



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

**Minutes of the Tuesday September 2nd 2025 meeting  
held at Winchcombe Medical Centre**

**1. Welcome**

Chairman Graham welcomed everyone to the meeting.

**2. Present**

Graham Ogden (Chairman), Kath Southwell (Secretary), Trev Green (Treasurer), Geoff Cove, Else Ogden, Andy Gay ( Vice Chair) Deborah Hunt, Jane Clark, Pat Roe, Melissa Parsloe (Practice Manager) and Dr Charles Inman.

**3. Apologies**

Apologies received from Andrea Davies, Chris Mole and Linda Oldale.

**4. Minutes of the previous meeting**

The Minutes of the AGM held on Tuesday June 10th were agreed as correct and Graham as Chairman, signed these as a true record of the meeting. However, the minutes of the PG meeting held immediately following the AGM could not be signed as a late amendment was requested and therefore these minutes will need to be signed off at the next meeting in December once the required amendment has been added.

**5. Matters Arising:**

**Proposed Health Event in October**

Abbeyfields Community Centre do not have availability on Tuesday evenings. Winchcombe School hall has availability for the proposed date in October (14th). Graham will contact the school to confirm the date and fee if the event is to go ahead, when the new term commences.

## **6. Fundraising update**

Since the last meeting a donation of £200 has been received from the Winchcombe Working Men's Conservative club (a share of the profits raised from their monthly secondhand book sale).

A very generous donation of £500 has been received from the Mid Counties Coop 'Doing Good Together' Community Fund supporting local causes.

£80 was raised from a pitch at the Southam Boot Sale.

£240 was raised from the Tombola stall at the Winchcombe Show on August BH Monday.

At a fundraising meeting held in August it was agreed that the proposed fashion show suggested by Andrea be postponed until the Spring.

The Group agreed that the next event should happen in March/April when the weather is warmer.

## **7. PG Noticeboard in Reception**

Kath asked WMC if it might be possible to have a PG specific Noticeboard in Reception as the group is becoming more active. This would inform patients of the role of the PG and allow space for information to be displayed etc. Melissa will have a look to see if there is wall space for this and will get back to the Group.

## **8. Winchcombe Show 2025 feedback**

This was a very successful day! The Tombola and Guess the Sweets in the Jar raised the grand total of £240 after deductions. Many thanks to the Group for the generous donations - including the unsold items from the Boot sale in June. A big thank you to those members that helped set up, man the stall and clear away at the end!

## **9. Treasurer's Report**

Bank balance at last meeting 10th June 2025 ..... £485.36

Income as follows:

£200 donation from Winchcombe Working Men's Conservative Club

£80 profit from Car Boot Sale.

£500 from Mid Counties Coop.

£240 profit from Stall at the Winchcombe Show

No expenses this quarter

Balance at September 2nd therefore..... £1,505.36

## **10. WMC Update:**

### **Staff:**

- 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 & Dr Crowther - our respiratory leads.
- Beau Walker from reception has sadly handed in her resignation to go travelling - a replacement is being recruited.
- Chloe Martyn (PCN GP) will be finishing at the end of the month to take up her permanent partner role at a Gloucestershire Practice. The PCN are recruiting a replacement.
- A new PCN clinical pharmacist is currently going through induction - Stephan Mathew (remote working) who will be providing maternity cover.
- Pharmacist Anita Anderson has been offered a permanent role to replace Victor, and this is progressing through the paperwork.
- Anna Davis (Student Nurse) will be starting in Mid-September and is visiting the surgery on Wednesday 3rd September.
- Noor Alwan & Emily Padfield joining our teams as registrars. Emily will be going on maternity leave in November.

### **Items of Interest:**

Digihub drop-ins for Alex to go into the practices to meet with PG volunteers, Social Prescribers and any admin that would benefit from him to effectively 'train the trainer' so that once the Digihub drop-ins have finished our PG, along with Surgery team, can continue providing our own NHS App digital support for patients. Wednesday 17th September or Friday 19th September are potential dates available for these one hour training sessions. PG members to decide which date would suit and Amy will book the session.

**Covid and Flu Invites** start to go out this week. Thanks in advance to those PG Members who have volunteered to support. Once again a friendly reminder please, that all patients have vaccinations at the surgery as this supports the services we offer.

### **Change in Phone System**

This has not been without teething problems due to networking issues that remain under investigation. Overall, the callback function is working, and we have a clearer understanding of management information around the phone calls coming in and trends with peak times. See the table below:

## 1. Monthly Summary

### Call Summary

Inbound Received

**3,453**

Inbound Answered

**2,042**

Average Inbound Talk Time

**2m 47s**

Outbound Attempted

**4,209**

Outbound Connected

**3,739 (88.8%)**

Average Outbound Talk Time

**2m 24s**

### Abandoned Summary

Abandoned Calls

**948 (27.5%)**

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**

This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

## 11. AOB

### Video on TV in waiting room “ Being Kind” and how to get the most from your appointment.

Melissa to look into this and report back at the next meeting. The group have watched the video and thought it could be a useful addition to the informational videos currently shown.

### School Health Event

No further progress has been made since the last meeting as School on summer holidays. A meeting between the PG and school representatives will be requested as soon as possible after term starts to confirm the date, format and viability of a possible event. A decision will then be taken on the way forward.

### NHS App issue - photo ID request when opening App

Debs has had an issue when using this and is being asked for photo ID confirmation when opening the App. This should only be requested on initial set up and verification - Melissa will look into this.

There was also some confusion concerning a post on social media stating a Type 1 diabetes clinic was to be held at WMC. It was clarified that this was one off non medical support meeting.

**12. Date and time of next meeting - Tuesday December 2nd at 6pm**

**13 Close.**

Signed

Dated: