



**PINN MEDICAL CENTRE PATIENTS' ASSOCIATION**  
**Registered charity No: 1095260**

**Draft Minutes of Board Meeting held at the Pinn Medical Centre**  
**Wednesday 13 September 2017**

**Attendance**

Joanne Daswani (Chair) - **JD**  
George Bardwell (Secretary) - **GB**  
Yvonne Haines (Trustee) - **YH**  
Nicky Heskin (Trustee) - **NH**  
Brian Yim Lim (Trustees) - **BYL**  
Dr Isobel Bleehen, Rupa Yagnik (**PMC**)

**1 Welcome**

The Chair welcomed Rupa Yagnik, the newly appointed Practice Manager of the PMC to this, her first meeting of the PMCPA.

**2 Apologies for Absence**

Sheila Cole, Jagdish Kapur and Phillip Snell - (Trustees)

**3 Election of Officers**

Joanne Daswani, George Bardwell, Phillip Snell, Sheila Cole, Yvonne Haines, Nicky Heskin, Jagdish Kapur and Brian Yim Lim had been re-elected to the Board of Trustees at the AGM held on 15 June 2017.

Joanne Daswani stood for re-election as Chair, was proposed by Brian Yim Lim, seconded by Nicky Heskin and re-elected unopposed.  
George Bardwell stood for re-election as Secretary, was proposed by Brian Yim Lim, seconded by Nicky Heskin and re-elected unopposed.  
Phillip Snell stood for re-election as Treasurer, was proposed by Brian Yim Lim, seconded by Nicky Heskin and re-elected unopposed.  
There had been no other nominations in respect of these positions; and there were no nominations for the position of Vice Chair, following the resignation of James Kincaid.

**4 Minutes of Previous Meeting**

The Minutes of the Board Meeting held on 7 June 2017 were approved.

**5 Action Points and Matters Arising from Previous Meetings**

The following items from previous meetings were still outstanding:  
Insurance cover for items provided by the PMCPA for loan to patients (**PMC**).  
Enrolling new patients into the PMCPA on registering with the Practice (**PMC**).  
Review of PMC/PMCPA consultation (**PMC/JD/GB**).  
Editorial piece on the PMCPA to be offered to The Villager and Pinner News (**GB**).

Email on the PMCPA to all patients on the PMC virtual group **(GB/PMC)**.  
The Governance Handbook. **(GB)**.  
Identification of wheelchair donor in the Pinn Piper **(GB)**.  
Link to Harrow Patient Participation Network on PMCPA website **(GB)**.

## **6 PMC Report**

The PMC reported on the following staff changes since the last meeting, including the use of Physician Associates and Nurse Practitioners.

In the last few months the practice has had the following staff changes.

### *Changes in Management*

Hilary Scott, Practice Manager Retired

Rupa Yagnik, Practice Manager joined PMC in July

### *Doctors*

Dr Singh left the practice in August

PMC welcomed Dr Akinwale and Dr Karia in July and August respectively. Dr Karia was the registrar to Dr Lakhani and has now completed her training and has been appointed as a salaried GP at PMC

### *Nursing*

Susie Pemberton and Eileen Wade have both joined PMC in September. Both Susie and Eileen are experienced Nurse Practitioners.

### *Physician Associate*

This is a new role at PMC.

PMC has employed Jo Ormerod for this role. Jo will be writing a piece for the Pinn Piper to explain more about the role of a PA

### *Reception and Administrative staff*

We have said goodbye to the summer help we have had from various students and sadly to Bavini Morar who used to be one of our Administrators. We have recruited two new receptionists Lindsay Rankine and Bernadette Ryce-Jones. Please welcome us in joining them to our team.

The October deadline for the change from a PMS to a GMS Contract was no longer current, and negotiations had yet to take place. It was agreed that the PMCPA would make representations that there would be considerable concern if the range of services offered at the PMC had to be reduced because of the likely change **(JD/GB)**. The PMC is reviewing the signage in the Centre, not least to simplify it. Joanne and Yvonne noted that they had been very impressed by the helpful way in which receptionists gave repeated advice to patients on a range of issues.

## **7 Chair's Report**

Joanne raised the issue of the new centralised Harrow Electronic Referral Optimisation Service (HEROS). Under this system patient referrals by the GP to a consultant or other service will be to a central point where they will be clinically triaged. Patients will then be contacted (within 48 hours) to discuss and arrange the appropriate earliest available appointment, including transport where necessary. The system will provide a central point of access for patients. The PMC is being asked to pilot the system until April next year.

## **8 Feedback from the AGM**

A number of issues had been raised at the AGM, and in a follow-up discussion and in further emails. The Board (including, for the first item, the PMC) considered each of these in turn.

### *The Walk In Centre*

The Board noted the letter from the NHS North West London Collaboration of Clinical Commissioning Groups that explained the basis on which general practices are allocated funding, including the fact that the PMC receives extra funding for Walk In Centre patients. The Board had also noted Dr Kelshiker's point at the AGM to the effect that without the additional funding for the Walk In Centre, the PMC would not be able to offer the extensive opening hours available to its own patients. But it was clear that there was some concern about patients from other practices using the PMC instead of their own surgeries without good reason. The PMC advised that a report was made every month on the use of the Walk In Centre by local patients, and that on the third such attendance the surgery concerned was specifically notified about any misuse of our facilities.

### *Involvement of the Membership*

The Board agreed that more attention should be paid to ensuring the involvement of the Membership. Although there had been a suggestion that its meetings should be open to all Members it was concerned that this might impede the conduct of business at those meetings. It was agreed, however that there should be an open forum once a year in addition to the AGM to allow Members to express their views. Members would also be invited to join and/or attend Sub-Committee meetings; and would be reminded about the availability of the Contact page on our website. It was also agreed that the organisation of talks on health matters should continue.

### *Sponsoring Public Meetings and Social Events*

It was decided that the PMCPA should not promote a series of public meetings with local politicians, because to do so would risk the Association being drawn into the political arena, which was not its purpose. It was agreed though that the local MP, Nick Hurd, who had shown support for the PMCPA, would be invited as a guest speaker at the next AGM. The question of further social occasions would be pursued after the forthcoming Quiz Night, and might well include a drop-in social event at Christmas time.

### *Recruitment of New Members*

A number of suggestions had been made on steps to be taken to increase the Membership. These would be considered at a meeting of the Membership and Communications Sub-committee which would submit a further note (to include steps to increase the involvement of existing Members) to the Board **(GB)**

### *A Fundraising Project*

It was decided that although fundraising for relatively modest items of equipment etc. for the practice was an important part of the PMCPA's work, it would not be appropriate to embark on a single major fundraising project for equipment or facilities at this time as we were already holding a substantial donation, and awaiting suggestions from the PMC about its use.

## **9 Recruitment of Trustees**

There were now eight Trustees on the Board against a maximum in the Constitution of eleven. It was agreed that there should be an exercise to recruit and select

additional Trustees. A note on the process, based on our Recruitment Policy, would be prepared for the next Board Meeting **(GB)**.

**1 Dates of Next Meetings**

The following dates were agreed for Board Meetings over the next twelve months:

**13 Dec 2017, 14 March 2018, 13 June 2018, 12 Sep 2018.**

**With the AGM to be held on 21 June 2018.**

***GB September 2017***