

Pinn Medical Centre Patients' Association (PMCPA) Chair's Report

Event	Board Meeting
Date	Thursday 5 May 2016
Time	5.30 pm
Location	Pinn Medical Centre: Conference Room

Actions arising from the last Board meeting (25 February 2016):

1. JD to arrange Induction event (completed: 14/4/16)
CD & JD to publicise Trustee vacancy (website design) in the next edition of the Pinn Piper (Completed: Issue 33)
2. BYL to draw up an action plan for the website with recommendations and costings (Completed: 4/5/16)
3. HS to provide an updated list for Pinn Piper distribution (Completed: March 2016)
4. HS to remind PMC staff of the need to recommend shopping/transport services to patients Awaiting update (agenda # 5)

The interval between our last meeting and today's has been relatively short, approximately two months. We agreed at the last Board meeting that it was important to meet before the AGM in June to finalise the agenda and more specifically, the election process for new and existing Trustees. Chris has taken the lead on past Constitutional matters and has suggested different options for us to consider. He will be leading on this item later in the meeting (Agenda Item # 8). I wish to thank Chris for taking the lead on this.

There are areas in this report where I shall be reporting on progress **(P)** in relation to our Strategic Plan, presenting topics for discussion **(D)** or simply providing information **(I)**.

Resignation of Trustees (I)

Both Chris and Ivor have confirmed their wish to step down as Trustees and not seek re-election at the AGM in June. We understand their desire to spend time pursuing other interests; nevertheless we shall miss their presence on the Board. They have both made valuable contributions to the association over the years and we wish to express our deep gratitude to the both of them. I am sure you will join me in extending to them our warm wishes for the future.

Induction of new Trustees (P)

We had an induction tea with the new Trustees on 14 April and Hilary and Isobel were able to take time from their hectic workloads to join us. We are especially grateful to Hilary for conducting a tour of the facilities and to Isobel for taking the time to meet everyone. Following confirmation of Chris and Ivor's departure from the Board, we are left with two vacancies for the positions of Secretary and Treasurer. George has confirmed his interest in standing for the position of Secretary and Phillip has expressed his interest in the role of Treasurer. These two positions will be subject to a vote by the membership at the next AGM.

We are already benefiting from Nicky's marketing skills. I had asked her to look into a new logo design and she has a few samples to share with us today (Agenda Item # 9). She is also busy securing potential sponsors for our stall at the Health Fair in September.

Although the recruitment procedure is clearly outlined in our Constitution, I nevertheless felt it needed to be written into a formal policy document. I am very grateful for George's HR expertise in writing a **Recruitment policy**, this is now posted on our website.

Website update

Brian has written a comprehensive **Website Action Plan**, which he will be presenting to the Board (*Agenda Item # 6*). I am very grateful to Brian for the time he has taken to complete this plan during an exceptionally busy time for him, both professionally and personally.

Health Fair Update (P), (D) &(I)

The Health Fair is planned for Sunday 25 September between 11.00 am and 3.00pm. I have been invited to be part of the planning committee although the PMC is leading on most of the arrangements. I see the Health Fair as an ideal opportunity for us to raise our profile and increase our active membership. I hope as many Trustees as possible can give an hour or so of their time to support this event. I have booked a Smoothie Bike to attract people to the stall and Nicky and I are looking for sponsorship from local businesses to cover the cost. A raffle has also been suggested. Your ideas and suggestions are very welcome. It would be appropriate to have a sub-committee taking the lead on organising and designing publicity materials including membership etc.

Sub-committees (D) & (P)

For some time now Trustees have discussed the need to have sub-committees to undertake different roles and responsibilities. In our Strategic plan we identified some possibilities but earlier this year we made the decision to wait until the recruitment drive was complete. Now that our new Trustees have joined us it would be appropriate to open the discussion again and consider the options. We should be able to arrive at a decision on numbers, names and remit of each. We should also reach an agreement on which Trustee will undertake the role of designated lead for each sub-committee.

CCG Patient Engagement in partnership with HPPN (I)

On Wednesday 27 April Harrow CCG held a Patient Engagement meeting at the Harrow Baptist Church. Both Phillip and I attended (our first) and were fortunate enough to be at the same table. The focus of the discussion was on the progress made in Primary Care. The group arrived at a collective view that patients present did not have sufficient information to comment on progress made by the CCG. We gave feedback including suggestions on how the CCG can make improvements in areas of preventative care.

A few days prior to that meeting Robert Pinkus, the Chair of HPPN and I were invited by the CCG to support them in planning future patient engagement events. Robert and I met briefly with them yesterday (4/5/16). They wanted our input regarding new and alternative methods of engagement, preferably with a wider cross section of patients than those present at the last event. They are particularly interested in patient input/feedback in three specific areas:

- i. Proactive Care
- ii. Accessible Care
- iii. Co-ordinated Care

We should be meeting in the next few weeks to discuss what involvement they wish to have from PPGs.

Pinn Piper (I)

The next Pinn Piper (**Issue 33**) is due to be published tomorrow. Distribution to Members/patients should begin by the end of next week.

Complaints procedure (I)

A complaints procedure for patients wishing to make a complaint to their GP practice has been produced in collaboration with the Care Quality Commission (CQC), NHS England, Healthwatch and the Parliamentary and Health Service Ombudsman. Dr Kelshiker has given his support for this infographic to be available on our website: ***“Top five tips for making a complaint to your GP practice”***.

May review of the Strategic Plan (D)

The Strategic Plan is a collective responsibility of the Board. I welcome your input in evaluating progress against the objectives outlined in it and also in identifying new or alternative next steps.

Reflection and thanks

As we approach the AGM I think it is important to take some time to reflect on what we have achieved in the past year.

I wish to thank you all for your valuable contributions and support to the charity. However I know I have your support when I say there are a few individuals who deserve a special mention.

The nature of their roles within the Board and the amount of personal time they have dedicated to fulfilling their responsibilities, have contributed to our success. We are in a much more positive place now than we were in 10 months ago.

Chris worked tirelessly on the Constitution over a number of months and I am very grateful for the support he gave me as a new Chair assuming duties at short notice. Brian continues to lead on all matters relating to the website and has done a brilliant job so far. He has been extremely patient and accommodating with my requests for tasks to be completed and I am always grateful for the time he gives to every request I make.

Sheila's dedication and drive in organising our Pinn Piper distributors, volunteer drivers and shopper never ceases to amaze me. I include our drivers and shoppers here who also give so much of their time.

Ivor, whose attendance today, despite personal setbacks, is warmly welcomed and shows his spirit and dedication to the association. His involvement in the PMCPA is historic and I know our Members will be very sad indeed when they know of his departure as a Trustee.

Thank you again for **all** your contributions.

Joanne Daswani
Chair
5 May 2016