



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 6th February 2024 meeting
held
at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting and introduced two new members - Jane Clark and Trevor Green to their first meeting.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Geoff Cove, Gill Cocks (Virtual Group), Else Ogden, Andrea Davies, Deborah Hunt, Andy Gay, Jane Clark, Trevor Green, Melissa Parsloe (Practice Manager) and Dr Charles Inman.

3. Apologies

Steve Milton, Mike Otter, and Roy Tustin

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 5th December 2023 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising: -

Primary Care Network Meeting.

No progress with this as yet. Other PG's in the locality group are not as proactive as our PG. Catherine Bettles, PCN Operations Manager has been invited to attend our next meeting in May 2024.

Integrated Locality Partnerships

Melissa has been trying to arrange for a representative from the ILP to attend the next meeting. However there is a degree of confusion as WMC comes under the Tewkesbury borough whereas our ILP Chair sits in the Cheltenham borough. It is felt to be more beneficial to us to have a representative from Tewkesbury to attend.

6. Dying Matters

Andrea reported on the brainstorming meeting that was held on 17th January with Kath and Else. It was suggested to name the event 'Circle of Life' to encourage more attendees. Melissa felt that a two hour time slot for a presentation on such a huge

area would be unworkable and would dilute the main focus which is 'Dying Matters'. Dr Michael Kilshaw and Nurse Cheryl, assisted by Nick Puffett, will present the event. This will be held at the Winchcombe School Auditorium which can seat up to 200 with space for stalls. It is intended that Funeral Directors, Solicitors, Kate's Home Nursing, Carers Support, Respect and a Social Prescriber will attend to offer help and advice. Andrea stressed the importance of involving children in discussions of impending death in the family. It was felt this would be a valuable topic to include at the Winchcombe School Event later in the year.

7. Winchcombe School Event

There is to be a meeting on 19th February between Claire Wilmott, Teacher at the Winchcombe School, Roy, Geoff and Graham, to plan and agree on a date for this year's event. Subject to acceptance by the school, Melissa suggested early September as a possible date that would be convenient for the WMC workload. Another school representative will probably replace Claire before the event as she is changing her role. More stalls are needed than in the past to keep the event interesting for the students and encourage engagement. Anyone with suggestions as to who should attend should let Graham know.

8. Marketing

Pull up Display

Graham asked the members for their opinions on the proposed design for a pull up display that he had circulated to the group prior to the meeting. Some minor changes to the wording to be more generic were agreed and Graham will alter the wording as agreed and place an order with Saxon Printing, who have quoted £59 per pull-up.

Missing Banner

Kath reported to the Group that she had contacted Abbeyfields and a thorough search of store cupboards etc had been made but the banner couldn't be found. There followed discussions as to the benefit of a wall banner and the expense involved. The group unanimously agreed that a second pull up display would be a more cost effective solution and easier to transport and use at future PG events.

9. Newsletter

Else showed the group the two display stands purchased for use in Reception (one for the quarterly newsletter and a smaller one for the PG information leaflet) and all agreed they were satisfactory. The receipts of £18.85 for these will be forwarded to the Treasurer for reimbursement.

The next Newsletter will be compiled very soon. Please send any potential items for inclusion to Else by the end of February. Melissa will forward WMC information for this, including a reminder of the importance that vaccinations are kept up to date given the current measles outbreak in the Midlands.

10. Treasurer's Report

Graham read out the following report from Mike who was unable to attend the meeting -

'At the last meeting the bank balance was £554.78. Since then we have paid £75 to Winchcombe School for the hire of their Auditorium for the Dying Matters event and £9 for the WMC staff Xmas gift. The Bank balance now stands at £470.78.

Mike has requested costs for the Dying Matters event in due course.

11. WMC Update.

Change in Dispensary to picking up prescription inside via reception.

Thanks were given to the PG volunteers who helped out initially when the dispensary moved from outside to inside. Overall, the change has been met with a positive response but some patients would prefer the dispensary to be outside and not all people like talking at the counter. Some patients were concerned that they had to speak loudly at the window and they might be overheard by those in the queue behind them. There is a side room available if a patient wishes to talk in private.

The WMC continue to monitor the situation but, as a whole, it is felt that this has been a positive change, to address both the pressures on staffing and does not leave patients outside in the cold. It has increased team working between the dispensary and reception team and the reception team are enjoying the extra involvement in the role.

