



The Winchcombe Medical Centre
Patient Group

**Minutes of the Tuesday January 27th 2026 meeting
held at Winchcombe Medical Centre**

1. Welcome

Chairman Graham welcomed everyone to the meeting.

2. Present

Graham Ogden (Chairman), Trevor Green (Treasurer), Kath Southwell (Secretary), Geoff Cove, Else Ogden, Andrea Davies, Andy Gay, Jane Clark, Deborah Hunt, Linda Oldale, Chris Mole, Philip Walton and Dr Michael Kilshaw.

3. Apologies

Pat Roe and Melissa Parsloe.

4. Minutes of the previous meeting

The minutes of Tuesday December 2nd 2025 meeting were agreed and Graham, as Chairman, signed these as a true record of the meeting.

5. Matters Arising:

a. Patient Group noticeboard

A noticeboard for use by the PG has been ordered and the Patient Group will be informed when it is in situ.

b. Video 'Being Kind'

Melissa is still looking into this but there have been some difficulties.

c. Physiotherapy Petition

This is going well. Patient Group members are in WMC waiting room from 9.00 am until 12 noon on Tuesday and Thursday mornings asking patients to consider signing a petition supporting the retention of the physiotherapy services at WMC. Petition sheets are left out for patients to sign at other times.

There have been 250 signatures to date.

Kath asked Winchcombe Radio to publicise the petition and increase local knowledge of the appeal. It was agreed that PG members would continue attending the waiting room until February 19th.

It was suggested that other local surgeries whose patients also have physiotherapy in Winchcombe might also like to have their own petitions- Graham agreed to contact these.

6. Fundraising update

The Partners are giving consideration to which piece of Equipment is a high priority and, until this is identified, fundraising plans will not be put in place.

The fundraising sub group will have a meeting in March to discuss possible fundraising ideas.

7. Treasurer's report

Bank Balance as at December 2nd 2025..... £715.51

Bank Balance as at January 27th 2026..... £715.51

No income or expenditure since last meeting.

An application for a donation from the local Rotary Club has been submitted.

8. WMC Update

Statistics as at December 2025

- **Patient population:** 7,909
- **Appointments:** Over 3,300 (not counting Anima queries!)
- **Inbound calls:** 3,607 Average wait: just under 4 minutes
- **Call backs:** 81 requested, only 6 unsuccessful after 3 attempts
- **Outbound calls:** 4,803 attempted, 4,217 connected
- **Results (Bloods/ Scans etc):** processed: 2,706
- **Documents processed:** Over 2,000

Team News (Since the last PG Meeting)

- Tammy has been welcomed to the receptionist team.
- Molly a third-year student nurse will be joining us on 26th January until 12th April (with a 3-week gap in the middle).
- Noor Alwan (GP Registrar) will be finishing her placement with us on the 5th February & Afshan Fayyaz (GP Registrar) will be joining us from the 4th February
- Dr Hope is away from the surgery currently and we are using Locum coverage while she is away

• Patient Group Physio Room Petition

Thanks to the Patient Group for organising the petition and coordinating the rota for the awareness stall. Over 250 signatures have already been collected.

- WMC updated the surgery Facebook post after receiving some negative comments relating to service waiting times, concerns that we may be withdrawing services, and some patients not realising that Winchcombe is available as a preferred location. For clarity, the physiotherapy self-referral form does allow patients to select their preferred site, and Winchcombe appears as an option on the link we provide.

• Spring 2026 COVID-19 Vaccination Programme

Spring vaccinations are expected to commence in April 2026. Clinic planning will begin in February, incorporating feedback previously provided by the PG. We are also working towards enabling WMC to appear as a booking option on the national NHS booking website (noting that our practice will only be visible to our own patients).

We would welcome PG views on the possibility of using the NHS booking website as the primary booking method, instead of sending practice-generated booking links. This would also allow patients to book directly via the NHS App, and those who prefer phone booking could use 119 while still securing an appointment at WMC. At this stage, this remains exploratory work while we understand the setup process; it may serve as an additional option to help reduce demand on our telephone lines.

• **Let's Get Walking Project**

The "Let's Get Walking" initiative—short (up to 3-mile) social walks around Winchcombe, ending with refreshments and conversation—is progressing well. The first cohort is expected to start in March 2026, with further information to be circulated in the coming weeks.

• **Service Demand and Capacity (OPEL Status)**

Due to sustained high demand, we have reported OPEL Black to the ICB, indicating that we are operating at safe capacity and cannot accept additional requests without increasing the risk of delays in processing results, letters, and communications back to patients.

• **Friends and Family Feedback**

Recent feedback shows that 95% of patients rated their experience as *Very Good* (178 responses) or *Good* (11).

3% rated their experience as *Neither Good nor Poor* (4) or *Don't Know* (1), and 2% rated it *Poor* (3) or *Very Poor* (2).

• **Themes From Patient Feedback**

Patients identified several areas for potential improvement, including clinic punctuality, longer appointments, and concerns about the new phone system, with some feeling call wait times are too long. Feedback on Anima (the total triage system) remains mixed, with some patients finding it very helpful and others preferring alternative methods.

Some "very poor" ratings related to appointment cancellations, which occurred due to staff sickness during that period. All highlighted areas continue to be reviewed within the operational constraints we face.

• **Future Surgery Survey**

We are considering running a practice survey later this year and would welcome PG input on suggested areas of focus, as well as support with developing and delivering the survey.

• **GP Contract and Neighbourhood Model**

We are still awaiting further information regarding changes to the GP contract and the new neighbourhood model. These details were originally expected at the end of November 2025, so the practice remains in a period of uncertainty while continuing to deliver the best possible care. Dr Inman and Melissa will be attending a meeting at a later date and will feedback at the next meeting.

• **Anima into the NHS App**

While we were hoping this was going to be completed before the end of the year there have been delays and we are awaiting release date details.

• **CQC inspection 'in person' Inspection expected this year.**

Dr Kilshaw explained that WMC have not had an in person inspection for a period of 10 years and are expecting there may be one imminently. In the interim an annual telephone update has been sufficient. **There will be a formal patient survey to be organised as part of the preparations and the Patient Group are happy to assist with this.**

Andy asked Dr Kilshaw if the NHS survey that he had completed was part of this. Dr Kilshaw confirmed that this is nothing to do with the CQC inspection process, and is a separate evaluation of patient satisfaction sent out randomly to patients nationwide.

Dr Kilshaw also explained that 10 years ago WMC attained an 'Outstanding' inspection result. The criteria for achieving this standard have changed considerably in the interim period.

10. AOB

SMS msg missed A query about missing an annual health review due to not receiving a notification was raised. The reason for this is unclear as these text messages are autogenerated.

Fundraising suggestions - the group were asked for suggestions for future fundraising ideas. There is some doubt as to whether the Winchcombe Show will be taking place due to lack of volunteers. Possible ideas included a boot sale or a tabletop event.

Membership criteria - Graham explained that due to the constitutional rules, 3 members are due to end their term of office in 2026. Geoff had indicated that he will be stepping down at the AGM in May after 10 years on the group. Else and Kath have kindly agreed to remain on the Group for a further period. The group was asked for a member to take Geoff's place on the School Health Event subgroup to assist Graham and Pat. Andy and Debs had previously indicated a willingness to help with this project.

11. Date and time of next meeting

Tuesday May 5th AGM at 6pm followed immediately by PG meeting

12. Close

Meeting closed at 6.35pm

Signed:

Dated: