern about the situation. He also requested that this approach be raised with other PG leads in Gloucestershire via the county-wide PG meeting. Graham agreed to do this.
- WMC are working with the procurement hub to change the phone system in early 2025. This will enable extra features for patients such as ringback functionality and will enable patients to know where they are in the queue.
- Melissa and Dr Kilshaw expressed their thanks to the Patients Group for their support over the year in supporting vaccination clinics, giving feedback about Anima, being a voice for the patients and for being encouraging as WMC navigates the present continually challenging times.

10. AOB

Fund Raising

- Else said that The League of Friends – hospital not surgery – raises money. She asked whether this would be of use to WMC. Melissa and Dr Kilshaw agreed that it would. Graham thought that constitutionally the WMC Patients Group is not allowed to raise money. It was agreed that Else will investigate this further. Melissa will think about any smaller equipment that might be needed.
- Geoff asked about plans for health promotion events. Dr Kilshaw mentioned a possible Road Safety forum – helping older drivers to stay on the road for longer. This could incorporate “Aging Well” – possibly starting with 80+ group to see if there are any unmet needs. Dr Kilshaw said that social prescribers and/or the frailty matron may be happy to be involved. He also mentioned that the Urology consultants may agree to lead a session in the future. Geoff suggested something for younger males. Dr Kilshaw will consider possible options.

11. Date and times of meetings in 2025 and close

Meetings for 2025 at Winchcombe Medical Centre at 6pm are as follows:-

- Tuesday January 28th 2025 (Action – Graham to bring name cards)
- Tuesday May 20th 2025
- Tuesday September 2nd 2025
- Tuesday December 2nd 2025

The meeting closed at 18.55

Signed:

Dated: