



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered charity No: 1095260

Minutes of Board Meeting held at the Pinn Medical Centre
Tuesday 12 March 2019

Attendance

Joanne Daswani (Chair) - **JD**
George Bardwell (Secretary) - **GB**
Anita Manek (Treasurer) - **AM**
Martin Grossman (Trustee) - **MG**
Jagdish Kapur (Trustee) - **JK**
Kevin Mahon (Trustee) - **KM**
Phillip Snell (Trustee) - **PS**
Jenny Stephany (Trustee) - **JS**
Brian Yim Lim (Trustee) - **BYL**
Dr Isobel Bleehen (**PMC**)

1 Apologies for Absence

Yvonne Haines, Nicky Heskin (Trustees), Sheila Cole.

2 Minutes of Previous Meeting

The Minutes of the Board Meeting held on 10 December 2018 were approved, subject to the addition of Martin Grossman (Trustee) in the Attendance list.

3 Matters Arising from Previous Meeting

The Action Points from the Board Meeting on 10 December 2018 were cleared or covered in subsequent agenda items with the exception of:

- the Governance Handbook (**GB**);
- a Safeguarding Strategy (**JD**);
- a draft patient survey questionnaire (**GB**) - to await detailed consideration of the Strategic Plan item on Consultation.

4 Chair's Report

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

- Thanks to the Partners of the PMC for hosting a reception for the volunteer drivers;
- The need to include patient engagement in the consideration of the new Strategic Plan;
- Recent discussions with the Partners on the PMS Contract Review, and our approach to the local MP and the Harrow CCG on the issue;
- Improved liaison with the PMC through the appointment of a Liaison Officer - Karen Knopf;
- The purchase and installation of a wall-mounted screen and notice board next to the check-in screens for PMCPA matters;

- Agreement with the Senior Partner that future educational talks should cover:
 - Lifestyle medicine and prevention,
 - Early warning signs of dementia,
 - Holistic Prevention for Gynaecology Conditions.

We were now awaiting suggestions from the PMC on suitable speakers
(Action PMC);

- The Board agreed to an application for the Corkill Award, an annual award by the National Association for Patient Participation for outstanding patient participation groups.

5 Pinn Medical Centre Report

Dr Bleehen reported that:

- Five new Reception Staff and one new Administrator have joined since December 2018.
- Dr Deep Shah is joining as a Salaried GP in March and will be working 8 sessions. He was previously Dr Lakhani's Registrar.
- We currently have two GP's on maternity leave and Dr Pabari has now returned.
- Nick Wrapson, who was interim Practice Manager, left in January; Hilary Scott is now working three days a week.
- A new text messaging service has been introduced which has reduced the need to send letters to patients. It was noted, though, that the message did not currently state that replies should not be sent by text.
- A new telephone system has been installed that includes number recognition whereby patient details will automatically be retrieved. There will also be a queuing system in place which will inform the caller where they are in queue.

6 Finance Report

Anita reported that the balance in funds at 31 January 2019 was £4,800.

7 Carers' Network

Jenny reported that the number of people coming to the Carers' Café continued to grow - this morning there were eight people present. The topics of greatest interest were respite care, and care of dementia patients. The Café will continue to meet on the second Tuesday of each month from 1000 - 1130 at the PMC. An evening meeting had been arranged for 3 April at which the Head of Adult Social Services is speaking on services current or planned for Harrow residents. An email/letter from the PMC to all registered carers letting them know about the Café was still outstanding. As was feedback on what is available via Emis to flag a patient as a carer. **(Action PMC).**

8 Patient Transport Service Report

Kevin reported that the new Vonage system allowing patients to seek transport was now in operation, and was working well. It supported the use of five co-ordinators. He was grateful to the PMC office staff for implementing the new system of collecting donations from users, via drivers. Kevin will pass on these donations to Anita. The need to recruit more drivers remains important.

Kevin and Jenny were liaising over the need for appropriate training for drivers in lifting and handling patients - and whether such advice might be offered to carers generally. Jenny had

made contact with Harrow Community Transport about a possible seminar on the issue.

Three specific training options for drivers had been identified:

- St John's Ambulance;
- Old Oak Training, and
- Voluntary Action, Harrow.

Jenny and Kevin would continue to consider these options (**Action KM, JS**). Dr Bleehen noted that the practice had access to Blue Stream eLearning for Healthcare which offered free online advice on moving and handling. She would enquire whether or not the PMCPA might also gain access (**Action PMC**).

It was agreed that it would be important, particularly after any specific training had taken place, to be clear about the advice/instructions to be offered to drivers about the circumstances in which they should be prepared to give physical support to patients. Such advice should also cover the legal liability/accountability of drivers and the PMCPA in the event of any accidents. The issue should be discussed with the PMC. (**Action KM, JS, PMC**).

9 Strategic Plan 2019 - 2022

George introduced his paper on an Outline Strategic Plan 2019 - 2022 noting that the previous Strategic Plan had been drawn up in 2015 to cover the period 2015 - 2018. The Board had held a Strategic Awayday in October 2018 as an input to a new Strategic Plan for submission to the AGM in June 2019. The paper proposed a new set of Charitable Objects for inclusion in our Governing Document - our Constitution - lodged with the Charity Commission. Also proposed was a new set of Priorities and, within each of those, some detailed Objectives. Following discussion the Board approved the following Charitable Objects and Priorities.

Charitable Objects

The main object of the Pinn Medical Centre Patients' Association (PMCPA) is to assist in the relief of sickness and the protection and preservation of public health by supporting the activities of the Pinn Medical Centre, Love Lane, Pinner, Middlesex and giving additional benefits and assistance to patients by such means as:

- providing a transport service, for the patients of the Pinn Medical Centre (PMC);
- establishing and maintaining a Carers Network to support those who are caring for vulnerable people;
- consulting and, where appropriate representing, PMCPA Members, PMC patients and the PMC on the services provided by the PMC, and primary health care services more generally;
- maintaining the viability of the Association itself by increasing and diversifying its Membership, and ensuring an active Board of Trustees and appropriate infrastructure including a website, a Members database and relevant subcommittees;
- providing support to the PMC such as funding the purchase of equipment for the PMC which would not normally be covered by statutory funds, and assisting with other projects carried out by the PMC, including educational talks, so as to maintain and improve health care services for the public.

Priorities

1. Continuing to providing an effective patient transport service;
2. Fostering and Developing the Carers Network;
3. Consulting and, where appropriate representing, PMCPA Members, PMC patients and the PMC on services provided by the PMC and on primary healthcare services more generally;
4. Maintaining the viability of the Association by:
 - a. Increasing and diversifying PMCPA Membership,

- b. Maintaining the Board of Trustees and relevant subcommittees,
 - c. Establishing a Members' Database and maintaining the PMCPA Website;
5. Providing support to the PMC including:
- a. Fundraising for the purchase of equipment not covered by statutory funds,
 - b. Assisting with other projects at and for the PMC including the Pinn Piper and educational talks.

These are not set out in priority order but numbered simply for ease of reference.

The Outline Strategic Plan paper contained a set of detailed objectives associated with each priority. It was now necessary, for each of these detailed objectives, to draw up a work plan with a set of Actions and target dates, and allocated responsibilities and resources. These would be set out in tabular form as in the paper. It was agreed that Subcommittees and individual Trustees would confirm the detailed objectives, and specify a work plan, to be completed by 5 May 2019 in time for amalgamation and submission to the next Board Meeting on 4 June 2019. Joanne asked that under all Priorities the issue of increasing patient engagement should be considered as a cross cutting theme. It was agreed that a Mission Statement with a snappy strap line should be considered by the Membership Subcommittee. And under the fundraising objective, consideration should be given to a targeted spend rather than simply responding to ad hoc requests. **(Action Trustees)**.

The allocation of Priorities and objectives to individual Trustees for developing a work plan was as follows:

Priority 1 - all objectives - **Kevin**

Priority 2 - all objectives - **Jenny and Yvonne**

Priority 3 - all objectives - **Joanne and George**

Priority 4 - Objective 4.1 Membership - **Martin and Membership Subcommittee**

Objectives 4.2 and 4.3 - **George**

Objective 4.4 - **Joanne**

Objective 4.5 - **George and Communications Subcommittee**

Priority 5 - Objective 5.1 - **Joanne and Anita**

Objectives 5.2 and 5.3 - **Joanne**

10 Communications Subcommittee Report and Database Demonstration

George introduced the Minutes of the Communications Subcommittee held on 21 January 2019. He noted that our IT Consultant, Neil Rands had now developed a new Members' Database, and associated functionality, within our website, which his organisation hosted. Currently Members' details were held only on our Gmail contact list for which each record had to be manually created and maintained. The new database would allow:

- Fully automated registration of new Members;
- Improved sorting capability; and
- Ending our GSuite contract with a financial saving.

In a demonstration of the basic features of the new system George displayed the new sign-up page "Becoming a Member" which was similar to the current sign-up page on our website. On submission of that page the system would immediately respond with a personalised page for new Members thanking them for joining. The system would also generate an email to the new Member acknowledging the registration and attaching a welcome letter from the Chair. It would also generate an email to the Secretary notifying the new registration. George also demonstrated the structure of the database including the fields it was proposed to include.

Access to the new database would be restricted to authorised users and would be via two factor authentication. We would not enable functionality to allow members to edit their own details at this time through the website, and they would need to get in touch with the

Secretary to do so. This would be reconsidered if membership numbers increased such that the maintenance of Members' details became too burdensome on the Secretary. The Board approved the introduction of the new system, which would be taken forward by the Communications Subcommittee at its meeting on 18 March 2019.

11 Miscellaneous Items

The following items were raised under Any Other Business:

- The Board agreed that the PMCPA AGM should again be held in the Pinner Methodist Church Hall (on 20 June 2019);
- The AGM of the Harrow Patient Participation Network would be held at 1930 hrs on 10 April 2019 at Belmont Community Hall when the guest speaker would be Javina Segal of the Harrow CCG;
- Brian Yim Lim to amend all billing details for all IT infrastructure accounts to Anita, to recognise her new role as Treasurer. **(Action BYL)** ;
- The digital ambassador initiative (part of the Digital Citizen Education Programme) was noted - it could be an item for a future evening meeting.
- Sheila Cole, possibly styled as an Associate Trustee or Trustee Emeritus, would be warmly welcomed to the Board; as would Jo Telfer, our Pinn Piper co-ordinator. **(Action JD)**;
- Anita would seek to identify a new Auditor/Independent Accountant to certify the accounts before the AGM. **(Action AM)**. This would be in succession to Ivan Benjamin who would be thanked for his work for the Association **(Action JD)**.

12 Date of Next Meeting

The next Board Meeting is to be held at 1800 hrs on 4 June 2019 at the PMC.

GB March 2019