



The Winchcombe Medical Centre
Patient Group

Minutes

of the

**Thursday 22nd September 2022 meeting
held
at Winchcombe Medical Centre**

1) Welcome:

The Chairman Graham welcomed everyone to the meeting and introduced new member Andrea Davies.

Present:

Graham Ogden (Chairman), Kath Southwell (Secretary), Mike Otter (Treasurer), Melissa Parsloe (Practice Manager), Dr. Jackson (GP), Roy Tustin, Else Ogden and Andrea Davies (new member).

2) Apologies:

Geoff Cove and Gill Cocks. Sadly Richard Kane has decided to resign from the group for family reasons.

3) Minutes of the Previous Meeting

The Minutes of the previous meeting held on the 17th May 2022, were agreed as correct and Graham, as Chairman, signed these as a true record of the meeting.

4) Matters Arising:

Social Media - Still no progress with this. Winchcombe School was approached but no one was identified as being able to assist. It is felt that the PG needs to be on many different social platforms such as Facebook and Instagram to attract a younger audience and increase knowledge of what the PG does. Andrea kindly agreed to ask her son if he would be able to help. As he makes short promotional films, Andrea offered to ask him if he would produce a video where the PG could express support for the Practice during

the present difficulties concerning staffing and recruitment. It was agreed that this could be shown on the surgery reception TV.

Website - Helen Watts and Melissa have done some good work on the WMC website updating information about the PG and how to become a member. Graham thanked them on behalf of the group.

There remain some minor amendments that need to be made concerning the wording and information required in the PG recruitment form.

The name of the contact form needs to be changed from Register to an Expression of Interest. Graham to review this form and see if further amendments need to be made. (There appears to be an excessive amount of personal information required that may not be needed for an enquiry form?)

Melissa informed the meeting that any changes need to be made through Footfall - the central team responsible for any changes - which may take up to two weeks. There was also discussion concerning the availability of the Minutes of previous meetings to be available on the PG information page. It was agreed only the minutes from Mid 2021 following the Lockdown would be uploaded. Kath to send the necessary documents to Melissa.

- 5) **PG Recruitment** - it was agreed that as there have been several enquiries about becoming a member of the PG no further action be taken at this point in time. Graham and Kath have a meeting arranged to interview x 4 potential new members.
- 6) **PG Leaflet** - it was agreed that it would be useful to have a supply of professionally produced pamphlets to be displayed in the Medical centre and other venues. Graham to liaise with the Treasurer once publishing quotes have been obtained.
- 7) **WMC news** - please refer to the information letter shown to committee members at the meeting. (Now published on WMC website and to be given to patients attending the Vaccine Clinics). Several members of staff have recently left the Practice, and this situation is being experienced by GP surgeries throughout the country - there is a shortfall of applicants across all vacancies. There is also difficulty finding locum staff to fill the gaps until permanent staff are recruited. There have been one or two major changes to opening times of both reception and the dispensary necessary to enable vital administration work to be carried out. As soon as staffing levels are returned to the optimum levels it is intended to revert back to usual opening times. There was discussion as to how to get the information out to as many patients as possible. Joint COVID and Flu clinics will commence shortly and it is hoped as many eligible patients as possible will avail themselves of the opportunity to attend WMC. As always it is hoped members of the PG and

Rotary Club will be able to assist with Marshalling at these clinics- dates have been circulated. As a result of the recent Patient Survey and in conjunction with our partner surgeries (Cheltenham Peripheral Network) with the extended hours offering - we will be hosting at WMC a late evening surgery every Thursday until 8pm and a late evening surgery on Friday night until 8pm and a Saturday morning Surgery one week in five. There was also some discussion around prospective online access to records and the auto enrolment and risks involved - such as harm a to patient with unknown/ unexpected diagnosis before being communicated with, breach of confidentiality like coercion and control, third party information etc. With the pressures already on resources - lack of system controls, we, along with the BMA/LMC feel this needs to be done in a controlled and managed way to ensure our patients are protected. WMC will continue with their current process for reviewing and enabling access on a case-by- case basis for online access.

- 8) Treasurer's Report (Mike)** -Following the resignation of Jan Knightly, her name has now been removed from the PG Bank Account. Mike Otter has added Graham Ogden and Geoff Cove who now have access to the Bank Account. The Bank Balance at the last meeting was £480.19 and since then the only expenditure has been £15.41 on a poster. The current balance is £464.78.
- 9) Winchcombe School Health Event** - Roy reported that Claire Wilmott is the new liaison person at the school. He reported that the usual date of the third Thursday in November will not be possible this year as in school assessments will be taking place. A number of possible alternative dates were suggested. Roy will email these to the usual stand holders and will await responses. It was noted that as the surgery is very busy and under pressure currently, a date in March will probably be the most practicable. Dr Kilshaw the GP who attended the event last year wished it to be known that due to pressures in the workload currently he would prefer the event to take place in Spring 2023.
- 10) Men's Health Event** this item has been postponed for consideration until the next meeting.
- 11) Any other business** - Gill Cocks provided the following information about the Winchcombe Health and Wellbeing Guide (WHWG) that Else kindly read out to the meeting in Gill's absence. "Churches Together (CTW) in Winchcombe thanks the PG for promoting the Winchcombe Health and Wellbeing Guide at the Winchcombe Country Show. CTW is delighted to report that the 2nd edition of the WHWG is now ready for distribution to venues in Winchcombe. A copy will be available for patient information in Reception.
- 12)** Date of next meeting Tuesday 29th November 2022 at 6pm.
- 13)** Meeting closed

Signed

Dated