

PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered charity NO: 1095260

MINUTES OF THE TRUSTEES MEETING
Held at the Pinn Medical Centre on Thursday 5 May 2016 at 17.30 pm

Board of Trustees & other attendees		
Joanne Daswani	Chair	*
George Bardwell	Trustee	*
Sheila Cole	Trustee	+
Chris Daly	Secretary	*
Yvonne Haines	Trustee	*
Nicola Heskin	Trustee	*
Jagdish Kapur	Trustee	*
James Kincaid	Trustee	*
Brian Yim Lim	Trustee	*
Phillip Snell	Trustee	+
Ivor Thomas	Treasurer	*
Isobel Bleehen	Partner GP - PMC	+
Hilary Scott	Practice Manager - PMC	*

* Present

+ Absent

~ absent no apologies

The Secretary confirmed that a quorum was present as defined in Clause 4.6 of the Constitution and Joanne welcomed George, Yvonne and Nicky to their first meeting.

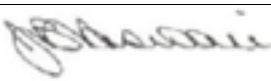
#	Recorded Minutes
1	Apologies for absence: Sheila Cole, Phillip Snell & Isobel Bleehen
2	Declarations of Interest There were no declarations of interest
3	Minutes of previous meetings The minutes of the Trustees' meeting held on Thursday 25 February 2016 were agreed. These minutes are now available on the PMCPA website.
4	<p>Matters arising</p> <p>The question of who the Vice Chair should be had been left until the first meeting following the appointment of the new Trustees. It was proposed, and unanimously agreed, that James Kinkaid should be appointed to this position. Other action points agreed at the previous meeting had been dealt with in the meantime, specifically:</p> <ul style="list-style-type: none"> • An induction evening for the new Trustees. This was the first such event and Joanne asked the Trustees for their feedback. The new members said they had found the evening very useful, although George added that a history of the Association would have been helpful. Joanne welcomed the feedback and asked for suggestions in writing. • Advertisement for new Trustees ahead of the AGM had been included in the new edition of "Pinn Piper", to be published shortly. • Brian had drawn up an action plan for the website, with recommendations and costings – see Minute 8 below.

	<ul style="list-style-type: none"> Hilary had provided an updated address list for distribution of “Pinn Piper”
Action	Trustees to send feedback on the Induction to Joanne.
5	<p>Chair’s report</p> <p>5.1 Trustee involvement Joanne advised that the intended resignations of Chris and Ivor at the forthcoming AGM had been confirmed. She added that the new Trustees had all been very active since their appointment. On confirmation of their appointment at the AGM, George will assume the role of Secretary and Phillip will be the new Treasurer. Although the Membership has the final say on whether or not a Trustee’s appointment to the Board is confirmed, allocation of specific functions on the Board are a matter for the Trustees to decide themselves and are not subject to Membership approval.</p> <p>5.2 Health fair update. The Health fair is planned for Sunday 25 September. It is being organised by the PMC but Joanne has been invited to join the Planning Committee. Joanne advised that she had booked a “Smoothie Bike” to help attract people to the Patients’ Association stall and she and Nicky were looking for sponsorship from local businesses to cover the cost. Nearer the time, it will be necessary to appoint a sub-committee to take control of who does what on the day. Both George and Nicky have already given their apologies due to prior commitments.</p> <p>5.3 Patient Engagement Joanne and Phillip Snell had attended a Patient Engagement Evening held by the CCG and had been part of a discussion group who were asked their views on progress made by the CCG so far. The group concluded that the patients present did not have sufficient information to offer their comments on progress in any specific area. The CCG was reviewing how they could improve their methods of engagement currently used with patients.</p> <p>On a separate occasion, Joanne and Robert Pinkus, the Chair of HPPN, had been invited by CCG to discuss how they could support CCG in planning future patient engagement events. They were particularly interested in patient input/feedback in three specific areas:</p> <ul style="list-style-type: none"> i Proactive care ii Accessible Care and iii Co-ordinated care. <p>Further meetings would be held in the next few weeks to discuss what involvement they wanted to have from PPGs.</p> <p>5.4 “Pinn Piper” Delivery of the latest edition was expected to start the following week. It included reference to the vacancy for an additional Trustee with skills and experience in digital media, including website management.</p> <p>5.5 Complaints procedure Various bodies, including NHS England and the Parliamentary and Health Service Ombudsman, had jointly produced a procedure for patients who wish to make a complaint to their GP practice. Hilary noted that the PMC did have its own procedure but had no objection to the formal document being published on the PMCPA website.</p>

	<p>Action: Brian to publish infographic on PMCPA website</p> <p>5.6 Review of the 3 year Strategic Plan Various aspects of the strategic plan formed part of the day's discussions, including progress against them. It was noted though that, since its initial drafting, discussion of it had always been by Email. It was agreed that this had to be a key element of the Association's focus and, given that four new Trustees had now come on board who would have their own ideas on future strategy, there would be an in-depth review at the next meeting, and possibly even a dedicated meeting given its importance.</p> <p>5.7 Reflections on the last 12 months Joanne said that it was approaching 12 months since she took over as Chair and she wanted to express her thanks for the tremendous support she had received from all colleagues. Chris responded that following on from Jim Bradford was a challenging task and congratulated Joanne on the enthusiastic manner she had gone about it.</p> <p>5.8 PMCPA notice board in Reception There was concern that the notice board was not prominent enough and Joanne had some suggestions such as installing a "PALS Hotboard" in place of the current arrangement.</p>
Action	Joanne and Hilary will discuss and agree a suitable option.
6	<p>Transport and shopping Sheila had asked Joanne to report that the new distribution list had been well received. There had, though, still been no requests from patients for assistance with shopping.</p>
Action	Hilary will bring this to the attention of the doctors and nurses
7	<p>Pinn Medical Centre Report</p> <p>Hilary presented the PMC report:</p> <p>7.1 Health Fair The PMC had not done a lot of work on this yet because other more urgent matters had to take priority.</p> <p>7.2 Staff Three GPs were presently on maternity leave with another 3 GPs due to go on maternity leave over the next 6 months. Attracting new staff continued to be difficult and the PMC was currently taking them on the basis of 12 months fixed term contracts with a review at the end of that period, recognising that this was putting some doctors off from applying. The PMC keeps the package under review, both to attract new staff and also to keep the existing ones. Dr. Sabha Naeem starts on 10th May and will be working 5 sessions. Dr. Dhashi Thanapal starts in June and will be working 3 sessions initially with a view to increasing to 5 sessions in September. Loriane Redican, Nurse Practitioner, is leaving this week.</p> <p>7.3 Walk-in Contract/PMS Contract The PMC had gone through the application process and Hilary would let the Board know the result when she was allowed to. The PMS contract review has been placed on pause by NHS England so the practice is unsure exactly what is happening at present.</p>

	<p>7.4 Web site The PMC was now moving to a managed website. Brian asked that they let him know who the provider was once this had been decided.</p> <p>7.5 Patients' attitudes Some doctors have asked for reduced sessions because of patients who are rude and aggressive. A number of ideas were discussed for highlighting this to patients and both Joanne and George agreed that it would be more powerful coming from the Patients' Association. The Board agreed to discuss the matter in detail at the next meeting with a view to coming up with suggestions as to actions that they could take to address this.</p> <p>7.6 Equipment The PMC's priority for equipment to be purchased by the PMCPA would be a second ECG machine. They had had to stop doing the 24-hour ambulatory tests because the provider now uses a different hospital and they were unable to interpret the reports as they use a different system. The second priority would be the replacement wheelchair. Hilary said that, when the PMCPA was able to authorise the purchase, the PMC should do this as they would get the NHS discount so it would be cheaper. The Board agreed there were sufficient funds to purchase the ECG machine.</p>
Action	<p>Hilary will forward some examples of incidents encountered by staff. Hilary will forward the updated cost of the ECG machine to Joanne</p>
8	<p>Website and Membership action plan</p> <p>Brian circulated a detailed report setting out the various problems that had been identified with the present arrangement, his proposed actions and timings. He said that the key points were driven by the PMCPA strategy, who we are and what we are striving to do. He said it was necessary to find the best way to clarify and publicise these. One option was to raise it at the AGM to ask do they know of its existence, do they use it and if so how, what would they like to see on it and so on.</p> <p>A further problem was the ease of updates. These all fall to Brian at present but it should be possible for any Trustee to put things onto the website if they have things they feel should be there. It was necessary to consider how to do this.</p> <p>Initially, the objective had been to develop an online presence for the Association. GoDaddy was able to provide a simple solution with their suite of prefabricated templates, but which offered little additional flexibility. As we are now looking to expand the capabilities of our site, and develop our identity, we should consider whether GoDaddy still offers the most appropriate solution to do this, or if we should review offerings from other providers. In particular, there may be merit in negotiating a package deal with the new provider of the PMC website. This may allow us to leave the administration, design and maintenance of the site to a third party, whilst allowing us to focus our efforts on the content.</p> <p>Chris added that there is clearly a lot of effort going into this and it was necessary to be clear throughout as to why we were doing it to ensure that time and effort was not being spent on developments for their own sake but which members did not access.</p>
Action	<p>Jagdish said he would look at costings for alternative providers, once the Board has approved future objectives and requirements of the website proposed by the Website</p>

	Committee
9	<p>Finance Report</p> <p>Ivor advised that there was currently £5,800 in the bank account, of which £3,000 was the PMC contribution towards operating costs.</p> <p>James observed that the original concept of the PMCPA did not include fund-raising as an objective. However, when the income stream from transport built up a surplus the Membership agreed that a beneficial use of the funds would be to purchase items of medical equipment for patients from a “wish list” that was otherwise unlikely to form part of the practice budget.</p> <p>Ivor advised that the annual accounts had been done. He was waiting for statements from Barclays Bank so that the accounts could be audited and signed off in time for the AGM. He expected this to be completed by 12 June.</p>
Action	Joanne undertook to circulate updated costings from Hilary for possible new equipment.
10	<p>Strategy for the AGM.</p> <p>The Board agreed the proposed election procedure that Chris had circulated for the AGM scheduled at the Pinner Village Hall on Thursday 16 June.</p> <p>With regard to the procedure for the election of officers, it was agreed that Chris would lead the discussion. There are three categories for consideration:</p> <ul style="list-style-type: none"> a) The resignation of Chris and Ivor. This is simply a matter of advising the meeting and will not require any discussion. b) Re-appointment of Trustees who were confirmed at the last AGM, and c) Appointments of the four new Trustees following the recruitment drive earlier in the year. <p>Chris advised that, as this was to be the first time the detailed procedures set out in the new Constitution were to be applied, he would take the meeting through it step by step. This was important as whatever is agreed at this meeting could well form a precedent for future meetings. As with last year, a Candidate Profile introducing the proposed new Trustees will be produced and circulated at the meeting.</p> <p>It was agreed that, should any applications from Members who wished to be appointed as Trustees be received, interviews would be conducted in week commencing 30 May. The interview panel would consist of James, George and Nicky.</p>
Action	Joanne will circulate last years “Candidate Profile” to new Trustees for reference.
11	<p>PMCPA Logo</p> <p>It had been agreed that the PMCPA logo should be changed and Nicky had arranged for a number of alternative designs to be produced. The Board reviewed them and reduced it to two or three alternatives to be refined along the lines discussed. A budget of up to £200 was agreed for the design work, to be considered as an operating cost and paid for from the PMC contribution.</p> <p>Chris had earlier observed that notices put up in reception tended to refer to just the PMCPA and it was possible that some people did not know what this meant. He therefore recommended that future notices should state “Patient Association” in full.</p>

	The fact that this referred to the PMC would be assumed anyway. It was agreed that this would be taken on board in redesigning the logo, and also in notices of meetings or other events published in Reception.	
13	<p>Sub-Committees</p> <p>Joanne circulated a note setting out her thoughts on the sub-committees that should be established now that the new Trustees were involved in Board meetings. She invited suggestions from other Trustees. The following sub-committees were agreed as an initial step, with Trustees involved as indicated:</p> <p>a) Communications and Marketing: George to lead b) Fund raising: Nicky to lead, plus Phillip c) Membership and Website: George to lead, plus Jagdish and Brian d) Educational talks and workshops: Joanne to lead, plus Yvonne e) Transport and shopping: Sheila Cole</p> <p>It was agreed to outline these at the AGM and ask if anybody there was interested in joining any of them. No sub-committee meetings would be held before the AGM.</p>	
	<p>Date of next meeting</p> <p>The next meeting was agreed as <i>Wednesday 14 September at the PMC, commencing 18.00.</i> It was also agreed that future meetings would start at 18.00 where possible.</p>	
	<p>Any other business</p> <p>There being no other business, the meeting concluded at 19.55hrs.</p>	
Minutes Approved Date: 17/5/16	<p>Signature:  Chair PMCPA Joanne Daswani</p>	