



## *The Winchcombe Medical Centre* *Patient Group*

### **Minutes of the Tuesday 10th June 2025 immediately following AGM meeting held at Winchcombe Medical Centre**

#### **1. Welcome**

Chairman Graham welcomed everyone to the meeting and thanked Andy for taking on the role of Vice Chair from Gill Cocks.

#### **2. Present**

Graham Ogden (Chairman), Kath Southwell (Secretary) Trevor Green (Treasurer), Geoff Cove, Else Ogden, Andy Gay, Deborah Hunt, Chris Mole, Linda Oldale, Melissa Parsloe (Practice Manager) and Dr Liz Crowther.

#### **3. Apologies**

Apologies received from Pat Roe, Andrea Davies and Jane Clark

#### **4. Minutes of the previous meeting**

The Minutes of the previous meeting held on Tuesday 28th January 2025, were agreed as correct and Graham as Chairman, signed these as a true record of the meeting.

#### **5. Matters Arising:**

**Hi Vis Jackets** - these have been well received and worn during the Spring Vaccine Clinics. Sizing a bit on the snug side!

**Joint PGPPG Chairs meeting** held 30th May 2025 - Graham attended the meeting and fed back to the group that the Winchcombe PG is very proactive compared to some of the others in the Area.

There has been no progress as yet with arranging **NHS App Training**.

**The proposed Health Event Survey** has been deferred until next year. Dr Kilshaw is keen to hold an event around Frailty and Movement in later years, and safety issues in Older Drivers following on from the Wellbeing Event held in May. The PG have been asked to look for a suitable venue/ costings once a date has been confirmed.

## **6. Getting the most from your appointment - video review**

The PG members have watched this video prior to the meeting and the feedback was fairly positive on the whole. It would be a useful video to run on the TV in Reception- to assist patients prior to any upcoming appointments. Melissa will consider how best this can be presented.

## **7. NAPP Membership**

Graham has looked into this- our current membership has expired and following discussions in the Group it was agreed not to renew unless the surgery experiences an issue it is felt expert advice would be beneficial as membership is costly.

## **8. Constitution - revisit and update**

The proposed changes to the wording in sections 3c and 3d were agreed by the group and Kath will amend as shown in red on the Constitution sent out prior to this meeting.

## **9. Fundraising meeting update**

This was held on 2nd April with Else, Kath, Chris and Andrea in attendance. Trevor sent his apologies. Extensive discussions were held concerning various possibilities for fundraising opportunities to supplement the stall at the Winchcombe Show that has become an annual event where a Tombola and 'Guess the sweets in a jar' is very popular.

Other events that might be successful included a Book Sale at the Conservative Club and a Fashion Show at Abbeyfields Community Centre in November - no charge for room hire as it is a Community Event. A stall at the Christmas Fair in early December was mentioned but it was decided to consider this for the future. Melissa was asked to identify a specific piece of equipment to raise funds for- and subsequent to the meeting, and following discussions with the partners - a Doppler Ultrasound is to be the item most needed at present. It was also brought to the attention of the group that it may be possible to obtain a grant from the Coop- Kath to look into this.

Else suggested at the meeting that we attend the Car Boot sale in Southam. A date is to be identified toward the end of June.

After general discussion a majority supported the decision to fundraise for the Medical Centre to purchase the Doppler Ultrasound.

## **10. Treasurer's Report**

Bank balance at 10th January 2025 ..... £344.75  
Expenditure - Hi Vis Jackets .....£43.50  
Income from Winchcombe Show .....£200.00  
Balance as at 31st May 2025 .....£501.25

## **11. WMC update**

### **Statistics**

The Population remains static at present at just under 7,900 patients.

Routine appointments remain around a two week wait period once triaged.

The Average wait time on a phone call remains under 5mins but there is an increase in calls in the morning and also submission online for triage.

Requests have been made to the NHS procurement hub to proceed with the new phone system to enable a call back facility and the ability to advise patients of their place in the queue. Once there is confirmation of this changeover all parties will be informed. The advertising will be shared with the PG to offer a view as to whether or not it will be well received.

Friends and Family results remain overall positive with 98% of patients rating us as good or very good.

### **Staff:**

- Emily our new HCA who started in February has quickly become a valued member of the team.
- Via the PCN ARRS (Additional Roles Reimbursement Scheme) a fixed term GP Chloe, who is working at WMC for one day a week on a Wednesday, has signed another fixed term contract to the end of this financial year ending 31st March 2026.
- Two new GP registrars are starting with us in August as Claire Etheridge has qualified to become a GP trainer.
- A nurse mental health worker Keith join us under the PCN ARRS scheme, who will aid the support of our patients with mental health issues.
- Within the PCN two new Pharmacy Technicians have been employed, but one pharmacist has resigned. Two others across the PCN are going on maternity leave in the next couple of months which will mean across the PCN we have less pharmacy support.
- The WMC practice manager will be away for six weeks for personal reasons and the team will be supported by a change in current staffing hours and two other Practice Managers giving support during the week.

Changes to Quality framework with additional targets and decreased funding is proving challenging. Also, with the uplift that was received, the headlines showing as a 7.8% looked good. In reality, with the re branding of funds and national insurance and minimum wage increases, the uplift is approximately 2% which has to cover operational expenses & staff pay rises so the constraints with funding have not changed and the pressures remain.

Changes are coming with the Gloucestershire Integrated Care Board to cluster with Bristol, North Somerset and South Gloucestershire Integrated Care Board before merging in April 26 or 27.

Melissa thanked the PG on behalf of the team for the ongoing support at the Vaccine Clinics and the recent Wellness Day held at AbbeyFields Community Centre. Planning is underway for the Autumn Covid and Flu clinics.

## **12. AOB**

Debs raised concerns about the frequency of cars being bumped during parking manoeuvres at busy times such as the Vaccine clinics. It is possible to use the Community Park car park or side streets around the vicinity. Melissa confirmed that they are aware of these incidents but there is signage stating parking is at own risk so nothing more to be done.

## **11. Date and time of next meeting - Tuesday September 2nd 2025 at 6pm**

## **12. Close at 7.30pm**

Signed

Dated:

