



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION (PMCPA)
Registered charity No: 1095260

Minutes of Board Meeting held at the Pinn Medical Centre
Thursday 19 July 2018

Attendance

Joanne Daswani (Chair) - **JD**
George Bardwell (Secretary) - **GB**
Sheila Cole (Trustee) - **SC**
Yvonne Haines (Trustee) - **YH**
Jagdish Kapur (Trustee) - **JK**
Brian Yim Lim (Trustee) - **BYL**
Kevin Mahon (Trustee) - **KM**
Jenny Stephany (Trustee) - **JS**
Anita Manek (Co-opted Board Member) - **AM**
Dr Isobel Bleehen, Nick Wrapson **NW (PMC)**

1 Apologies for Absence

Phillip Snell, Martin Grossman, Nicky Heskin, Rupa Yagnik (PMC).

2 Trustee Declarations

All PMCPA Board Members present signed the PMCPA Code of Conduct, and the Trustees present signed the Charity Commission Trustee Eligibility Declaration.

3 Minutes of Previous Meeting - 14 June 2018

The Minutes of the Board Meeting held on 14 June 2018 were approved.

4 Action Points and Matters Arising from Previous Meetings

The Action Points from previous meetings had been cleared or were covered in subsequent agenda items, with the exception of:

- the Governance Handbook (**GB**);
- a Safeguarding Strategy (**JD**).

5 Draft Minutes of the Annual General Meeting - 24 June 2018

The draft Minutes of the 2018 AGM were approved.

6 Follow Up to the Annual General Meeting

Yvonne introduced her paper on the follow up to the AGM. In respect of the new Complaints Co-ordinator, although there was a suggestion that she might report to our Board Meeting, Dr Bleehen said that the partners would wish to make such a report and agreed that a summary of the number and nature of the complaints would be included in each PMC Report.

The Board expressed its sympathy to Rupa for the adverse reaction at the AGM - in future we would consider having a sound system. Joanne will be sending a card to Rupa with our best wishes.

There was discussion on the suggestion at the AGM that a full survey of PMC patients should be undertaken. It was noted that on many issues the PMCPA could not directly implement changes to PMC services and facilities and an Association survey on those issues might raise false expectations. But a survey on what Members wanted from PMCPA, with our Mission Statement included, might well be valuable. Some broad reference to PMC services, including the services available for carers, might also be included. George would prepare a draft survey questionnaire for the next Board Meeting, when consideration would be given to whether or not it could be distributed to the PMC Virtual Group and/or made available in PMC Reception. **Action GB.**

Next year we would again seek to arrange a guest speaker - Nick Hurd MP had apologised for not being available this year. Consideration would also be given to showing the AGM on a webcast, or recording it for display on our website. **Action JD, GB.**

7 Collaboration of Harrow General Practices

Dr Bleehen reported on the current preliminary discussions on how General Practices in Harrow might collaborate to improve services to patients. One example might be the re-introduction of local radiography services which had recently been withdrawn from the Pinn by Northwick Park Hospital. Another would be better access to community services.

8 Benchmarking Patients' Association Activities

Kevin suggested there could be value in benchmarking our work against other local Patients' Associations. This might emerge from the HPPN Work Plan 2018/19 being prepared by the Harrow Patient Participation Network (HPPN) - and it was agreed that Jenny would continue her involvement with HPPN. **Action JS.**

9 Harrow Carers

Jenny reported that, following on from her involvement in a subgroup of the HPPN, she had arranged for a talk by Harrow Carers at which they would explain the services they offer, and bring some publicity material. This would be held on 4 October 2018 at 1830 at the PMC. A small group consisting of Joanne, Jenny and Yvonne would meet to consider the aims of the presentation. Jenny would also approach Elliot Hall Surgery about the way in which they supported carers, and Joanne would provide her with appropriate contact details. **Action JD, JS, YH.**

10 Volunteer Transport Service and Wheelchairs

Kevin and Sheila reported that there were now only 19 volunteer drivers to support 34 patients - with 17 of those requiring transport in one week recently. It was imperative that more volunteers should come forward if the service was to be maintained. Leaflets seeking more volunteers had been prepared. They would be made available in the PMC; Kevin would attend in Reception to seek volunteers; and

the PMC would arrange for a notice to be displayed on the PMC screens. **Action KM, NW.**

Discussions had been held about the way in which the transport service was to be co-ordinated in future - by a combination of Sheila, Kevin and Steve Venus. It was agreed to engage a call-forwarding service such as Vonage which provided a single land line number and automatic call forwarding to whoever was responsible for co-ordination that day. **Action KM.**

Problems had arisen about the storage of the proceeds of the donations from patients using the transport service. Dr Bleehen agreed a new system for use by drivers and PMC staff. **Action KM, NW, PS, AM** as in the Addendum to these Minutes.

It was noted that the new wheelchairs had now been obtained. Nick Wrapson would pursue (and discuss with Kevin Mahon) where they were being stored in the PMC. He would also check whether or not any anti-theft device has been fitted. This might include a long pole, a device to prevent the chair being folded, or a prominent sign saying they were the property of PMC/PMCPA. **Action NW, KM**

x Date of Next Meeting

The next Board Meeting would be held on **Wednesday 12 September 2018 at 1800 hrs (under review).**

GB July 2018