



Registered Charity No. 1095260

MINUTES OF THE 16TH ANNUAL GENERAL MEETING
Pinner Methodist Church Hall
Thursday 20 June 2019 – 8.00 pm

1 Attendance

<i>PMCPA</i>	Joanne Daswani (Chair)	
	Kevin Mahon (Vice Chair)	Jagdish Kapur (Trustee)
	George Bardwell (Secretary)	Jenny Stephany (Trustee)
	Anita Manek (Treasurer)	Brian Yim Lim (Trustee)
	Martin Grossman (Trustee)	Sheila Cole (Board Member)
	Yvonne Haines (Trustee)	Jo Telfer (Board Member)
	Nicky Heskin (Trustee))	
<i>Pinn Medical Centre</i>	Dr Isobel Bleehen (Partner)	Dr Jonathan Rudolph (Partner)
	Dr Mehul Lakhani (Partner)	Rupa Yagnik (Practice Manager)
<i>Guest Speaker</i>	Nick Hurd MP	

2 Welcome and Introduction

The Chair welcomed to the meeting Nick Hurd MP, the Members of the Association and colleagues from the Pinn Medical Centre (PMC). In all there were 98 Members present, including Trustees.

3 Apologies for Absence

Apologies were received from Phillip and Rose Snell, Dr M Bahl, Warwick Hillman, Carolyn and Ian MacDonald, Janet and Alan Solomon, and Bruce Telfer); and from Dr Amol Kelshiker (Senior Partner PMC).

4 Minutes of Previous Annual General Meeting

The Minutes of the Annual General Meeting held on 15 June 2017 were unanimously approved. There were no matters arising not covered on the current Agenda.

5 Pinn Medical Centre Report

Dr Lakhani gave a presentation on the proposed Primary Care Network due to come into effect on 1 July 2019. The presentation covered:

- What are Primary Care Networks (PCNs);
- A description of PCNs;
- How will they be formed?
- What will PCNs do?
- How will the funding for PCNs work?
- What are the additional types of staff that will be funded?
- Who are PCNs accountable to?
- What difference will PCNs make for patients?
- The GP Practices to be included in “Healthsense”, serving a total population in excess of 80,000 patients:
 - The Pinn Medical Centre;
 - The Ridgeway Surgery;
 - Enderley Road;
 - Simpson House;
 - Roxbourne Medical Centre;
 - Kenton Bridge Medical Practices (2).
- The current discussions;
- What is social prescribing?

In the discussion that followed Dr Lakhani emphasised that the Pinn Medical Centre was not looking to increase the number of patients registered with it; nor to lose any of its existing services. And additional funding would be provided for additional services, such as a pharmacist and social prescribing.

Dr Rudolph gave a presentation on the threat to the PMC Walk-In Centre. The presentation covered:

- The historical background to the PMC-Walk In Centre;
- The review of the Personal Medical Services (PMS) contract, including the proposal to remove funding for PMC patients attending the Walk-In Centre;
- The proposal to continue funding for non-registered patients, resulting in the unacceptable situation of refusing walk-in services to PMC patients but accepting patients from wider afield, giving the PMC no option but to close the Walk-In Centre completely;
- The PMC’s proposal for separate funding for a Walk-In Centre for its own patients;
- The consequent additional costs of patients having to attend A&E which will quickly exceed the savings from removing the PMC’s PMS funding - attendance at the Walk-In Centre costs £25 a patient, as opposed to £60 at an Urgent Care Centre and £100 at A&E;
- The need for a campaign of protest.

Dr Rudolph concluded that this was the most serious crisis confronting the PMC for over 20 years and that he did not want the Practice to revert to a 5-day service without extended hours. He also noted that no other Walk-In Centres nationally were funded through the PMS contract. The Chair reported that the PMCPA had sought a meeting with the Harrow Clinical Commissioning Group (which had been declined at the time of the request). The PMCPA proposed that the PMC should continue to receive the current level of funding for the Walk-

In Centre for five years during which time the PMC would support the provision of these facilities in the new Primary Care Networks.

6 Nick Hurd MP

Nick Hurd MP said that, having been briefed by both the PMCPA and the PMC, he was attending this AGM to offer his help and support. In particular he would do whatever he could to save the Walk-In Centre. The presentation by Dr Lakhani showed that Primary Care Networks could improve facilities for patients, but this should not be funded through any reduction in financial support for the PMC Walk-In Centre. It was clearly not Government policy to reduce local access to GP surgeries and he regarded any such reduction as out of the question, and an unintended consequence rather than a deliberate act. Should the current appeal to Harrow CCG by the PMC be lost, he would take the case up with NHS England and, if necessary, higher up the tree. He had made representations to the CCG, and discussed the issue with his local fellow MPs, Bob Blackman and Gareth Thomas. He would very much support the organisation of a public meeting and a petition to draw attention to what is apparently being proposed. The more you look at the situation, the more nonsensical it is. The Chair undertook that the PMCPA would consult with the PMC over the issue, keeping Mr Hurd and Members informed over what was proposed.

7 Election of Trustees and Board Appointments

All eleven existing Trustees were presenting themselves for re-election. The Meeting agreed to consider their re-election en bloc. Joanne Daswani, George Bardwell, Martin Grossman, Yvonne Haines, Nicky Heskin, Jagdish Kapur, Kevin Mahon, Anita Manek, Phillip Snell, Jenny Stephany and Brian Yim Lim were unanimously re-elected as Trustees of the Association. Since the AGM of 2018 Sheila Cole had stood down as a Trustee, and had been co-opted to the Board as an Associate Board Member, as had Jo Telfer who organised delivery of the Pinn Piper. The PMC made a presentation to Sheila in recognition of her voluntary work in support of Pinn patients, particularly in organising the transport service over many years. In accordance with the decision of the 2018 AGM, Anita Manek has been appointed as a Trustee, and elected to the Board as Treasurer, Phillip Snell having stood down from that role.

8 Chair's Report

The Chair presented her Report to the Meeting - attached to these Minutes as Annex A. In amplifying her Report the Chair underlined her thanks to Sheila and Kevin for their work on our transport service, and to Jenny and Yvonne for the Carers' Network, especially the Carer's Café. Jo Telfer deserved our thanks for co-ordinating the 64 volunteers who distributed the Pinn Piper throughout Pinner. Finally reference was made to the new Strategic Plan, a summary of which was contained in the Report and which would inform our work over the next three years.

9 Treasurer's Report

Anita Manek presented the draft accounts of the Association for the year ended 30 April 2019 (attached as Annex B). The Association remained in a strong position financially with a cash reserve at the bank of £6,000. The draft Accounts were unanimously accepted by the Meeting.

10 The Carers' Network

David Chittleborough congratulated Jenny Stephany and Yvonne Haines on their organisation of the Carers' Café which met at the PMC on the second Tuesday of each month at 1000am. He asked what was being done to ensure all carers were aware of the Café and the Network. Dr Bleehen noted that the PMC was now sending out a bulk text to all patients asking if they considered themselves to be carers.

11 Support for Patients with Rheumatic Conditions

Jennifer McIlvenny noted that due to an error on her part the recent Pinn Piper referred to a monthly meeting of this Harrow/Pinner Support Group. In fact the Group met on the third Thursday of every other month with the next meeting due at 1130am on 18 July at the Pinner United Services Club.

12 Closing Remarks

Joanne Daswani, the Chair, closed the Meeting by thanking all those who had attended.

PMCPA June 2019

Chair's Report June 2019

The Board of Trustees welcome you all to our 16th Annual General Meeting. We wish to congratulate the Partners and staff of the Pinn Medical Centre on their 10th anniversary at its current site. Over the last 10 years the Partners and staff have delivered on their vision of a 21st Century Practice, increasing the range of enhanced services on offer for both our registered patients, as well as non-registered patients, many of whom come to us from across Harrow and neighbouring boroughs.

These enhanced services enable our patients to access a wide range of clinics and facilities without having to visit the hospital. These include:

- Walk-in-Centre operating 7 days a week, 365 days a year
- X-ray facilities
- Phlebotomy
- Anti-coagulant (warfarin treatment)
- 24 hour blood pressure monitoring
- ECG
- Audiology
- Paediatrics
- Minor surgery
- Consultant clinics such as cardiologists, dermatologists, orthopaedic surgeons etc.
- Heart investigations such as echocardiograms and exercise testing.

The Walk - in - Centre (WIC) has been a significant initiative introduced by the Pinn. It first opened in February 2009 and continues to operate from 8am to 8pm, 7 days a week, 365 days a year. This is the only service of its kind in Harrow and serves as an important intermediary for patients who wish to access a doctor outside of the hours provided by their local GPs.

The WIC allows patients to have access to a doctor without having to endure long waiting times at A&E whilst reducing pressure on an overstretched service. Patients are not always aware of the costs involved when they visit A&E. For example, a patient visiting A&E costs the NHS £165 for each visit. This cost is huge when compared to the more reduced cost of £25 or less, per patient at the Walk -in –Centre.

This substantial reduction in costs to the NHS allows for its limited funds to stretch even further.

This integrated approach to Primary Care, was, and still is, unique to the Pinn Medical Centre. The PMC exemplifies an approach to Primary Care that has been advocated by NHS England for decades but is yet to be implemented by the vast majority of GP Practices either locally or nationally.

NHS England has proposed a series of contractual reforms to how funding is distributed to GP Practices from April 2019 onwards. Practices will be expected to sign 'network contracts'

under reforms set out in the NHS long-term plan that will tie them into Primary Care Networks (PCN) covering 30-50,000 patients.

Dr Kelshiker, the senior partner, shall be speaking to us later tonight about the new challenges to the WIC. He shall also give an update on the six other surgeries who will be joining the PMC to form a PCN for which he will be its Clinical Director.

Transport: Sheila Cole, who has organized the transport service for many years now have decided to step down from her role as Trustee. I know you will want to join us in thanking Sheila for her tremendous work over the years. Sheila is now organising a coffee morning at Daisy's for some six or eight regular users of the service who would value more social interaction.

The Trustees are planning a tea party in the autumn to thank Sheila properly for her support to the Association. We hope you will all join us.

Kevin Mahon has led the transport service since Sheila's departure and he now has five co-ordinators who volunteer on a rota system so that they are not continuously on call. The new system is working well.

In the interest of the safety of our volunteer drivers we have taken the responsibility to ensure all our drivers are DBS checked. We are also looking into providing voluntary training when lifting and handling patients.

Website & Communications: A lot of work was completed on the website this year. We are currently updating our member database.

Carers' Café: The Carers' Café was launched by Jenny Stephany and Yvonne Haines in January this year and is now a regular monthly feature at the Pinn, taking place in the conference room on every second Tuesday of the month.

Membership: Our number of registered Member have risen in the past year from --- to ---

Health talks: We were not able to organize any health talks this year due to the unavailability of suitable clinicians.

Donations to the PMC: We donated two wheelchair and a Defibrillator to the PMC this year.

Sharing Best Practice: We were invited to share our work with PPGs in Barnet at their Patient Engage event in September 2018. We continue to be an active member of Harrow Patients Partnership Network (HPPN)

Strategic Plan:

We have reviewed our 3-year Strategic Plan (2016/18) and have implemented a new 3-year plan.



We offer our sincere gratitude to Kevin, his fellow co-ordinators (Sheila Cole; Orla Beardwell; Rosalind Cooper; and Sally Tawil) along with 24 volunteer drivers who give so much of their time to support our patients.

We also offer our sincere gratitude to Jo Telfer and all her volunteers who deliver the Pinn Piper to over 4,000 homes.

We are always keen to have more volunteers so please get in touch with Kevin on **078704 87878** if you have a few hours to give as a driver or **Jo@pinnpatients** if you wish to help deliver Pinn Pipers.

Finally I wish to thank our Trustees for their dedication to the work of the Association and to the Partners and staff of the PMC, who make every effort to collaborate with us and support the work we do.

Joanne Daswani
Chair
20 June 2019

TREASURER'S REPORT
PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Receipts and Payments Account for the year ended 30 April 2019

	2019 £	2018 £
Bank balance as at 1 May 2018	<u>7,259.99</u>	<u>3,739.00</u>
<i>Receipts:</i>		
Transport	1,996.00	1,496.00
Donations from patients	620.00	106.00
Donations from surgery*	-	3,019.00
Advertising in Pinn Piper**	100.00	200.00
Returned deposit	-	50.00
Quiz evening (net)	<u>-</u>	<u>660.00</u>
	<u>2,716.00</u>	<u>5,531.00</u>
<i>Payments:</i>		
Public liability insurance	183.09	181.00
Design, printing & related work	2,313.60	1,017.00
AGM costs	105.00	90.00
Purchase of items for surgery	1,883.39	-
N.A.P.P affiliation fee	40.00	40.00
Registration - ICO and Voluntary Action	359.65	-
Website, IT support & phone costs	1,351.88	567.00
Admin / sundry expenses	<u>703.56</u>	<u>204.00</u>
	<u>6,940.17</u>	<u>2,099.00</u>
<i>(Excess payments over receipts) / surplus -</i>	<i>4,124.17</i>	<i>3,432.00</i>
Bank balance at as 30 April	3,135.82	7,171.00

* Donation from surgery (£3,044.25) received in May 2019

** £100 received in May