



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered charity No: 1095260

Minutes of Board Meeting held at the Pinn Medical Centre
Thursday 14 June 2018

Attendance

Joanne Daswani (Chair) - **JD**
George Bardwell (Secretary) - **GB**
Sheila Cole (Trustee) - **SC**
Yvonne Haines (Trustee) - **YH**
Nicky Heskin (Trustee) - **NH**
Jagdish Kapur (Trustee) - **JK**
Brian Yim Lim (Trustee) - **BYL**
Kevin Mahon (Prospective Trustee) - **KM**
Martin Grossman (Prospective Trustee) - **MG**
Jenny Stephany (Prospective Trustee) - **JS**
Anita Manek (Co-opted Board Member) - **AM**
Dr Isobel Bleehen (PMC)

1 Apologies for Absence

Phillip Snell (PS), Rupa Yagnik (RY).

2 Welcome

Joanne welcomed Kevin, Anita, Martin and Jenny to this, their first Board Meeting.

3 Minutes of Previous Meeting

The Minutes of the Board Meeting held on 25 April 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:

- a link to the Harrow Patient Participation Network on the PMCPA website **(GB)**;
- the Governance Handbook **(GB)**;
- consideration of a members survey on what they wanted from the PMCPA **(Membership Subcommittee)**;
- a Safeguarding Strategy **(JD)**.

5 Chair's Report

Joanne reported on her meeting with PMC Management (Dr Kelshiker and Rupa Yagnik) in which they had discussed:

- Trustee recruitment;

- Holding at least three health talks a year, starting with Dermatology. It was suggested that it might be useful to include a video link to any future talk on our website, and that a talk on children's health might be held during the day, rather than in the evening;
- The ten-year anniversary of the PMC's new site, in which Dr K hoped that the PMCPA would be involved;
- Concern about whether or not the PMS contract and the walk-in centre would be renewed. Currently for every five patients attending the walk-in centre, two were PMC patients.

Joanne referred to the highly successful Trustee recruitment exercise from which four excellent candidates would be recommended to the AGM on 26 June. Two of the candidates had expressed a willingness to be involved in supporting Sheila with the organisation of the volunteer drivers. In that context Sheila said that she would be standing down from the role in December. Joanne said it was now a priority for the Board to provide more support for Sheila, and make arrangements for a handover upon her retirement. Kevin observed that the service was scarcely sustainable given that in the last two weeks 31 patients had needed transport but only 25 driver slots were available - leaving Sheila and Kevin to take on the remaining slots. Joanne would meet with Sheila and Kevin to discuss options for recruiting more drivers - which might include advertising on the screens in the PMC waiting area, and/or an occasional presence by a Trustee in the waiting area seeking volunteers. **(Action JD, SC, KM)**. It was also noted that Jo Telfer was in some difficulty finding enough volunteers to deliver the Pinn Piper.

In a discussion on items to be obtained for the PMC it was agreed that, subject to sufficient funds being available, the PMCPA should fund the purchase of:

- A vital signs machine;
- Two wheelchairs - fitted with anti-theft devices such as a long pole or, at least, a prominent indication that it was a PMC wheelchair donated by the PMCPA;
- A defibrillator.

(Action PS, RY)

Joanne expressed concern that we should be doing more as a Patient Participation Group to consult with patients and feed the results into our Strategic Plan. **(Action JD, GB)**.

Jenny was asked to continue building a link with Harrow Carers with a view to inviting them to speak at the PMC one evening. And there could be an opportunity for their services to be included on the TV screen in the waiting area.

(Action JS).

Finally Joanne reported with deep sadness that Ivor Thomas had passed away, offering the Board's condolences to Jacqui, his wife. Both Ivor and Jacqui were Trustees of the PMCPA for many years.

6 PMC Report

Dr Isobel Bleehen gave the PMC Report referring to:

- The appointment of Miksha Patel as clinical pharmacist and Nick Wrapson as Interim Practice Manager while Rupa was on maternity leave;
- The appointment of Shaheen Walker as Complaints Coordinator;
- The departure of two members of the nursing team - Cheryl Oxley and Odette Thomas, and of Judy Stray a long serving receptionist.

It was noted that Dr Kelshiker and Dr Bleehen expected to attend the PMCPA AGM, with Rupa and Nick Wrapson, and would be prepared to answer questions, other than those about individual healthcare needs or questions about administrative issues. It was thought it was inevitable that the appointments system would be raised.

A number of current issues were raised by Trustees, including:

- The need to update the Travel Vaccinations page on the PMC website;
- Inserting a link to the PMCPA on the PMC website;
- Problems with long queues at PMC Reception, particularly when the screens for registering attendance at an appointment were out of action, and other patients had lengthy queries - perhaps one Receptionist could be allocated only to registering attendance;
- The need for a "No Smoking" sign outside the front door of the PMC and the Pharmacy;
- The need for some chairs with arms near the nurse consultation rooms.

(Action PMC).

7 Compliance with the General Data Protection Regulations

George reported that following the decisions of the previous Board Meeting and work by the Membership and Communication Subcommittee he believed we were now fully compliant with the new General Data Protection Regulations. A new section on our website - Data Protection - had been implemented containing our Privacy Notice and our Data Security Policy. Emails had been sent to 137 Members who had specifically consented to email contact when they first registered with the PMCPA. And to a further 95 Members for whom no consent was recorded. Of these, 47 (49.5%) had replied giving consent. In addition letters had been sent to 32 Members for whom no email address was held. In all cases Members had been advised of their right to unsubscribe from our mailing list - although they would remain Members.

8 Dates of Next Meetings

Our Annual General Meeting would be held at Pinner Methodist Church Hall on **Tuesday 26 June 2018 at 2000 hrs.** And it was agreed that the next Board Meeting would be held on **Wednesday 12 September 2018 at 1800 hrs.**

GB June 2018