

## WINCHCOMBE MEDICAL CENTRE PATIENT PARTICIPATION GROUP

**MINUTES OF THE AGM AND COMMITTEE MEETING** held on  
Tuesday 5<sup>th</sup> February 2019

**PRESENT:** Geoff Cove (Chair), Gill Cocks, John Gerrard, Else Ogden, Geoff Kimber, Roy Tustin, Eunice Wright, Margaret Rogers (Secretary)

**MEDICAL CENTRE STAFF:** Melissa Parsloe (Practice Manager), Dr Charlie Inman

**APOLOGIES;** Mike Otter, Jan Knightley

**APPOINTMENT OF OFFICERS FOR 2019/20** : no nominations had been received. The existing officers for Chairman, Treasurer and Secretary agreed to stand for a further year. This decision was approved by all members present.

**TREASURERS REPORT:** as the Treasurer was not present the Chairman read out the statement of account for the year end.

**Our balance at 1<sup>st</sup> January 2018 was £459.25.**

During the year our **expenditure** amounted to **£280.81** comprising £80 for stand at country show 2017/18, £76.35 on leaflets/fliers, £43.94 on a banner for the stand, £30.52 for signage + £50 for the Health and Wellbeing Day.

Our only **income** was a **£250** donation from the 2017 Country Show.

**This gave us a bank balance at 31<sup>st</sup> December 2018 of £428.44**

The Chairman expressed concern that this would be insufficient to cover costs for events we hope to run in the next year.

We have applied for a further grant from the Country Show 2018 but have at present had no response.

Melissa suggested that the waiting room IT screen might be used to raise funds by local advertising. Gill Cocks mentioned Sharon Studor who had been very helpful in setting this up before. To be further discussed.

This closed the AGM

### **COMMITTEE MEETING**

**MINUTES** of the meeting of Tuesday 11<sup>th</sup> September 2018 were approved and signed.

### **MATTERS ARISING**

**1. Medical Centre Update :** Melissa stated that the centre now has 7,725 patients registered and in the last quarter 3,400 appointments were held per month – up 175 270 appointments were on the Improved Access (for patients from our cluster of surgeries) but only 6 Winchcombe patients ventured to other surgeries. There is generally a reluctance to travel from Winchcombe patients. It is considered that 80% of our patients have means of travel.

It was suggested that a mail box survey be carried out by the PPG as to whether patients are really aware of the Improved Access initiative and if so why they will not travel. Melissa is away for 2 weeks but on her return will liaise with Margaret, Gill and Else to set this up.

**Staffing:** Dr Sophie Wing has now left, Dr Crowther is with us until June. Lauren has retrained and is now a Nurse. Donna is HCA

Medical student placements will continue.

There is now an apprentice in the Dispensary, Kate Smith.

**GP 5 year plan** – close contacts with our cluster surgeries are well used and all future plans will be linked to this network rather than individual surgeries.

**111 bookings** -so far there have been 2 appointments per day.

**Doctor Link** – there is a very slow uptake of this facility. NHS is making a massive investment in IT. More take up is needed in order to monitor/ assess efficiency of this service.

PPG volunteers to be available from March in the waiting rooms with ipads to explain how this works to patients and allow them to try out the system. Preferred times will be between 9am and 12 noon or 3pm – 5pm. To be discussed with Melissa on her return.

**Flu jab clinics** – more people had attended than in previous years and it was felt things had run smoothly. On the one occasion when there was a medical emergency during the clinic it was felt that if it was possible to put a notice up on the screen explaining this it would make it easier for those directing the clinic patients. This has now been implemented.,

**Ansaphone message for Med. Ctr.** - concern was expressed at the length of this message. Melissa explained this is a statutory requirement. Anyone wishing to speak to reception can bypass it by entering 1.

## **SOCIAL PRESCRIBING**

Susie Purslow of the CCP (Caring for Communities and People) addressed the meeting.

She is the only prescriber in Cheltenham at present and covers Tewkesbury, West Cheltenham (Hesters Way), and the surgeries in our cluster.

She is a community well being agent working with individuals (over 16) and groups – this has taken over from the Village Agent.

She is not medically trained in any way.

Referral can come from surgery staff, GPs, Physios, Nurses etc + self referral to their help line. She also now has a room at the Medical Centre every Thursday pm. House visits are possible but take longer as a second person needs to be present.

Tel: 03003656463 – susie.purslow@ccp.org

The aim is to reduce the number of patients attending GPs for non-medical needs.

There is no time limit on the support given and no regular visit times – aim is to give information, empower people to use that information.

The organisation is a charity and is funded by the CCG and GCC

## **SCHOOL HEALTH QUESTIONNAIRE**

Roy reported that there had been some difficulty this year with organisations who had said they would attend dropping out at the last moment.

There is to be a change of head at the school for this year. Discussions will be held with Tim Young, Assistant Head about arrangements for November 2019.

[Action GC and RT](#)

Overall opinion seemed to be that this is still a worthwhile day.

## **ANY OTHER BUSINESS**

1. Gill Cocks stated that Patrick Regan of Kintsugi Hope, founder of this mental health recovery charity will be coming to the Encounter Church on Sunday 10<sup>th</sup> March to give an address

2. Margaret had omitted to contact David Marshall re the NHS Information bus attending the Country Show in August. She will email him about same.

3. Gill asked how the Physio Dept. at the Med. Ctre was going. Melissa feels it is doing well and it is hoped that by 20/21 we may have a resident physio at Winchcombe.

4. Gill expressed concern at the movement of some specialities to Glos Royal. Melissa explained that, whilst this makes travelling to appointments more difficult, it makes sense to have centres of excellence for a particular speciality in one of the hospitals and have all the expertise there to hand. Melissa also mentioned the fact that in future it may be that mobile scanners, x-rays etc will be done in car parks or other suitable areas.

5. Gill expressed concern as to the future of Carers Glos as their contract is lost from March. Feedback on this will be awaited.

### **6 Men's health care evening.**

Geoff C. suggested that an evening be arranged this year and that Nick and Dr Kilshaw be asked if they are willing to attend.

Suggested venue – Working Men's Club. [Action GC](#)

7. Geoff C. is going to attend the PPG network meeting on Friday 8<sup>th</sup> Feb.

There being no further business the meeting closed at 7.35pm

**Next meeting is on Tuesday, 7<sup>th</sup> May 2019 at 6pm** and will be attended by Kay Bunyan og Healthwatch Gloucestershire.