



SUMMER 2015 REVIEW & FORWARD VIEW 2015-18

Since its Annual General Meeting (AGM) in June 2015, the PMCPA has had a busy summer; we're pleased to say that it's also been a very productive period. We've spent much of the last quarter on strengthening the Association's governance, in strict accordance with current Charity Commission guidelines and on planning its strategy for the next three years.

Immediately after the PMCPA's June 2015 AGM, a comprehensive 3-month Consultation on a proposed new Constitution for the Association was put in motion. This process aimed to provide all 19,500+ patients registered at the Pinn Medical Centre (PMC) the opportunity to examine, challenge and, where necessary, amend, the contents of the draft Constitution that was presented to Members at the AGM.

Several Members made invaluable contributions. These greatly helped to produce a more robust and transparent final document. At an Extraordinary General Meeting (EGM) on 24 September 2015, Members formally ratified the new Constitution by a near unanimous vote, with 98.9% in favour.

The government has recognised the importance of voluntary patient groups like ours in its recently published 5-year Forward View (2015-20). Patient participation is now increasingly seen as playing a crucial part in helping GP practices to identify more precisely what is important to patients and how it can improve its service to them. In April 2015 it became a contractual requirement for all GP surgeries in England to have a patient group. The PMCPA has now been formally confirmed as the PPG for the Pinn Medical Centre.

"The NHS has never needed patient participation more" Dr Phil Hammond, GP turned hospital doctor, journalist and broadcaster (2015)

The deadline for applications for the position of Trustee is 5pm on 15 January 2016.

The Board is also very keen to increase the PMCPA's active Membership. If you are not yet a Member of the PMCPA, you can automatically become one simply by forwarding your name and electronic/postal contact details to: contact@pinnpatients.org or use the Blue Membership Box in the PMC's patient waiting area.

Joanne Daswani, Chair

The PMCPA is looking for new Trustees!



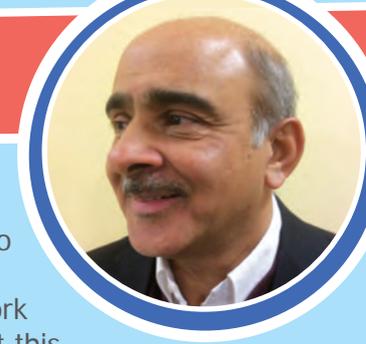
The PMCPA's Board of Trustees is keen to build on the Association's past success by boosting the involvement of Members in framing, developing and delivering its services to patients in this new era of healthcare.

Following a recent skills audit of existing Trustees, the Board is now looking to appoint up to four more Trustees over the coming year. If you are interested in joining the Board as a Trustee, and can offer skills and experiences in one or more of the areas outlined below, we'd love to hear from you.

- Public education campaigns and activities
- Fundraising
- Marketing: Event promotion/Advertising/Press and Media
- Financial: Accountancy or book-keeping
- Previous experience as a trustee of a registered charity
- Charity law; Board/Company Secretary
- Information Technology/Website design

Any patient of the Pinn Medical Centre over 16 years of age can become a Member or a Trustee.

Please visit the PMCPA's website www.pinnpatients.org for further details on the role of Trustee and the recruitment process, and to review the PMCPA's 3 Year Strategic Plan (2015-18). A Recruitment Pack is available at Reception in the Pinn Medical Centre (PMC), where this information is also displayed on the PMCPA's notice board.



Dr Amol Kelshiker **Senior Partner, Pinn Medical Centre**

Born in Kenya, Amol Kelshiker arrived in Leytonstone, East London, at the age of 7. This was a defining moment in his life. England wasn't particularly welcoming at that time and he clearly recalls having to work incredibly hard to break down barriers, right up until he became a qualified GP. These memories are as vivid for him today as they were in 1965. They inform his values, his passion for social justice and his drive to reduce inequality by improving healthcare for all.

Dr Kelshiker, congratulations on your second term as Chair of Harrow CCG, I think I should ask the question everyone wants to ask: Why in the world would you want to take on this role at all, let alone for a second term?

'My first priority is to my patients; I am a GP at heart. My passions are my patients and the Pinn. However, I have learnt over the years that as a GP I am fairly powerless in my ability to facilitate any meaningful change. In my role at the CCG I can influence and implement strategic changes in the way that I believe are in the best interests of patients. I think it is appropriate for clinicians to be leading strategy at the CCG. In this way, they can inform decision-making in ways that impact directly on patient care without having to make bureaucratic compromises.'

Which achievements are you proudest of in your first term as Chair?

'All 35 GP Practices in Harrow work closely together and in our first term we have already delivered on improved health care programmes. For example, our 'Whole Systems Integrated Care' programmes have helped to secure a multi-disciplinary approach to planning care and services for high-risk patients. This integrated approach to commissioning, involving physical and mental health services, is also a more efficient way for sharing information between the hospital, GP practice, community health services and social care.'

'We have also invested in Primary Care services, training and human resources, the impact of these on improved services is already beginning to emerge. I am also very pleased about our engagement with patients through the Harrow Patients' Participation

Network (HPPN). We need to do more to develop a more secure base for future collaborative work but there are positive signs that this could potentially be a very powerful partnership. Finally, I also feel that we have gained patients' support by publicly acknowledging the financial deficit we inherited from the former Primary Care Trust (PCT). We have given our assurance that we will not compromise on the delivery of quality improvements and innovation to patients' care and services purely to reduce the deficit. We are under constant pressure to do so and this will doubtless continue to be a major challenge for us.'

If you were in charge of the NHS, what two things would you change?

'My first change would be to make sure health services are appropriately funded. That doesn't necessarily mean simply more money all around, though in an ideal world we'd obviously all welcome that. It's more about getting the right balance in terms of what spending is currently available. Although 90% of care happens in the community, a very small proportion of funding is invested in improving General Practice. In Harrow, for example, approximately £35 million is spent on Primary Care from a budget of £270 million. We need more equitable funding to address this imbalance. Secondly, whilst I agree deprivation is a factor for consideration when allocating funding, it is not the only factor. The impact of an ageing population - the source of most pressure in the health service - is an acute problem for us in Harrow where we have a higher than average population of those over the age of 60. Our older patients also live longer than the national life expectancy, resulting in greater demand for healthcare services. The funding needs to reflect this demand if we are to provide the quality of care that these patients need. At the moment it doesn't.'

I get the feeling you never switch off. How do you relax?

'I do try and go to the gym or play golf. I have a large extended family with whom I spend time, and I enjoy watching movies.'

Any guilty pleasures?

'Chocolate, Italian and Indian food.'

Dr Kelshiker, thank you very much indeed for your time. - Jo Daswani



Lorraine Redican

How long have you worked at The Pinn and what did you do before you joined? I joined the Pinn on the 5/5/15-prior to this I was working in Hayes as Nurse Manager, specializing in Minor Illness/Asthma/COPD & Menopause.

What do you like, and dislike, about your job? I like the variety and the opportunity to see people of all ages and hopefully make a difference. I wish I had more time to spend with the patients.

What makes you laugh? The Big Bang Theory.

How do you relax after work? Malibu & diet coke (lol) with feet up on the sofa in front of the TV :)

What's your favourite food? I love everything Italian: food, wine, culture and scenery.

If you were stranded on a desert island, what 3 things would you like to have with you? My bed, lip balm and photo albums.

What 3 records/discs would you take? Ed Sheeran/Bruno Mars/Michael Jackson.

What's your favourite film, TV or radio programme? Something's Gotta Give.

What's the last book you read? Gone Girl.

If you could have dinner with any 3 people, living or dead, who would they be? Joanna Lumley/Joan Rivers/Bette Midler.

If you were Health Minister for a week, what would you change? I would ban parking charges at hospitals and healthcare centres.

What do you do at the weekend? Gym, swim, walk Max the Labrador, retail therapy and eating out.

Morning Routine? Breakfast tucked up in bed on a Sunday morning reading the paper...Bliss :)

Pinn goes Pink!

The staff at the PMC wore pink to support Breast Cancer Care and raised a whopping **£637.50!** The Pinn Piper sends special kudos to Vera Bardakjian, the staff and patients who supported the event, selling and buying cakes on the day.



Flu vaccination

Flu vaccination, commonly known as the 'flu jab' is available every year on the NHS to protect adults (and some children) at risk of flu and its complications.

You might be at risk of flu and its complications if you are:

- aged 65 and over
- pregnant
- a child or an adult with an underlying health condition or with weakened immune systems



The flu vaccine is given free on the NHS as an injection or nasal spray.

Visit the PMC or your Pharmacy for further advice.



Type 2 Diabetes: Prevention and Control



Last month the Pinn Medical Centre, in collaboration with the PMCPA, organised an evening event with Dr Keith Steer, Consultant Diabetologist at Northwick Park Hospital and Vicky Martin, Dietician.

Vicky gave a detailed talk about preventing and controlling Type 2 diabetes through diet and exercise whilst Dr Steer identified some of the causes of Type 2 diabetes and current treatments on the market.

Vicky Martin & Dr Keith Steer

Lis Warren, a Member of PMCPA, provided attendees with additional information from Diabetes UK.

Harrow has the highest numbers of people at risk of Type 2 diabetes in the UK (14%). Dr Kelshiker, Chair of Harrow CCG, confirmed that this is of major concern for Harrow and that the CCG is actively seeking to recruit volunteers to train as patient educators who can then deliver diabetes education programmes to local residents.

The packed conference room at the PMC was a clear indication that patients are very interested in attending more events of this kind. **Do let us know which other areas of preventative healthcare you'd like to see being addressed at future evening PMC events by contacting jo@pinnpatients.org**

Survey results of Nurses Care

The results of an internal survey conducted by the Pinn Medical Centre (PMC) confirm that our patients are extremely happy with the care provided by our Practice nurses.

The survey designed in partnership with the Pinn Patients' Association (PMCPA) and the Pinn Medical Centre (PMC) was conducted over a 4-week period between September and October this year.

Visit our website for a full report at: www.pinnpatients.org



Pinn Dental Practice
First floor in the Medical Centre
Appointments available 7 days a week

- General dentistry
- Hygiene services
- Invisalign approved practice
- Dental implants
- Botox and Fillers - facial rejuvenation
- Oral surgery - difficult and complicated extractions
- Treatment under sedation

Specialist Services:

- Periodontist - Gum disease specialist
- Endodontist - Root canal specialist

email: reception@pinn dental.co.uk
tel: 020 8866 8512

Laughter is the best medicine

I give up. How many menopausal women does it take to screw in a light bulb?

Remember...

In an Emergency: **999**

CALL 111
The NHS non-emergency number

I hope you found this issue informative. I welcome your feedback so please email me at jo@pinnpatients.org with your comments and suggestions.

Joanne Daswani, Chair