



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday 28th January 2025 meeting
held at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting.

2. Present

Graham Ogden (Chairman), Kath Southwell (Secretary), Trevor Green (Treasurer), Else Ogden, Pat Roe, Jane Clark, Deborah Hunt, Chris Mole, Linda Oldale, Melissa Parsloe (Practice Manager) and Dr Charles Inman.

3. Apologies and Resignations

Apologies Andrea Davies, Andy Gay, Geoff Cove and Gill Cocks.

4. Minutes of the previous meeting

The Minutes of the previous meeting held on Tuesday 3rd December 2024 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising:

a. **Primary Care Network Meeting - Peripheral Network PG's Joint Meeting 24th January**

The meeting had been arranged by Amy Betts, Operations Administrator, Cheltenham Peripheral Primary Care Network. Amy will provide notes in due course. Graham attended this meeting and fed back to the group the following points.

The challenges faced by each group which included difficulties re-establishing a Group following the COVID lockdowns, member recruitment, the range of projects and interaction between the Group members and the surgery personnel. It was agreed that there would be value in meeting regularly to consider our different ways of working and it is intended to meet again in late April/May 2025.

b. **Hi Vis Vests** The Group had been sent out information of the different styles and prices of these prior to the meeting. Following discussions the Group agreed to order 6 vests with the PG logo and no name tag pocket. Melissa kindly offered the use of name badges available at the WMC.

c. **Fundraising** Else has looked into this and apparently it is allowed although pressurising people to contribute must be avoided. Else will continue to investigate other fundraising possibilities and asked for the assistance of other members to help. Trevor, Kath and Chris, kindly volunteered and Else will arrange a meeting to discuss the next steps.

It is intended that the PG/WMC will have a pitch at the Winchcombe Show for the foreseeable future which Kath has kindly offered to arrange. This can be used as part of a fund raising programme.

Melissa suggested that BP machines or monies toward updating the Evacuation Chair might be useful items to start fundraising for in the first instance.

c. **Health Events 2025.** The Group were interested to know what Health Events would take place this year. Following discussions about possible topics including Mens Health, Preparing for the end of Life and Ageing Safely, Melissa suggested that the Practice would like to conduct a survey asking patients what topics would be of particular interest. Once a survey has been compiled, it was agreed PG members will spend some time in reception asking patients to complete these.

6. Treasurer's Report

The Bank Balance as of 10th January 2025 was £344.75.

There have been no expenditures since the previous meeting

We are awaiting a £200 share of profits from the Winchcombe Show held last August-which is pending clearance from the Bank.

Trevor explained to the group that as far as he is aware the Coop Bank is not charging for any payments in/out of the account. Having looked online for Community Banking charges- the only one that could be seen is for cash payments - a facility that will not be used.

7. WMC Update

Statistics

Population just under 7,900

Split of Male to Female 49% to 51%

Age Range	Male	Female	Total	% of population
0 - 40	1456	1437	2893	37%
41 - 65	1275	1381	2656	34%
66 - 75	543	601	1144	15%
76	549	638	1187	15%
Total	3,823	4,056	7,879	100%

- Average wait for a routine GP appointment is 2 weeks once reviewed by the Duty Doctor via Anima submission by patient or reception on patient's behalf, but has increased to just over two weeks due to holidays & sickness
- Average wait for a blood test is under a week
- Average wait time on a phone call remains under 5mins and we are still aiming to change over our phone system to have the call back option and letting patients know where they are in the queue. This is currently held up at the ICB as we are awaiting the outcome on possible funding to support this change.
- In December we were averaging 82 GP appointments, 82 nursing appointments, 18 Pharmacists appointments each day.

- Overall, we had 153 responses when asking for friends and family feedback. 90% of patients thought the service was Very Good, 95% Good or very good, 4 % Neither good nor poor and 1% poor/very poor
- Friends and Family feedback about where we could have done better was appointments not running to time delays (3), Anima finding it hard to use or asks to many questions (6), patients not being comfortable with the Height, weight BP machine (3), would like us to be open on the weekend /more appointments (3), TV slides are too political with reference to BMA / have more interesting advertising (2)

Staffing:

- We have been successful in our latest round of interviews and have hired a new HCA Emily who will be starting on the 11th February.
- Via the PCN ARRS (Additional Roles Reimbursement Scheme) a fixed term GP Chloe who will be working with us for one day a week on a Wednesday (we are awaiting funding details for the new financial year starting on the 1st April
- We have a new GP registrar starting with us on the 10th February 2025, Dr James Walker

Other updates:

- We would like to request some help from the PG with some sessions on navigating the NHS app and turning on notifications (aimed at reducing the cost to the NHS for text messaging). (
- We are informed that the covid clinics for the spring boosters will be between April and June 2025 and we understand this will be only for 75 plus years at this stage but no formal communication to date. The PG members will be asked again for support to marshal these.
- We are looking to start running from March a series of vaccine clinics for RSV, Shingles & Pneumonia to offer all to all patients that are eligible.

8. AOB

Graham suggested that it might be beneficial for as many members of the Group as possible to undertake an online training session to assist patients in using the NHS App effectively. Mel suggested that if it would be helpful we could have a group training session in the WMC Conference Room. We all agreed this would be beneficial. Graham is to liaise with Amy Betts to organise.

There was some discussion as to whether it was necessary to obtain a licence in order to hold raffles for fundraising purposes. Kath agreed to look into this and report back at the next meeting.

11. Date and time of meeting - 20th May immediately following the AGM at 6pm

The meeting closed at 18.55

Signed:

Dated: