

PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered charity NO: 1095260

Minutes of Board Meeting held at the Pinn Medical Centre
Wednesday 14 September 2016

Attendance

Joanne Daswani (Chair) - JD
James Kincaid (Vice Chair) - JK
George Bardwell (Secretary) - GB
Phillip Snell (Treasurer) - PS
Sheila Cole (Trustee) - SC
Yvonne Haines (Trustee) - YH
Nicola Heskin (Trustee) - NH
Brian Yim Lim (Trustee) - BYL
Dr Isobel Bleehen (Partner GP - PMC)
Priti Bodani (Observer - Northwick Surgery Patients' Association)

1 Apologies for Absence

Jagdish Kapur (Trustee) and Hilary Scott (Practice Manager).

2 Election of Officers

The following nominations had been received:

Chair Joanne Daswani proposed by **Sheila Cole** seconded by **Jagdish Kapur**;
Secretary George Bardwell proposed by **Brian Yim Lim**, seconded by **Yvonne Haines**;
Treasurer Phillip Snell proposed by **Nicola Heskin** seconded by **James Kincaid**.
No other nominations having been received all were duly elected unopposed.
James Kincaid had been elected Vice Chair at the Board Meeting on 5 May 2016.

3 Welcome

The Chair welcomed the four new Trustees to the meeting – their first since their election at the AGM in June. She also welcomed Priti Bodani, Chair of Northwick Patients' Association who was here to observe the proceedings.

4 Minutes of Previous Meeting

The Minutes of the Board Meeting held on 5 May 2016 were approved.

5 Matters Arising

Item 4.1 JD renewed her request for the New Trustees to let her have their observations on the Induction Evening (**Action 1 – GB, PS, SC, NH**).

Item 5.3 The infographic on the complaints procedure was to be placed on our website (**Action 2 – BYL**).

Item 5.8 One Notice Board in the waiting area was to be dedicated to the PMCPA. (**Action 3 – Comms and Membership Subcommittee to take forward detailed arrangements**).

Item 6 A request had been received for a home visit.

Item 7.5 The PMC would seek any examples of incidents in which staff were abused
(Action 4 - PMC).

Item 7.6 Costings for the new ECG equipment had been provided, detailed information on the model was outstanding **(Action 5 – PMC).**

Other matters arising from that meeting were covered elsewhere on the Agenda.

6 Code of Conduct and Declaration of Interest Forms

6.1 All Trustees present signed the Association's Code of Conduct forms. The issue of Selflessness in the Seven (Nolan) Principles of Public Life was discussed and it was agreed that the Board would interpret that as meaning that while the purpose of the PMCPA was to gain benefits for patients, Board Members should not seek personal direct advantage through their work in the Association.

6.2 Declaration of Interest forms were completed by Joanne Daswani and Nicola Heskin in respect of their dealings with individuals retained to do work for the PMCPA. The Board resolved that they could each continue to take part in PMCPA matters involving these individuals.

7 Charity Commission Update

The Secretary reported that he had updated the Charity Commission's record of the PMCPA Trustees, and had submitted the Annual Return to the Commission on 1 September 2016.

8 Proposed Meeting Dates

The Board agreed the following meeting dates for the next year:

Board Meetings – 14 December 2016, 15 March 2017, 7 June 2017, 13 September 2017, all to start at 1800hrs at the PMC.

Annual General Meeting 15 June 2017 – start time and location to be determined.

9 PMCPA Subcommittee Protocol

The Board agreed the PMCPA Subcommittee Protocol contained in the paper of the same name circulated for this meeting.

10 Delegated Financial Limits

The Board agreed that expenditure of up to £350 could be authorised by the Treasurer and one other Trustee (normally the Chair) without advance reference to the full Board.

11 Chair's Report

11.1 The Chair thanked those that had made suggestions to improve the Annual General Meeting. The suggestions (set out in her paper submitted to the meeting) all had clear merit and would be taken on board when planning the next AGM.

11.2 The Chair congratulated the PMC on the findings in the draft CQC Report which, although not yet in the public domain, reflected credit on the Practice and its staff. She noted that the PMCPA volunteer driver service had been highly commended.

11.3 The PMCPA Stand at the Pinner Village Show had recruited 29 new members, and thanks were particularly due to Nicola Heskin for all her work on the event.

11.4 The Board agreed to amendments to the Job Descriptions of the Secretary and the Treasurer to the effect that responsibility for liaison with the Charity Commission (including

the Annual Return) should transfer to the Secretary, and that he should also assume responsibility for liaison with the Information Commissioner's Office.

12 Treasurer's Report

12.1 The Treasurer reported that he was currently pursuing the provision of on-line banking with our bank – and extending the number of Trustees mandated to manage the account.

12.2 It was suggested that the next item of equipment to be purchased might be a wheelchair for patient use in and around the PMC. A Member of the Pinner Players had offered the use of their personal wheelchair when not in use. Doubts were raised about the insurance cover for a loan item and the Treasurer agreed to pursue the matter, and with the PMC. **(Action 6 – PS and PMC).**

13 PMC Report

13.1 Dr Bleehen reported that the new arrangements for the Walk-In Clinic were currently under negotiation – the PMC having been successful in their bid for the renewal of their contract. More generally the Practice was looking at new approaches to appointment systems that can include the early involvement of a doctor to screen patients seeking an appointment.

13.2 The Practice had recently recruited three new GPs, and two new nurses, one of whom was to take on the extended practice nurse role of supporting patients at risk of hospitalisation. In addition two replacement reception staff had been recruited.

13.3 The Practice was embarking on the Medicine Optimisation Scheme designed to encourage more cost-effective prescribing.

13.4 The Chair reported some good feedback about the Practice at the Pinner Village Show, but one complaint about the fact that patients were advised that they should not leave the premises even if they were told there would be an extended wait for their appointment. Dr Bleehen observed that Receptionists could and did note that a patient had left the building simply to feed the parking machine, but that more extended absences would make the appointment system very difficult to manage.

14 Report from Communication and Membership Subcommittee

14.1 The Secretary introduced the Minutes of the first meeting of the Subcommittee (circulated to the Board). The Subcommittee had noted that any membership drive would benefit from greater clarity about the objectives of the Association – particularly the extent to which it was a consultative body.

14.2 The Subcommittee was taking forward action on membership through discussions with the PMC on arrangements for publicising the PMCPA in the Waiting Area, through prescription forms, and through an email to the Practice's virtual group. The Subcommittee was also considering the most appropriate arrangements for the design and maintenance of the Association's website. It was noted that the GoDaddy arrangement was due for review in December of this year – which would give an opportunity for change should that seem appropriate. It was also noted that a number of organisations offered grants to charities to improve their on-line presence.

14.3 Brian Yim Lim gave a demonstration of the Association website and in particular the process of adding simple blogs to update the site with matters of current interest.

15 Review of the Strategic Plan

15.1 The Chair introduced her update of the Strategic Plan including Priorities 1 and 2 (circulated in advance). Significant progress on recruiting Trustees had, of course, been made; but the Constitution allowed for up to 11 Trustees, two more than were currently on the Board. There had been consideration of the need for an additional Trustee with a legal background, although it was noted that legal advice had been given on a pro-bono basis and that was likely to be available in future. It was agreed that there was no need to embark on an early recruitment campaign for more Trustees.

15.2 The Secretary introduced his note on the update of the Strategic Plan including Priorities 3 and 4 – both of which were being taken forward by the Subcommittee on Communications and Membership. In addressing the Objects of the PMCPA, it was noted that there was little if any detail on relieving those who are caring for or nursing sick persons. Yvonne Haines agreed to consider that point for the next meeting (**Action 7 – YH**).

15.3 More generally it was agreed that the whole of the next Board Meeting should be devoted to a review of the Strategic Plan to allow a full discussion of the objectives we should set ourselves (**Action 8 – JD and GB**).

16 Transport

It was agreed that volunteer drivers should retain £1 of the donation of £4 received from patients who were transported to the PMC (£6 to Northwick Park Hospital, to include parking). An unresolved issue of the secure storage of the donations would be discussed with the PMC. (**Action 9 – SC and PMC**).

17 Date of Next Meeting

14 December 2016 — PMC

GB 15 September 2016