



The Winchcombe Medical Centre
Patient Group

Welcome to our Autumn Newsletter 2025

Members

We have another member of the Patient Group! One vacancy remains however, and if you are interested in working with the Surgery staff to improve services for patients, please contact me at wmcpngenquiries@gmail.com.

School Health Event

Sadly, it was not possible to hold the School Health Awareness Day this year but in November we aim to start planning for the 2026 event and look forward to it going ahead in September.

Fundraising

The Patient Group are raising funds for a DOPPLER ULTRASOUND MACHINE for use in the surgery, so medical staff can speedily identify problems with blood flow in the legs and begin treatment to minimise complications.

There have been fundraising events at the Southam Car Boot Sale and at the Winchcombe Show that have been very successful!

We have also had a very generous donation of £200 from the Winchcombe Working Men's Conservative Club and £500 from the Mid Counties Cooperative "Doing Good Together Community" fund. We are very grateful for these contributions.

These generous gifts mean the new piece of equipment should be purchased before the end of the year! Which is an amazing achievement! A huge thank you to everyone that supported the events!

We are listening

As always, we welcome any views you have on the services offered by the Medical Centre. Please let us know at wmcpngenquiries@gmail.com

Graham Ogden

Winchcombe Medical Centre Patient Group



Winchcombe Medical Centre News

Staff changes

Sarah Jones from the Maple Asthma Service will be working with the team for the next few months assisting patients and working closely with Nurse Frances and Dr Crowther our respiratory leads.

Beau from reception has sadly handed in her resignation to go travelling; and we are pleased to have had Tami join the team.

A new pharmacist Anita Anderson has started and joined the Pharmacist Team.

We are pleased to announce that Dr Park has joined the team and will be working at the surgery on Wednesday's.

Items of Interest:

Digihub drop-ins have been arranged where Alex Digby has visited our practice to meet with PG volunteers, Social Prescribers and any admin who would benefit from him 'training the trainer'. Once the Digihub drop-ins have finished our PG, along with Surgery team, can continue providing our own NHS App digital support for patients.

Covid and Flu

Covid and Flu vaccinations have been carried out at the surgery and thank you to the patients who have attended, as this supports the services we offer. Also, thank you to the PG Members who have volunteered their support.

Change in Phone System

The surgery has introduced a new phone system that allows patients to request a call back if waiting more than five minutes. This also gives us clearer information around the phone calls coming in and trends at peak times. See the table opposite:

The surgery has experienced some issues with IT which are being monitored closely to address underlying issues.

1. Monthly Summary			
Call Summary			Abandoned Summary
Inbound Received 3,453	Inbound Answered 2,042	Average Inbound Talk Time 2m 47s	Abandoned Calls 948 (27.5%)
Outbound Attempted 4,209	Outbound Connected 3,739 (88.8%)	Average Outbound Talk Time 2m 24s	Average Abandoned Call Time 1m 1s
Queue Summary			
Calls That Queued 2,235	Answered From Queue 2,022 (90.5%)	Average Queue Time Answered 2m 16s	
Missed From Queue 213 (9.5%)	Missed From Queue Excluding Repeat Callers 187 (8.4%)	Repeat Callers That Queued 21	Average Queue Time Missed 1m 31s
Callback Summary			
Callbacks Requested 49	Callbacks Successful 46	Callbacks Unsuccessful 3	Patient Cancelled Callbacks 0

You don't always need to see a GP
#RightCareFirstTime



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Armed Forces veteran
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OTHER NEWS

Winter weather warnings and staying warm

Feeling the chill this winter? Keeping warm is essential for your well-being and health. Winter weather can stop vulnerable people getting out and about, so it's important to check on your neighbours and friends during this time.

When it's cold outside, and inside, there are some tips you can use to preserve heat and keep warmer:

- Reduce draughts where you can
- Layer up – wear lots of layers of thinner clothing
- Cover extremities – hats, gloves, thick socks and scarves
- Eat healthily with plenty of hot drinks
- Avoid alcohol
- Keep moving
- Hot-water bottles are a great, cost-effective way to keep warm
- Look into financial support such as the winter fuel payment

Keeping the cold at bay can help you stay healthy over the wintry months. <https://www.ageuk.org.uk/informatio...keep-well-this-winter/stay-healthy-in-winter/>
<https://www.gov.uk/winter-fuel-payment>

Movember

Did you know that in the UK, three out of four suicides are by men? This has to change.