Financial Situation of the Surgery

The Practice continues to work with the Integrated Care Board (ICB) with respect to the financial position the surgery (like many) is in and are awaiting updates from the ICB over the next couple of weeks. These are required to enable the formulation of a plan on the best way to move forward. WMC, like all surgeries in Cheltenham, have been writing to the local MP and working with Local Medical Committee /British Medical Association. The latest funding offer by the government will not improve the dire situation and the new increases in minimum wage etc will make the situation worse. This will result in a reduction in the service WMC can provide.

Staffing

Dr Crowther is away from work and her sessions are being covered by locums. It is hoped that she will be able to return soon.

Interviews are being held internally for a new trainee dispenser.

Physician Associate Natacha Barrett has decided to resign for personal reasons and will be finishing at the end of March. Due to the financial position of the surgery this role will not be replaced.

Cheltenham Peripheral Primary Care Network (CPPCN) Update

People

The team now consists of 23 PCN staff and combines a mixture of Social Prescribers, Care Coordinators, an Ageing Well Nurse, Physician Associates, General Practice Assistants, Pharmacists, Pharmacy Technicians and a Mental Health Nurse. Following leavers earlier in the year, advertisements have been placed to replace 2 Pharmacy Technicians and an additional Mental health Nurse.

An additional post has been approved by the ICB and during the next couple of months, an Operational Assistant for the PCN will be recruited to enable the Operations Manager to focus on more strategic and developmental areas for the PCN.

Quality Improvement Projects

Ageing Well

This project work is now running across our PCN and the latest data indicates that as a PCN we have the highest % of population who are over 65. Winchcombe has 30% of its registered patients above the age of 65, the highest in the locality. This project work is supported by a specialist Frailty Nurse and Care Coordinator and with the Social Prescribing Team, proactive support will be given to patients with both social and medical needs and enable people to take more control of their health and support better outcomes as they age.

Discussions on this project will be held with the PG at a date to be agreed.

Hypertension

This project is Risk Stratification based and it is being led by GP Michael Kilshaw and one of our senior Pharmacists Nikita Patel. This project aims to improve Blood Pressure Management and Education for the highest - risk patients in the PCN. The project is now well underway, and the first cohort of results is expected in the next few weeks.

Last Quarter of the Financial year – and PCN DES Contract

During the last quarter of the year, WMC continued its employment plans to enable the maximisation of recruitment and ensure Additional Roles Reimbursement Scheme budgets were fully utilised. Work continues with other Practice Managers to understand what would support them in their Practices.

An example of this has been the use of GP Assistants who are now employed and working in 3 PCN practices. This role enables Practices to support areas of administration for GPs and in some practices the support of more clinical aspects such as the taking of bloods and organising diagnostic tests.

Much of the focus over the last year has been to work with Practices to deliver and maximise the patient experience in their Practice and to increase capacity and access for patients. This work has included improving telephone systems, increasing the number of GP appointments and ensuring all appointments for relevant roles in our appointment books are recorded. Other priorities and Service requirements over the last year have been to deliver Enhanced Health in Care homes, Early Cancer Diagnosis and to improve the proactive offer from Social Prescribers.

As the 5 year Direct Enhanced Service contract finishes at the end of March 2024 ,efforts are being made to manage a certain level of uncertainty about what the future holds. The NHS Executive have guaranteed funding for our PCN ARRS roles, but final negotiations are awaited to understand what the future of PCNs will look like.

If anyone has specific questions, please feel free to email the PCN Operations Manager Catherine Bettles @ catherine.bettles1@nhs.net

Statistics:

Appointments/on-lines reviews over 4,150, in the month of January.

Patient Numbers:

Age Range	Male	Female	Total	% of Population
0 - 20	794	765	1,559	20%
21 - 40	668	710	1,378	17%
41 - 60	1,000	1,037	2,037	26%
61 - 80	1,102	1,254	2,356	30%
81+	247	304	551	7%
Total	3,811	4,070	7,881	

Friends and family questionnaires : 211 responses for January of which 90% were very good & 99.5% good/ very good

12. AOB

Gill reported that the Winchcombe Health and Well-being Guide is now needing an update. A new host body to oversee this work is required.

Kath would like to upload the minutes from the last three meetings onto the WMC webpage. Melissa confirmed that to do this the relevant documents need to be sent to her and she will forward them to the relevant person.

NHS Gloucestershire has approached the PG asking to share the PG stall at the Winchcombe Country Show this year. This has been agreed and the NHS has been asked to book the required space.

13. Date and time of next meeting:

The next meeting will be on Tuesday 7th May. The AGM at 6pm followed by the PG meeting immediately afterwards.

Signed:

Dated:

