



The Winchcombe Medical Centre Patient Group

Minutes of meeting held on Tuesday 29th November 2022

Present: Graham Ogden, Else Ogden, Mike Otter, Gill Cocks, Geoff Cove, Roy Tustin, Andrea Davies, Deborah Hunt, Jane Stephenson, Melissa Parsloe and Dr Charlie Inman.

1. Welcome

Graham welcomed everyone and introduced new members Deborah (Debs) Hunt and Jane Stevenson. He reported that two other people, Hugh and Honesty Walker, had joined the PG and were due to share a membership.

2. Apologies

Apologies were received from Kath Southwell.

3. Minutes of the previous meeting

The minutes of the meeting held on 22nd September 2022, were accepted as a correct record of the meeting.

4. Matters Arising

a. Social Media

Andrea offered to take a lead on developing a social media presence for the PG and Debs offered to give assistance where possible. Gill, who is the administrator of the PG Facebook account, will discuss with Andrea how this might be transferred or cancelled thereby allowing for a fresh start. Debs indicated that she is not an expert Facebook user but is happy to work with Andrea on this.

b. Video/film

Andrea has discussed the production of a video with her son, who works in this field. He has kindly agreed to undertake this project and will work with Graham and Melissa, plus a number of Practice personnel, to develop a storyboard. An initial meeting will be held at 9.00 am on 10th January 2023, at the WMC.

c. Website

As agreed at the previous meeting, Graham had checked the "Patient Group Expression of Interest" page on the WMC website. Following agreement on the changes to be made, Graham passed his notes to Melissa who will contact "Footfall" to make the amendments.

d. PG Leaflet

Following on from the discussion at the previous meeting, 200 leaflets had been printed. Some were circulated to those present.

e. Winchcombe School Health Event

Roy reported, that the organisation of the 2022 Health Awareness Event at Winchcombe School had proved to be extremely difficult and frustrating. The problems were caused by the school reorganising the calendar and not including the PG event. The Assistant Head, Tim Young, who was the main contact and the school organiser of the event, had left.

Geoff Cove raised the problem with the school and Claire Willmott (Head of R. E. & P./ Careers Lead) was given the responsibility of liaising with Roy and coordinating the school involvement. Several dates were proposed by Claire but none were acceptable to the majority of the event participants.

The school have decided that the date for our event would be Thursday 16th March 2023. Unfortunately, this is Cheltenham Gold Cup Race Week so may result in problems with some of the participating organisations. Roy has informed all of the organisations who were present at the last event and has received confirmation from some, but not all.

Claire is planning on making our event more beneficial to the students by getting them more involved. They will be tasked with finding specific information by questioning the professionals. She is hoping to persuade some of the organisations to run workshops and wants the event 'policed' so that the students treat it more seriously.

5. PG Recruitment

In view of the recent success in recruiting members, it was agreed that it was not necessary to embark on a recruitment campaign at present.

6. Newsletter

Else tabled a draft version of the PG Newsletter and asked for comments on the content. It was agreed that two pages would suffice initially. Else will estimate the cost of producing the leaflets and forward these to Mike. **Action:** Else

7. Treasurer's Report

Currently, there is £429.40 in the PG bank account with the only expenditure since the last meeting being £35.38 on PG leaflets. A reserve of £50 will be identified for the 2023 School Health Event. Funding of print cartridges was agreed and Else will inform Mike of the costs.

8. WMC Update

a. Staff

Melissa announced that WMC now has full staffing in the dispensary with new joiner training still underway. From 1st December 2022, the dispensary will open at 9.00 am instead of 9.30 am. Normal dispensary window opening hours will be 9.00 am to 12.30 pm and 2.30 pm to 6.30 pm. We are aiming towards reducing the dispensary closed time over the lunchtime period in mid-December.

A permanent GP has been recruited who will join WMC in late Feb 2023. She will replace the sessions lost due to GPs leaving which have been covered with locum GPs.

Two reception team members have been recruited and there is an advert for someone to cover maternity leave. This continues to be an area of focus and this team is impacted the most by patient interactions. The staff continue to do their best within the procedures they are required to follow.

Natasha Barrett a new surgery Physician Associate will be running our acute on-the-day clinics/urgent on-the-day demand. Also, we have our first PCN Physician Associate, Abigail Binns, who will cover this cohort of patients.

b. Accelerated Access to the patient record

The rollout was further delayed and the new date proposed was the end of November 2022. Further to the updated statement issued by NHS England on 1 November, there is continuing engagement between GP IT system suppliers, the Department of Health and Social Care, NHS England and other stakeholders to confirm the next steps. General practice will be informed ahead of any system changes being implemented. Further detail/guidance is awaited.

There is no lack of willingness in primary care services to implement the changes but the risk of mistakes must be minimised. The data that is to be made available is not wholly generated in primary care which raises issues of responsibility and ownership. This additional workload places more pressure on an already very busy workforce.

c. Practice Level Appointment Date Release

NHS England has advised that practice-level appointment data will be released to the public on Thursday 24th November, as laid out in the Secretary of State for Health and Social Care's "[Our Plan for Patients](#)". WMC is still reviewing the data for accuracy but at a high level, it does show as we are seeing 79% of patients face to face vs a national average of 65%. It is estimated that, on average, each WMC patient will be seen 3 times a year which equates to approximately 24,000 appointments. In the past year, WMC has managed over 58,000 appointments which means, on average, each patient has been seen more than 7 times.

d. Continued Pressure to General Practice

This article gives a good view of General Practice currently.

"Stress, exhaustion and 1,000 patients a day: the life of an English GP"

https://www.theguardian.com/society/2022/nov/27/stress-exhaustion-1000-patients-a-day-english-gp-nhs-collapse?CMP=Share_iOSApp_Other

Please paste this link into your browser to read the article.

e. Patient Population 7,900

f. Vaccinations

Many thanks to the PG members and the Rotary for volunteering and helping the covid and 'flu clinics run smoothly. A number of smaller clinics for 'flu vaccine, along with shingles & pneumococcal vaccines continue.

The Cheltenham Peripheral PCN is the first PCN in the county to reach the target of 80% of autumn boosters administered.

People who are still to have their first, second or booster vaccine can follow the link below to see the drop in clinics that are coming up in Gloucestershire outlining any conditions on the sessions such as vaccine type or age group. www.covid19.glos.nhs.uk/vaccinations. Clinics for East Cheltenham Fire station are advertised here, currently running on Thursdays 4:30 – 6.45pm please check clinic for details about cohorts being vaccinated. Otherwise through the national booking website: www.nhs.uk/covidvaccination

g. Friends & Family reviews

Out of 495 submissions in October 2022, 98.87% rated the service as very good or good.

Debs stated that she considered that Winchcombe Surgery has provided an excellent Covid and Flu vaccination patient service. Especially by contacting and arranging flexible appointments on landlines, when required. Hearing that many contacts outside of Winchcombe had experienced vaccination booking issues, some having to go out of Gloucestershire for vaccinations. The PG members present agreed with Deborah's comments.

9. Winchcombe Community Network

At the meeting which took place on the 23rd November 2022 at the Abbeyfields Community Centre, the following topics were discussed and reported by Gill as follows:

- "We're all keen to work together and not duplicate effort 😊"
- Our local community is bigger than just the town – it includes the villages
- Our various organisations reach into the community and we rely on them to provide us with a picture of what the community needs
- Warm spaces, and other initiatives like the toy library, need 3 things to come into being:
- A venue – we have plenty of these
- Funding – we have sources of funding at the moment
- People to lead and run them on a day-to-day basis – this is in the shortest supply.
- We need to publicise our warm spaces and other things as they come into being
- Publicity needs to be both online and in hard copy form for those without access to IT"

Deborah commented that it would be useful if new Mothers were included in the Winchcombe Community Network clients list. She is aware of new Cheltenham Mothers, currently struggling, receiving helpful contacts, resources and referrals via Health Visitors. Deborah also expressed an interest in volunteering for the Network. This is to be followed up, offline, with Gill Cocks. **Action:** Gill and Deborah

10. Any other business

Men's Health Event

Geoff is still working with Dr Kilshaw on this and it is anticipated that the event will take place in the first quarter of 2023. **Action:** Geoff and Dr Kilshaw

11. Date of future meetings in 2023:

Tues 31st January 18.00 hrs.
Tues 2nd May 18.00 hrs.
Tues 5th September 18.00 hrs.
Tues 5th December 18.00 hrs.

12. The Meeting Closed at 19.25 pm

Below is a link to a King's Fund document that explains Integrated Care Systems. It's a long paper so I suggest you pick and choose what interests you the most.
<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained>