



Pinn Medical Centre Patients' Association - Trustee Recruitment Pack

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This Pack is also available on the PMCPA Website - pinnpatients.org

6 February 2018

Dear Pinn Medical Centre Patient

**The Pinn Medical Centre Patients' Association is looking for new Trustees
- and new Members!**

The Pinn Medical Centre Patients' Association (PMCPA) is the official Patient Participation Group (PPG) for the Pinn Medical Centre and as such we are the main forum for consultation between patients and the Practice. In addition we provide the following services:

- **Receiving and providing feedback from patients;**
- **Drivers taking patients to appointments or helping with shopping;**
- **Creating and delivering the Pinn Piper;**
- **Health promotion events;**
- **Fundraising and Quiz Nights;**
- **Healthcare information.**

There is now a much more formal recognition than before of the importance of voluntary patient groups like ours, and the need to bring out the largely untapped potential of such groups to improve the quality of healthcare delivery nationwide. 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. And for many years we have been providing the additional services listed above such as a transport service.

We are a thriving organisation, having doubled our Membership over the last year. But we need to do more, not least in respect of patient/member involvement. **We are now keen to appoint up to three new Trustees to serve on the Board.** The time commitment is for five meetings a year (four Board Meetings and the Annual General Meeting) although our Trustees take part in many other activities to support patients and to develop the work of the Association.

We are not just looking for skills and experience in any particular area, except perhaps of being a patient, however infrequently. If you are interested in joining the PMCPA as a Trustee, and supporting the Practice and its patients, we'd love to hear from you.

And if you had skills and experiences in the areas outlined below, we would certainly make full use of them:

- Management and organisation of particular services and events;
- Charity Law; Board/Company Secretary;
- Public education campaigns and activities;
- Marketing: Event promotion, Advertising sales; design; editorial; Press and Media;
- Information Technology, including website support.

Trustee positions are open to all, regardless of age, gender, race, faith, disability or sexual orientation. In order to help achieve a balance of views, insights, and beliefs that are representative of the PMC's patient population, however, and to address UK Government and NHS directives on overcoming historic under-representation in public decision-making at senior levels, applications are particularly welcome from such groups as under-40's; people with disabilities; women; and so forth.

If you are interested in serving as a Trustee, please visit the PMCPA's website at: www.pinnpatients.org for further details and a Trustee Recruitment Pack. Alternatively, visit the surgery where this information is displayed on the noticeboard, and where you can get the Recruitment Pack from Reception.

The deadline for applications for the position of Trustee is 2 March 2018.

Any patient of the Pinn Medical Centre over 16 years of age can become a Member or a Trustee. If you simply want to become a Member just send your contact details to secretary@pinnpatients.org. Don't worry if you're not sure if you are already a Member, just send your details anyway and we'll let you know.

We welcome your feedback so please email me at jo@pinnpatients.org with any comments and suggestions that you may wish to make.

Yours sincerely

Joanne Daswani

Chair



Information for Applicants: Trustee to the Board (PMCPA)

Dear Applicant

Thank you for your interest in applying for the role of Trustee with the Pinn Medical Centre Patients' Association (PMCPA).

We are looking to appoint up to three more Trustees over the coming year. We are not just looking for skills and experience in any particular area, except perhaps of being a patient, however infrequently. If you are interested in joining the PMCPA as a Trustee, and supporting the Practice and its patients, we'd love to hear from you.

And if you had skills and experiences in the areas outlined below, we would certainly make full use of them:

- Management and organisation of particular services and events;
- Charity Law; Board/Company Secretary;
- Public education campaigns and activities;
- Marketing: Event promotion, Advertising sales; design; editorial; Press and Media;
- Information Technology, including website support.

These are not absolute requirements and each application will be considered on its own merits.

Time commitment: Trustees meet at least 5 times a year (four Board meetings and one AGM) although our Trustees take part in many other activities to support patients and to develop the work of the Association.

Trustees are unremunerated. Reasonable expenses incurred in the line of duty will however be reimbursed.

Eligibility: Any patient of the Pinn Medical Centre over 16 years of age can become a Member and/or a Trustee. The initial appointment as a Trustee is made by the Board but is subject to ratification by Members at the Annual General Meeting in June.

We work in close partnership with the Pinn Medical Centre (PMC) and our main aim is to make a positive contribution to the services and facilities offered to patients through the following activities:

- Providing patient feedback to the PMC
- Promoting and facilitating health awareness events
- Voluntary activities such as providing transport and shopping for housebound patients

- Fundraising for equipment not covered by the NHS
- Healthcare Information e.g. newsletters (Pinn Piper) and website: www.pinnpatients.org
- Shaping healthcare services through the PMCPA and Harrow Patients' Participation Network (HPPN)

Timeline for Applications

Advertisement	6 February 2018
Deadline for applications	2 March 2018
Short listing	Week commencing 26 March 2018
Interviews	3, 4 and 5 April 2018

Please forward your letter of application and a current CV to:

Joanne Daswani, Chair (PMCPA) at jo@pinnpatients.org or leave at Reception at the Pinn Medical Centre. You are also asked to provide the name and contact details of two Referees from whom we can take up a personal reference.

Please visit the PMCPA's website: www.pinnpatients.org for the Trustee Recruitment Pack which includes further details on:

- Job Description and Person Specification of Trustees
- Role of Patient Participation Groups
- The Board's role and purpose
- The Trustee Code of Conduct
- PMCPA's 3 -Year Strategic Plan Strategic Framework (2015-2018)

Members without Internet access can obtain a **Trustee Recruitment Pack**, with the documents listed above, at Reception at the Pinn Medical Centre.

We look forward to receiving your application.

Yours sincerely



Joanne Daswani
Chair

Trustee – Pinn Medical Centre Patients' Association (PMCPA)

Remuneration:	The role of Trustee is not accompanied by any financial remuneration, although expenses for travel may be claimed.
Location:	37 Love Lane, Pinner. HA5 3EE
Time commitment:	4 meetings per year, including the AGM, and possible participation in sub-committees
Reporting to:	Board of Trustees

Job Description

To be a Trustee of a charity is an exciting and fulfilling role. The most effective Boards are ones that benefit from individuals from a diverse range of backgrounds, experiences and skill sets. The role of a Trustee is to ensure that the PMCPA fulfils its duty to its Members as stated in its governing document (The Constitution).

The statutory duties of a Trustee are:

- To ensure the charity complies with its Constitution.
- To ensure that the charity pursues its objectives as defined in its Constitution.
- To ensure the charity applies its resources exclusively in pursuance of its objectives - the charity must not spend money on activities that are not included in its own objectives, no matter how 'charitable' and 'worthwhile' those activities are.
- To contribute actively to the Board of Trustees' role in giving firm strategic direction to the charity, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To safeguard the good name and values of the charity.
- To ensure the effective and efficient administration of the charity.
- To ensure the financial stability of the charity.

In addition with other Trustees to hold the charity "in trust" for current and future beneficiaries by:

- Ensuring that the charity has a clear vision, mission and strategic direction and is focused on achieving these.
- Being responsible for the performance of the charity and for its "corporate" behaviour; ensuring that the charity complies with all legal and regulatory requirements.
- Acting as guardians of the charity's assets, both tangible and intangible, taking all due care over their security, deployment and proper application.
- Ensuring that the charity's governance is of the highest possible standard.

As well as the various statutory duties, any Trustee should make full use of any specific skills, knowledge or experience to help the Board make good decisions.

The above list of duties is indicative only and not exhaustive. The Trustee will be expected to perform all such additional duties as are reasonably commensurate with the role.

Trustee – Pinn Medical Centre Patients’ Association (PMCPA)

Person specification

The Board of Trustees are jointly and severally responsible for the overall governance and strategic direction of the charity, its financial health, the probity of its activities and developing the association’s aims, objectives and goals in accordance with the governing document, legal and regulatory guidelines.

All Trustees should also be aware of, and understand, their individual and collective responsibilities, and should not be overly reliant on one or more individual Trustees in any particular aspect of the governance of the charity except where specific knowledge or expertise is required, for example, systems development.

Experience:	Essential	Desirable
Successful experience of operating within a board or at senior level in a charitable, public sector or commercial organisation	√	
Demonstrable experience of building and sustaining relationships with key stakeholders and colleagues to achieve organisational objectives	√	
A proven track record of sound judgement and effective decision making		√
A history of impartiality, fairness and the ability to respect confidences		√
Knowledge, skills and understanding	Essential	Desirable
An understanding of charity/governance issues		√
An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship		√
Personal Qualities	Essential	Desirable
Good, independent judgement and strategic vision		√
Commitment to the organisation and a willingness to devote the necessary time and effort	√	
An ability to work effectively as a member of a team	√	
An understanding of the respective roles of the Chair, Secretary, Treasurer and Trustees		√
Commitment to promoting equality and diversity		√

Terms

The charity’s Trustee will serve a three-year term and be eligible for re-appointment for one additional term. The post of Trustee will be subject to election by Members at its AGM.

PPGs provide the patient perspective by:

- Conducting patient surveys or collecting feedback in the waiting room
- Advising the practice and patients of new systems and treatments
- Sharing good practice by networking with other PPGs
- Sitting on recruitment panels for new staff, including GPs
- Lobbying to improve a whole range of health services

PPGs promote health matters by:

- Organising presentations on important health needs
- Producing a directory of self-care support groups
- Running courses within the surgery on health topics
- Raising awareness of key public health messages
- Running volunteer support services

PPGs improve communications by:

- Distributing regular newsletters
- Building two-way relationships between patients and the practice
- Promoting awareness of and access to local health services
- Developing a patient library or information resource centre
- Improving the practice leaflets and website

PPGs make stronger the relationship between patients and their practices, which is critical to the provision of modern, high-quality general practice

PPGs influence the development of services by:

- Advising on the development of new or existing practice premises
- Representing patient views on the purchase of health services
- Co-ordinating with other PPGs to improve wider healthcare delivery
- Bidding with the practice to provide new services
- Fundraising to provide services not covered by the NHS

**The
Role of
PPGs**



The Board's role and purpose

1. Set and maintain vision, mission and values

2. Develop strategy

The Board is responsible for establishing the essential purpose or mission of the Pinn Medical Centre Patients' Association (PMCPA). They are also responsible for guarding its vision and values. Together, the charity's Board and the PMC develop long-term strategy. Meeting agendas reflect the key points of the strategy to keep the association on track.

3. Establish and monitor policies

The Board creates policies to govern organisational activity. These cover:

- Guidance for Members
- Systems for reporting and monitoring to the Membership and Charity

Commission

- An ethical framework for everyone connected with the Association
- Conduct of Trustees and Board business

4. Set up recruitment procedures

The Board creates comprehensive, fair and legal personnel policies. These protect the organisation and those who work for it, albeit in a voluntary capacity. They cover:

- Recruitment
- Support/Induction • Remuneration
- Conduct

5. Ensure compliance with the governing document

The Constitution is the governing document for the Association. The Board makes sure it is followed. In particular, the Association's activities must comply with its charitable objectives.

6. Ensure accountability

The Board should ensure that the Association is accountable as required by law to:

- The Charity Commission
- The Inland Revenue
- Customs and Excise

The Board also needs to make certain that the Association is accountable to donors, beneficiaries, volunteers, and the general Membership. This means publishing annual reports and accounts and communicating these effectively.

7. Ensure compliance with the law

The Board is responsible for making sure that all the Association's activities are legal.

8. Maintain proper fiscal oversight

The Board is responsible for effectively managing the Association's resources so it can meet its charitable objects. It:

- Secures sufficient resources to fulfil the mission
- Monitors spending
- Approves the annual financial statement and budget
- Provides insurance to protect the organisation and its active Members from liability
- Seeks to minimise risk
- Participates in fundraising
- Ensures legal compliance

9. Maintain effective Board performance

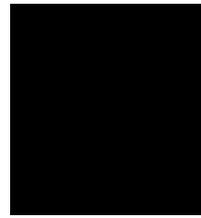
The Board keeps its own house in order. It takes steps to establish:

- Productive meetings
- High standards of Trustee conduct
- Effective committees with adequate resources
- Development activities
- Recruitment and induction processes

10. Promote the Association

Through its own behaviour, governance oversight and activities on behalf of the Association the Board enhances and protects the reputation of its organisation. Board members are good ambassadors for the Association.

Adapted from NCVO document November 2015



Code of Conduct for Trustees

As a Trustee of the PMCPA I confirm that I am aware of and accept the legal responsibilities of a Trustee as defined by the Charity Commission and any other statutory body that defines such responsibilities for charity Trustees.

I am also aware of, and undertake to comply with, the PMCPA's Code of Conduct provisions set out in Clause 3.5 of The Constitution (24/9/2015).

Name: _____

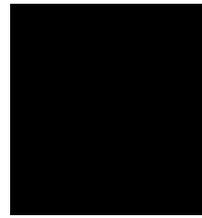
Signed: _____ Date: _____



Pinn Medical Centre Patients' Association Code of Conduct

Trustees should:

- Be committed to the purpose, objects and values of the charity
- Be constructive about other Trustees' opinions in discussions, and in response to PMC contributions at meetings
- Be able to act reasonably and responsibly when undertaking such duties and performing tasks
- Be able to maintain confidentiality on sensitive and confidential information
- Be supportive of the values (and ethics) of the charity
- Understand the importance and purpose of meetings, and be committed to preparing for them adequately and attending them regularly
- Be able to analyse information and, when necessary, challenge constructively
- Be able to make collective decisions and stand by them
- Be able to respect boundaries between Board/Membership and the functions of the PMC.



Seven (Nolan) Principles of Public Life

Trustees on the Board of the PMCPA have agreed to adopt these principles and shall endeavour to meet the requirements of the principles through their actions on behalf of the PMCPA.

Selflessness

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.



THE PINN MEDICAL CENTRE PATIENTS' ASSOCIATION STRATEGIC PLANNING FRAMEWORK 2015-2018

**OUR
PROGRESS**
(at Spring 2017)

VISION
A patient community working in partnership with the Pinn Medical Centre to achieve the best possible care for the patients we serve.

**OUR
PRIORITIES**

VALUES
We represent Pinn Medical Centre patients.
We have a culture of consultation and collaboration.
We recognise diversity of need.
We take account of and influence wider local and national health care provision.

Strengthen the Charity

Recruit Trustees

Increase and Diversify Membership

Improve Communication Links with Patients

Consultation with Members

Build the Capacity of the Board

Implement Systems of Governance;
Create Subcommittees;
Secure Funding;
Collaborate with the PMC;
Share Good Practice;
Develop Educational Talks;
Develop a Carers Programme

Recruit Members and Volunteers;
Raise profile of PMCPA in local schools

Build Membership Database;
Improve Website

Conduct Patient Surveys

- Recruitment campaign January 2016. Four new Trustees elected to the Board at the Association's Annual General Meeting in June 2016.
- Constitution and supporting policies/documents completed in accordance with Charity Commission guidelines.
- Four subcommittees established: Communication & Membership; Marketing & Fundraising; Educational Talks; Transport, shopping and Pinn Piper distribution.
- PMC providing 15p per patient per year. Pinn Piper advertising for other funding; fundraising raffles at local fairs.
- Quiz Evening 27 May 2017.
- PMC Senior Partner and Chair, PMCPA meet quarterly.
- Chair PMCPA is an active member of Harrow Patients Participation Network.
- Health Fair (September 2016) talk on Mindfulness sponsored by PMCPA.
- Carers programme planned.
- Membership drive at Pinner Village Show, and PMC Health Fair in September 2016 resulted in 62 new members. Further advertising at and by PMC ; membership at 2016 AGM was 122, current membership 225.
- School visits to be undertaken.
- Website development and maintenance, including database options, under review by Communications and Membership Subcommittee. Work in hand to encourage on-line delivery of Pinn Piper.
- PMCPA collaborated with PMC on a feedback questionnaire on the Practice Nurses; more work planned for this priority.