



THE PINN MEDICAL CENTRE PATIENTS' ASSOCIATION STRATEGIC PLANNING FRAMEWORK 2019-2022

Report to
AGM 2019

OUR VISION

A patient community working in partnership with the Pinn Medical Centre to achieve the best possible care for the patients we serve.

OUR PRIORITIES

OUR VALUES

Representing Pinn Medical Centre patients through:
A culture of consultation and collaboration;
Recognising diversity of need;
Taking account of and influencing wider local and national health care provision.

Providing a Transport Service

Ensuring effective system for meeting requests;
Recruiting volunteer co-ordinators and drivers;
Carrying out DBS checks;
Arranging driver training

- To structure the Coordinators' work via a 'Lead Coordinator'.
- To monitor the introduction of 'Vonage', the recently adopted app-driven platform to engage with patient demand.
- To establish an efficient method of contact between the five Coordinators and ensure its effectiveness.
- To increase the number of Volunteer Drivers by an effective recruitment drive.
- To establish the future protocol of obligatory DBS status among all Volunteer Drivers.
- To explore methods of appropriate training and establish the possible costs.

Fostering a Carers' Network

Identify patients who are Carers;
Promote Carer events to PMC patients;
Continue the monthly drop in Café;
Run speaker events for Carers

- Work with PMC to establish the process to identify Carers.
- Develop generic leaflet for display at PMC.
- Work with PMC to facilitate circulation of email to Carers.
- Establish regular arrangements for Carer's Café.
- Develop Carer Information pack.

Consulting and Representing Patients

Seeking the views and opinions of PMCPA Members;
Establish consultative opportunities;
Represent the views of PMCPA Members at external consultative events

- Seek Members' views at AGM.
- Undertake on-line survey of PMCPA Members.
- Regular meetings between Senior Partner and Chair, PMCPA.
- Maintain dialogue with Harrow CCG and Harrow Patient Participation network.

Maintaining the Association

Increasing and diversifying PMCPA Membership;
Maintaining a Board of Trustees, Officers and Sub-Committees;
Implementing systems of governance;
Secure funding to meet PMCPA operating costs;
Establishing a Members' Database

- Review design of recruitment material including website.
- Liaise with PMC over new patient registration document, email to PMC patients and publicity in PMC.
- Attend local events and schools.
- Organise Trustee Recruitment exercises as needed.
- Ensure Chair, Vice-Chair, Secretary and Treasurer posts are filled.
- Maintain appropriate Sub-Committees.
- Maintain Governing Documents - Constitution, Privacy Notice, Data Security Policy.
- Chair and Senior Partner to liaise over securing funding for PMCPA's operating costs.

Providing Support to the Pinn Medical Centre

Fundraising for purchase of equipment;
Producing and distributing the Pinn Piper;
Arranging with the PMC a programme on educational talks

- Organise Quiz Night.
- Continue to build positive relationship with local businesses.
- Encourage contributions to the Pinn Piper by other Trustees, patients and PMC staff.
- Recruit new Pinn Piper Editor.
- Identify topics for talks and deliver at least two talks a year.