This month is a time to focus on men's mental health, prevention and health promotion. Have you noticed a friend's change in mood? Maybe they're not around as much, or they're going through life changes?

Movember is here to change the face of men's health. Too many men are dying before their time, and growing a moustache in November is a conversation starter for those difficult topics that could save lives.

If you know someone who's struggling with their mental health, reach out – it can make all the difference. <https://uk.movember.com/men-s-health/spot-the-signs>

National Self-Care Week, 17th to 23rd November

It's Self-Care Week, and your annual reminder to set aside some time for you.

We're living longer lives, but not necessarily healthier. Demand for health services has risen significantly in recent years, with long-term conditions growing. Preventive health is key to a healthier future for both your mental and physical well-being, and self-care is at the heart of this.

Try these self-care ideas:

- Take a mindful walk
- Try meditation
- Set boundaries – it's okay to say no
- Speak to someone if you're struggling
- Do one thing that brings you joy

Self-care looks different for everyone; find what works for you.

<https://nshcs.hee.nhs.uk/training-s...-handbook/self-care-ideas-to-get-you-started/>

Antimicrobial Resistance Awareness Week, 18th to 24th November

Antibiotic resistance can happen when bacteria are treated with an antibiotic, and some survive. When bacteria become resistant, the original antibiotic can no longer kill them, which can result in infections that are hard to treat.

Resistance to antibiotics is a growing concern. Help preserve their efficacy for when they're really needed!

- Always take antibiotics as prescribed
- Never miss a dose
- Complete a course in full
- Vaccinate yourself and your family

Keep antibiotics for when they're really needed. You could save a life.

Carers' rights, 20th November

Being a carer is hard. There are no set hours, and you're often caring for someone close to you.

Every day, 12,000 people become unpaid carers for a partner, family member or friend. They may not even view themselves as carers. But who looks after you when you're looking after someone else? Carers' Rights Day is about raising awareness of what you're entitled to as a carer and how to access support. This year, the theme is 'Know your rights, use your rights'. As a carer, knowing your rights empowers you and helps you to reach the support you so need, to reduce the pressure when you're caring for others.

<https://www.carersuk.org/news-and-campaigns/our-campaigns/carers-rights-day/>

Kate's Home Nursing Carol Service

Join us for one of our most popular events of the year — a very special Christmas Carol Service at St Edward's Church, Stow-on-the-Wold, at 6:30pm on Friday 12th December.



Step into the warmth and wonder of Christmas as we fill the church with festive music, candlelight, and community spirit. Celebrate the joy of the season and help us raise vital funds to support local families through Kate's Home Nursing.

✦ Tickets are £20 ✦

Tickets are available from our website at: www.kateshomenursing.org or from the Boizoi Bookshop, Stow-on-the-Wold.

Useful telephone numbers			
Winchcombe Medical Centre	01242 602307	School Nurse	0300 421 6161
District Nurses	0300 421 6070	Children's Helpdesk (Child Protection)	01452 426565
Cheltenham General and Gloucester Royal Hospitals	0300 422 2222	Childline	0800 1111
Tewkesbury Hospital	0300 421 6100	Relate—Relationship Support	01242 523215
Ambulance/Police/Fire Emergency Service only	999	Gloucestershire Carers Hub	0300 111 9000
Police Non-Emergency Helpline	101	Cheltenham Samaritans	<u>116 123</u> free from any phone
NHS Non-emergency service	111	Gloucestershire Adult Helpdesk (Social Services)	01452 426868
Physio	0300 422 2507 (Cheltenham), 0300 421 6133 (Tewkesbury)	CRUSE Bereavement Counselling	01242 252518
Health Visitors	0300 421 6166	Gloucestershire Integrated Care Board	0300 421 1500