



*The Winchcombe Medical Centre*  
*Patient Group*

**Minutes of the Tuesday 2<sup>nd</sup> December 2025 meeting  
held at Winchcombe Medical Centre**

**1. Welcome**

Chairman Graham welcomed everyone to the meeting and introduced new member Philip Walton to the Group.

**2. Present**

Graham Ogden (Chairman), Trevor Green (Treasurer), Geoff Cove, Else Ogden, Andrea Davies, Pat Roe, Andy Gay, Jane Clark, Deborah Hunt, Melissa Parsloe (Practice Manager), Dr Michael Kilshaw and Chris Mole.

**3. Apologies and Resignations**

Apologies Kath Southwell, Linda Oldale.

**4. Minutes of the previous meeting**

The minutes of Tuesday June 10<sup>th</sup> 2025 meeting were agreed and Graham, as Chairman, signed these as a true record of the meeting.

The Minutes of the previous meeting held on Tuesday 2<sup>nd</sup> September 2025 were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

**5. Matters Arising:**

**a. Proposed Health event**

Dr Kilshaw is to liaise with Melissa regarding dates for the next event

**b. Patient Group noticeboard**

A noticeboard for use by the PG has been ordered and will be put up in the waiting room to the left of the TV screen.

**c. Video "Being Kind"**

Melissa is working on how to play the video through the screen in the waiting room.

**d. Photo id opening app**

Photo id can only be done through the NHS app and cannot be done through Anima. It should be possible to access Anima through the NHS app by the end of the month. Anima can also be accessed through the NHS website.

Once Anima is integrated through the NHS system patients will be alerted if there are messages e.g. regarding hospital results. Melissa said that the staff in reception are always happy to go through information with patients if necessary

**6. Fundraising update**

The fashion show is on hold at the moment. This will be reviewed in the New Year. The sub group need to discuss this proposed event and decide on the details.

## **7. School Health Awareness 2026**

Graham, Pat and Geoff met with Parin Gohil, Headteacher at Winchcombe school to discuss the format of this event.

It was decided that the event would be aimed at Years 7 and 8 and would run during the morning only. The agreed date is Thursday September 24<sup>th</sup> 2026.

Geoff has sent an overview of the health and wellbeing event to Parin Gohil.

Pat has contacted several organisations and so far, 4 have confirmed attendance on the day.

Graham, Geoff and Pat will continue as members of the sub group organising this event.

Andy Gay and Debs Hunt have agreed to join the sub group.

## **8. Treasurer's Report**

The bank balance on September 2<sup>nd</sup> 2025 was £1,505.36

A donation of £300 was received from the Winchcombe show.

Expenses incurred were £1089.85 for the Ultrasound Doppler Imager.

The Bank Balance as of 2<sup>nd</sup> December 2025 was £715.51

Melissa said that the Doppler has been fantastic and thanked the patient group

Dr Kilshaw thanked everyone for helping to fundraise for the Doppler machine.

## **9. WMC Update**

Melissa indicated that WMC has been rated one of the top performing surgeries in getting people through clinics i.e. covid, flu etc. November statistics - Population of 7,887 patients, 3,500 appointments were held (excluding those queries answered directly via Anima).

Staffing- The weekly hours of HCA coverage have been increased by 15 hours. Welcome to Dr Parker under the new PCN GP scheme who will be working every Wednesday. A PCN pharmacist Anita is settling well following her induction period. Welcome to PCN Pharmacy technician lead Jenny and PCN nurse Hannah who will be assisting the practice nurses part time for a six month period. Welcome also to Dr Jutta (Registrar) with us for a short term placement.

Melissa thanked the PG on behalf of the Practice for their ongoing support in the smooth running of the Flu and COVID clinics and for their feedback on how these could be improved.

Melissa reported that there had been a meeting with the ICB (Integrated Care Board), to outline the challenges facing WMC, one of which is the struggle to meet demand. WMC want to be able to support local people, not suggest that they go elsewhere. An increase in the levels of abuse directed at surgery staff is resulting in the need to generate a warning letter per week and is a matter of concern. This is believed to be partly as a result of the new initiatives and changes to funding received, with an ever increasing workload.

Dr Kilshaw said that WMC is still awaiting monies promised to be moved from secondary care to primary care. Some blood tests now have to be carried out at the hospital although the majority could be carried out locally if funds were available.

Gloucestershire ICB are to merge with Bristol, North Somerset and South Gloucestershire.

It has been proposed that the Physiotherapy service at WMC will be relocated and patients travel to Tewkesbury for treatment. This transfer will make access difficult for local people and it was agreed that Graham, on behalf of the PG would write, outlining the problems

that relocation will cause and disagreeing with the proposed course of action. Melissa to email details to Graham.

It was further agreed that a petition would be made available for patients to sign opposing the move. This would be in the WMC waiting room on Tuesdays and Thursdays at a table attended by members of the PG.

An initiative for short walks is being instigated through the surgery. Geoff mentioned a group of local people who currently organise shorter walks and offered support. Melissa to put Geoff in contact with Kate on the ILP (Integrated Locality Partnership), who is a social prescriber.

As directed by the Government, from 1<sup>st</sup> October 2025, patients have been able to request appointments online from 8.00am to 6.30pm, Monday to Friday. The duty doctor cannot safely look at all the information in a day and WMC have had to take a second doctor to look at this in the afternoons. This has resulted in fewer appointments being available and an increase in waiting time for an appointment – now 4-5 week wait when it was a 2 week wait previously. This is causing frustration for staff and patients.

Anima is the safest and most effective system available at present and A.I. helps categorising in terms of risk.

A digital voice recognition system is now being used which saves time for the doctors and, if appropriate, a patient letter can be condensed into SMS. All changes have been implemented but there are still difficulties regarding time and the impact on services.

Graham suggested PG members write to the local MP, Cameron Thomas, if they thought this was appropriate. Jane Clark indicated she would do so. Melissa offered support in this and agreed to provide the details.

Geoff suggested writing to Wes Streeting and Graham said that he is happy to do this.

**10. Dates for meetings in 2026**

January 27th, May 5th, September 8th and December 1st.

**11. AOB**

There was no other business.

**12. Date and time of next meeting**

January 27th at 6pm.

**13. Close**

The meeting closed at 19.10.

Signed

Dated: