



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 7th May 2024 meeting
held immediately after the AGM
at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting and introduced a new member, Sandra Clements. We were also very pleased to welcome Catherine Bettles the Operations Manager of the Cheltenham Peripheral Care Network (PCN) to the meeting.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Trevor Green (Treasurer), Geoff Cove, Gill Cocks (Virtual Group), Else Ogden, Andrea Davies, Deborah Hunt, Roy Tustin, Jane Clark, Mike Otter, Sandra Clements, Melissa Parsloe (Practice Manager), Dr Charles Inman and Catherine Bettles.

3. Apologies and Resignations

Apology from Andy Gay

Resignations from Mike Otter and Steve Milton

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 6th February 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.

Catherine outlined her role as Operations Manager of the Cheltenham Peripheral Primary Care Network. She clarified which surgeries make up the Peripheral Group. These are: Clevelands Medical Centre, Sixways Clinic, Stoke Road Surgery, Leckhampton Surgery and Winchcombe Medical Centre. The current 5 year contract has been extended for a further twelve months. Funding from Central Government will continue to provide the following clinical staff across the five surgeries. 5 Pharmacists and 1 Pharmacy Technician, 7 Social Prescribers and 2 Care Coordinators. In addition 2 GP Assistants support 4 of these surgeries. A new administrator has just been recruited - Amy and she will be in post from the beginning of June.

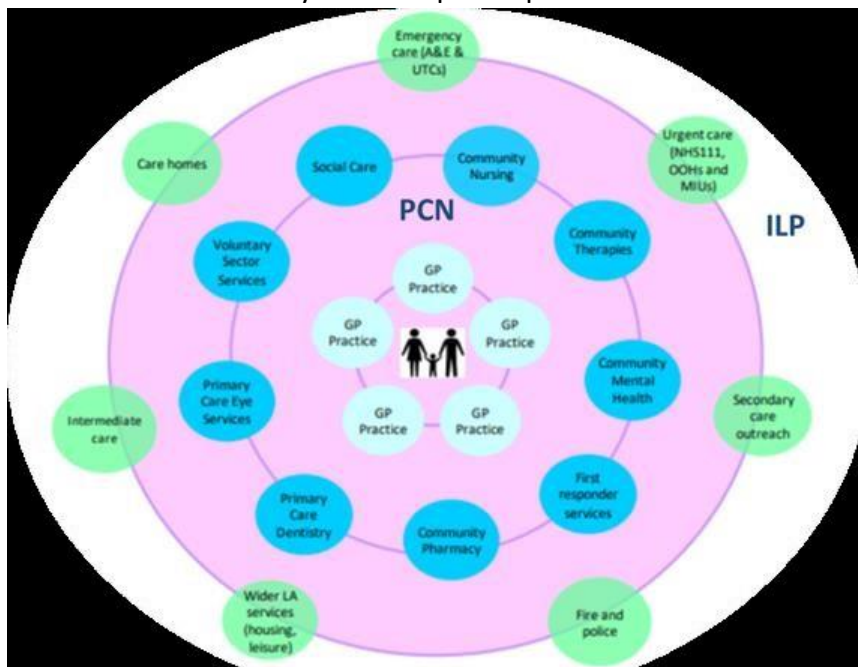
Catherine also explained to the Group about the Quality Improvement (QI) Projects being funded across the PCN. Namely, Ageing Well, that encourages patients to be proactive in keeping themselves mobile and as physically well within the limitations of their current illnesses etc. A Frailty team and Social Prescribers are some of the resources available. Hypertension is another area being trialed to determine which patients are most at risk of developing cardiovascular disease. A project looking into the effectiveness of Hospital Discharges is hoping to be initiated if further funding is granted.

The Practices in the PCN share some specialist services- e.g. Respiratory and Diabetes clinics, although patients prefer to be treated at their own surgery when possible. Poor transport links make travelling to the other surgeries difficult and this can be expensive if a taxi is needed. Currently, each Practice in the Group opens one Saturday in 5. This morning surgery is usually for routine appointments but can also include running a clinic if needed. WMC also stays open late on Thursday evenings.

Catherine was asked how proactive the other PG groups in the Network are. Following COVID, 3 of the Practices now have a growing PG and it is hoped the other Practices will be more active. It was suggested that the Peripheral network PGs have a joint meeting from time to time. Catherine will discuss this with the other PGs.

Integrated Locality Partnerships

Catherine was asked by the Group to explain how the PCN and ILP is constructed.



This diagram illustrates clearly the format of both.

Currently our ILP locality are receiving funding to improve the mental health of Children and Young people that has become more of an issue since COVID and lockdowns have led to the isolation of many families. There are now Young People's Resilience workers employed to help alleviate this issue. Proactive Ageing is

another area that has received funding and provides Fit for Life Community based exercise classes for older Adults to maintain muscle strength and better balance.

Winchcombe School Event

Following a meeting at the school in February, Geoff explained to the group that this year's event will take place on Thursday 26th September. The objectives for the event have been received from the school and WMC and a meeting between Roy, Geoff and Graham, will draw up a draft plan for the day. The structure of how students will access the event has to be agreed. In previous years, feedback highlighted the preference for interactive displays that engage the students more positively. Students have been given a questionnaire to complete in the past and it was suggested that each student be allocated a particular stall to investigate and then feedback to their class.

Roy pointed out that the Police and NHS no longer receive funding to attend events like this which makes it more difficult to have the wide variety of organisations as in previous years. Hate crime and online safety are topical issues that might be suitable as the theme for this year's event. Roy highlighted that a significant amount of work is required to organise the event and secure organisations to attend.

6. Meeting with Laurence Robertson

A meeting with Laurence Robertson, took place on 19th April at WMC with representation from the GP's, Practice Nurses, PG, Local Council and Local Medical Committee, to outline the pressures and challenges being felt in Primary Care. The main focus of the discussions concerned the difficulties faced by our PCN which covers a large geographical area where the funding provided by the Government could be better utilised if it were paid directly to each individual Practice. The current funding structure means that 5 individual practices share the funding and resources and achieve the targets. Our smaller rural practice has less opportunity to share these resources and personnel within the PCN as a result of the geographical challenges and distances between the Surgeries. The ARRS (additional roles reimbursement scheme) is causing issues because this funding cannot be used to appoint and pay for GP's and clinical support staff (Practice Nurses). Although the funding has provided GP assistants they need to be supervised by GP's which takes up valuable time that could be utilised more productively. A dramatic increase in GP workload for a variety of reasons, has resulted in burn out in some individuals and GP's consequently leaving the workforce. Lawrence took note of our concerns and assured the meeting he would take them back to talk both locally with other MPs for Gloucestershire, the Integrated Care Board and the Secretary of State.

7. Dying Matters

This event was well received by those that attended this event (50), that was held at the Winchcombe School Auditorium on 30th April. There were stalls for the attendees to visit, including a Funeral Director, Kate's Home Nursing, Respect, Carer's Support and Social Prescribers. The presentation by Dr Mike Kilshaw, Nick Puffett and Nurse Cheryl covered all aspects relating to Dying Matters in a sensitive but lighthearted manner. Judging by the feedback on inviting patients to the event, clearly demonstrated how emotive the subject is and how important it is to "get the conversation started" about dying and to plan for this as we would for other life events.

8. Treasurer's Report

At the previous meeting the Treasurer reported that the bank balance was £470.78. Since then we have paid £18.85 for the Newsletter Display Holders, £106.21 for the two Pull Up Displays and £45 for newsletter paper and ink. This totals £170.06 which means the funds remaining are £300.72.

9. WMC Update

Triage System

Work continues preparing for the transfer to a total triage system, with a proposed implementation date at the beginning of July, once the project plans are validated and all approvals/ contracts are in place. It is expected there will be a transition period from the current to the new system meaning there will only be the facility to book on- the- day appointments (either Urgent or Routine) based on capacity levels.

COVID clinics

These have commenced and are running well following initial issues with the computer systems and last minute changes to the vaccine type issued. Thanks again to the PG members who have volunteered to ensure the smooth flow of patients through the surgery.

NHS App

This continues to be rolled out and patients are being encouraged to use the app to access test results, order prescriptions etc . The app messaging service provides a secure inbox that allows messages from health and care services and GP surgery to be received. This will benefit the Surgery as a large amount of money is spent sending out text messages under the current system.

Website

The upgraded website will be going live on 8th May 2024 and should be much more user- friendly. There will be a tile on the home page that links directly to the Patient Group. WMC staff will be able to update content and news items without the need to go through a third party which will enable updates in real time in most situations. Thanks to the PG members that reviewed the system with Lauren.

Friends and family

97% rated the service in April as Good or Very Good.

Those who reported the service as “ poor” or “don’t know” were concerning delays in booked appointments due to clinics running late.

10. AOB

Stall at Winchcombe Country Show August 26th

We have a stall at this year’s event- sharing a pitch with the NHS. We are hoping for the same pitch as last year! Kath has asked for members to remember this date and start to look out for any unwanted gifts, bric-a-brac etc for the Tombola.

11. Date and Time of Next Meeting - September 3rd 2024 at 6pm

12. Close

Signed

Dated: