



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered charity No: 1095260

Minutes of Board Meeting held at the Pinn Medical Centre
Monday 10 December 2018

Attendance

Joanne Daswani (Chair) - **JD**
George Bardwell (Secretary) - **GB**
Phillip Snell (Treasurer) **PS**
Yvonne Haines (Trustee) - **YH**
Nicky Heskin (Trustee) - **NH**
Jagdish Kapur (Trustee) - **JK**
Kevin Mahon (Trustee) - **KM**
Anita Manek (Trustee) - **AM**
Jenny Stephany (Trustee) - **JS**
Brian Yim Lim (Trustee) - **BYL**
Dr Amol Kelshiker - **AK** (for Item 12)

1 Apologies for Absence

Sheila Cole (Trustee) - **SC**, Dr Isobel Bleehen, Nick Wrapson **NH** (**PMC**)

2 Minutes of Previous Meeting

The Minutes of the Board Meeting held on 1 October 2018 were approved.

3 Matters Arising from Previous Meetings

The Action Points from the Board Meetings on 19 July 2018 and 1 October 2018 had been cleared or were covered in subsequent agenda items with the exception of:

- the Governance Handbook (**GB**);
- a Safeguarding Strategy (**JD**);
- a draft patient survey questionnaire (**GB**);
- a draft Strategic Plan (2019 - 2022) (**GB**).

A new system for securely storing the proceeds of donations for the Transport Service had been introduced. Two wheelchairs had been purchased and they were now signed in and out by users at PMC Reception. A further wheelchair had been donated. DBS checks had now been carried out on all volunteer drivers, and a record would be kept of these checks (**Action JD**).

4 Chair's Report

Joanne introduced her Report which had been tabled and which covered:

- Her meeting with the Senior Partner (Dr Kelshiker) on 10 October 2018 at which the following items were discussed:

- Communication between the Trustees and the PMC, which had led to the appointment of a new liaison officer at the PMC - Karen Knopf;
 - An invitation to the PMCPA to join the PMC's staff away days. These were subsequently attended by Joanne Daswani, George Bardwell and Kevin Mahon;
 - An invitation to Dr Kelshiker to attend the next PMCPA Board Meeting to report on the preliminary consideration being given to collaboration between General Practices in the Harrow area (see Item 12 below);
 - The need to plan further Health Talks (**Action JD**).
- Joanne had been in touch with the Head of 6th Form at Nower Hill School and the are interested in discussing the possibility of their students becoming Volunteers. (**Action JD**).

It was agreed that the next Board Meeting would include an Agenda item on Liaison with the PMC. (**Action GB**). Nicky would refresh the PMCPA Notice Board in the PMC on a weekly basis (**Action NH**). Joanne would pursue (with Brian and the PMC) the feasibility of a digital display screen dedicated to the PMCPA near Reception (**Action JD**). George would pursue the possibility of the PMCPA laying a wreath at next year's Pinner Remembrance Service (**Action GB**). Kevin and George had attended the Harrow CCG Consultative Event on its Primary Care Strategy. It was agreed that the PMCPA should publicise the Harrow U3A - having been requested to do so by its President.

5 Finance Report

Anita presented the Finance Report - A Summary of Payments and Receipts (1 May - 31 October 2018) which had been circulated to Trustees. In summary:

Opening balance	£7,259.99
Payments	£2,815.84
Receipts	£1,298.00
Closing balance	£5,742.15.

6 Resignation of Sheila Cole

Sheila Cole had indicated that she would no longer be attending Board Meetings and was standing down as a Trustee. She was thanked by the Chair, and the whole Board, for her very considerable work for the PMCPA over many years, during which time she had been responsible for the Association's Transport Service, as well as being a volunteer driver; and for organising the distribution of the Pinn Piper.

7 Election of PMCPA Treasurer

Phillip Snell was standing down as Treasurer, but remaining a Trustee. Anita Manek, who at the PMCPA Annual General Meeting, had been elected as a Trustee should a vacancy arise, now assumed the role of Trustee. She was also unanimously elected by the Board as Treasurer of the PMCPA.

8 Carers' Network

Jenny and Yvonne introduced their Report on the Carers' Network which had been circulated in advance. The first Carers' Network Meeting had been held on 4 October 2018 and the first Carers' Café would be held on 11 December. And a link had been established with Harrow Carers. A number of issues still required a response from or action by the PMC. These included the circulation of a survey to identify carers; the adjustment of the Carer

Registration Form and the circulation of a letter from the Senior Partner to patients requesting that they notify the PMC if they are carers. **(Action NH)**.

Jenny and Kevin would liaise over the development of a Code of Practice, for our volunteer drivers, on the assistance to be offered to patients with restricted mobility. They would also consider whether training was appropriate, any legal issues in respect of assistance provided, and the insurance position. **(Action JS, KM)**.

9 Membership Subcommittee

Martin reported that the newly-formed Membership Subcommittee had held its first meeting on 18 October 2018, and was now considering a range of measures to increase the membership of the PMCPA. The minutes of that meeting had been circulated to the Board. It was expected that the Subcommittee would be augmented by a representative from the PMC at its next meeting.

10 Communications Subcommittee

The minutes of the Communications Subcommittee held on 23 October 2018 had been circulated to the Board. George reported that work was continuing on developing a Members Database which would include considerably more scope and functionality than the current Gmail contact list. The database would automate the process of applying for membership of the PMC, and would be restricted to authorised users using two factor authentication.

11 Transport Report

Kevin reported on developments in our transport service. The new Vonage system of a single number (020 3004 9126) for transport requests had now been introduced, allowing the co-ordination role to be split among four co-ordinators. All current users had been told of the new arrangements.

In the last year there had been 620 requests for transport; and there were currently 21 volunteer drivers. More were being sought through an updated poster in the PMC waiting area. An introductory script on procedures had been developed for new drivers and new patients requesting transport, together with specific guidance for administrative staff in the PMC.

12 PMC Senior Partner

Dr Kelshiker advised the Board about the discussions that had been taking place about ways in which General Practices in Harrow might collaborate to provide an improved service to patients. These discussions had been prompted by:

- The very considerable pressure on Practices throughout the Borough;
- The obvious advantages of pooling resources between Practices both in clinical areas and in their administration;
- Difficulties in the recruitment of clinical staff;

An increasing number of Practices were closing, leading to Alternative Provider Medical Services (APMS) Contracts being offered by Clinical Commissioning Groups. These APMS Contracts were often taken up by multi-nationals, and private commercial organisations such as Virgin Health Care, with a different ethos to NHS GP Surgeries.

The discussions were at a preliminary stage with Practices sharing information and building trust between themselves. Like-minded Practices would be identified, leading to a due diligence exercise and, eventually, a Memorandum of Understanding. The aspiration was to form larger organisations, perhaps serving a 100,000 patients, in the next year or so. These organisations could have a better partnership with secondary care services, eg the use of diabetic consultants in local diabetic GP clinics. Obviously there would be a need for

consultation with patients once firm proposals had started to emerge, and the PMC would welcome the PMCPA's help with this.

The Board suggested that this was a subject that might well lend itself to a joint PMC/PMCPA consultation exercise, such as open meetings, perhaps from February 2019 onwards. And that the Senior Partner and the Chair should discuss the right approach **(Action AK, JD)**.

13 Dates of Next Meeting

The next Board Meeting is to be held at 1800 hrs on 12 March 2018 at the PMC.

GB December 2018