



The Winchcombe Medical Centre
Patient Group

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

1. Welcome

Chairman Graham welcomed everyone to the meeting and introduced new member Pat Roe to the Group.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Trevor Green (Treasurer), Geoff Cove, Else Ogden, Andrea Davies, Pat Roe, Melissa Parsloe (Practice Manager), Dr Charles Inman.

3. Apologies and Resignations

Apologies from Andy Gay, Jane Clark, Gill Cocks, Deborah Hunt and Roy Tustin

Sandra Clements has resigned from the Group. (There are 2 potential new members in the pipeline- Kath and Graham will arrange to meet with them in due course).

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 7th May 2024 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising: -

Primary Care Network Meeting - Peripheral Network PG's Joint Meeting

Melissa reported that this had been discussed at a PCN meeting but no date has been agreed as yet. She will look into this and give feedback to the Group.

6. Winchcombe School Event

Geoff, Roy, Graham and Pat had recently met and expressed their concerns at the lack of stall holders available to attend this year's event. It was agreed that for the event to be viable there would need to be a minimum of 10 or 11 confirmed attendees. This number has not yet been achieved. Those yet to confirm will be contacted again by the group and another meeting will be held on 10th September to decide if the School event will go ahead.

7. Winchcombe Country Show

Kath reported that this year's event had again been very successful and the Tombola had completely sold out within an hour! She thanked the PG members for their kind donations and for their help on the day. £65 has been raised to boost the PG funds. The Anima evaluation questionnaires and feedback from WMC patients was quite varied and will provide useful information that can be used to tweak and amend the triage programme if needed. Melissa thanked Kath and the PG for running the stall again this year.

8. Treasurer's Report

The Bank Balance as at 7th May 2024, was £300.72. Expenses incurred since then is £20.97 for stationery for Winchcombe School Event. The Tombola stall at the Winchcombe Country Show raised £65 after expenses and therefore the current balance is £344.75. (In November Trevor will apply for a donation from the profits made at the Show). A donation towards the cost of advertising the School Event will be made (if it goes ahead) to the Rotary Club.

9. WMC Update

Melissa reported that from 9th September, it will become statutory that all deaths in England and Wales will need to be reviewed by a Medical Examiner prior to the release of a death certificate. This means that the bereaved relatives will be contacted by the Medical Examiner Service before being able to register the death - after the death has been reported to the Medical Examiner by the hospital or GP.

RSV vaccine

RSV, or Respiratory Syncytial Virus, is a common cause of coughs and colds that usually get better by themselves, but can sometimes be serious for babies and older adults. The new vaccine is recommended for pregnant mothers (from 28 weeks onwards) and adults aged 75-79 years. There will be invitations for those patients in these cohorts during September and again in November.

Flu and COVID

These will run during the whole of October and early November and once again the PG will be assisting as marshals. Mel thanked the group in advance for their help. Each clinic will require 3 marshals. Graham confirmed that most of the marshals will be PG members supported by Winchcombe Rotarians when needed.

Staffing

Bethany - a student nurse is currently on placement until mid-November. Lexie - a new HCA replaces Annita on her retirement, and Bryson - a trainee GP will start his placement towards the end of September. Dr Jackson is expected to make a phased return to work in late September following her recent surgery.

Anima

This has been live since 2nd July with mixed reviews from patients. Requests for appointments can be made between 7.30 – 3.00 pm daily, however, once the maximum number has been reached - due to continued constraints in funding and high patient demand - cut off for requests has had to be much earlier. (Admin requests remain open until 3.00 pm). On average 73% of all requests were input directly by the patient, or as the patient's representative.

In August (high holiday season) however, there was a significant reduction in available appointments offered due to a GP on sick leave and partial locum cover only due to funding restraints. This resulted in the system closing early having reached capacity for the day before noon. (71% v 41% in July)

In July, the new system identified an increase in requests for appointments concerning new skin conditions. Appointments were therefore adjusted to enable GP skin clinics to deal with these, with appointments of a shorter duration freeing up more time for other medical requests. Blood tests and X-rays can be arranged prior to the appointment (as a GP triages all requests) thus allowing better clinical decisions to be made when seeing the patient and reducing overall wait times for them.

Anima Feedback

Although it is still early days the results of patient feedback questionnaires were positive (49% as opposed to 29% neutral and 22% negative). Of those that have used the new system 96% felt that the speed of response was somewhat responsive or very responsive. Continuing concern has been ongoing in those patients without a mobile phone or computer or unable to cope with the technology. Reassurance was given that for these patients, a receptionist will complete the form for them if they telephone the surgery.

Telephone lines

Reception telephone lines are now open from 8.00 am until 6.30 pm Monday to Friday. Although demand on 'phone lines remain high at 8.00 am, there was a significant decrease in demand overall and a reduced number of dropped calls.

The current telephone system is still under review to improve efficiencies and the patient experience overall (for example knowing where in the queue waiting to get through).

10. AOB

COVID clinics

Graham reported to Melissa that all shifts are covered bar one for the planned COVID and flu clinics taking place in October and early November.

For future meetings, it was suggested that if there is a report to be discussed it would be beneficial for it to be sent in advance so members have a chance to read it beforehand.

Else asked about the new RSV vaccine that is being rolled out in September. Melissa explained that this is a different virus to the influenza strain and is particularly dangerous for young babies or the elderly in some cases and can cause pneumonia often requiring hospitalisation - causing even more pressure on the limited number of beds available during the busy winter period. (It is a one-off vaccination being offered to pregnant women and 75-79 year olds only this year).

11. Date and Time of Next Meeting - December 3rd 2024 at 6.00 pm

12. Close

Signed

Dated: