



Strategic Plan 2019 - 2022 Version 1

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4 June 2019



Pinn Medical Centre Patients' Association (PMCPA) 3 –Year Strategic Plan (2019 – 2022)

INTRODUCTION

This Strategic Plan sets out PMCPA's vision and the core activities that the charity plans to undertake over the three years 2019 – 2022. Its purpose is to help Trustees plan ahead and ensure that the objectives are clear, and that they are confident that all the operational activities contribute towards achieving the charity's overall objectives. This Strategic Plan was approved by the PMCPA Board on 4 June 2019, and reported to the PMCPA AGM on 20 June 2019 by way of the Strategic Planning Framework.

THE CHARITABLE OBJECTS

The current "Charitable Objects" of the Association, as enshrined in our Constitution and published, therefore, on the Charity Commission website, are as follows:

The main object of the PMCPA is to assist in the relief of sickness and the protection and preservation of public health by providing services which support the activities of the Pinn Medical Centre, Love Lane, Pinner, Middlesex and to give additional benefits and assistance to patients by such means as:

- i. providing a transport service, a shopping service and a home visiting service for the patients of the Pinn Medical Centre (PMC) and to relieve those who are caring for or nursing sick persons;***
- ii. funding the purchase of equipment for the PMC and assisting with other projects carried out by the PMC, so as to maintain and improve health care services for the public which would not normally be covered by statutory funds. PMCPA Constitution (2002/redrafted 2015)***

The passage of time since these Objects were first drafted now suggests that they should be amended. In particular there is now an increasing focus on patient consultation in the provision of primary care health services. The Association has been recognised, by the Pinn Medical Centre Senior Partner, as the official Patient Participation Group of the PMC; and it is therefore appropriate that consultation with our Members on the services available at the PMC should be one of our main priorities. In addition we have now established a Carers Network to give support to carers from across the Practice. We have also decided that the shopping and home visiting

service originally provided is neither viable nor a priority, given the difficulty in recruiting volunteers and the much greater availability of on-line shopping services.

It is therefore proposed that the Charitable Objects of the Association should now be as follows:

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:

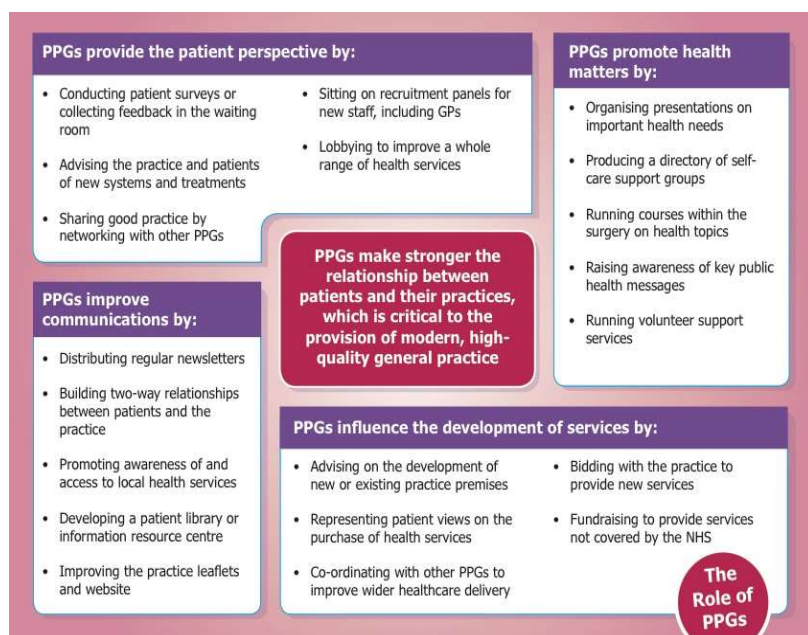
- i. providing a transport service, for the patients of the Pinn Medical Centre (PMC);***
- ii. establishing and maintaining a Carers Network to support those who are caring for vulnerable people;***
- iii. consulting and, where appropriate representing PMCPA Members, PMC patients and the PMC on the services provided by the PMC, and primary health care services more generally;***
- iv. 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;***
- v. 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.***

It will be necessary, at a PMCPA AGM, to amend the Association's Constitution to reflect these revised Charitable Objects; and for the Charity Commission to be informed of these new details. There may also be some other minor amendments to the Constitution.

The charity's challenge is to improve on the excellent work that is already being done and innovate at a time when resources are limited. The challenges facing the NHS will continue to grow as demand for services increase. As patients we want high quality, modern, sustainable care that is easily accessible. Patient engagement and involvement are key factors in determining the way services are designed and commissioned to meet the needs of our local community.

THE ROLE OF PATIENT PARTICIPATION GROUPS

The role of Patient Participation Groups such as the PMCPA has been set out in summary form by the National Association of Patient Participation as follows:



Adapted from resources created by NAPP at: www.napp.org

THE PMCPA VISION AND VALUES

At the PMCPA Board Meeting on 30 March 2017, the Trustees agreed a set of Vision and Values. The Vision of the Pinn Medical Centre Patients' Association is:

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

These are our Values:

- **We represent Pinn Medical Centre Patients.**
- **We have a culture of consultation and collaboration.**
- **We recognise diversity of need.**
- **We take account of and influence wider local and national health care provision.**

THE PMCPA'S PRIORITIES

The priorities of the PMCPA are based on its charitable objectives and may be summarised as:

1. Continuing to provide an effective 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.

Each of the priorities above is now described in more detail below and in the Operational Annex. The Operational Annex will be updated from time to time to reflect the progress made on our priority activities.

Priority 1 Continuing to provide an effective transport service

- 1.1 *Ensuring a continuous and effective system for co-ordinating the requests for transport and the booking of drivers, using a single landline telephone number.*
- 1.2 *Recruiting volunteer co-ordinators and drivers.*
- 1.3 *Carrying out DBS checks on drivers.*
- 1.4 *Arranging appropriate training for drivers.*

Priority 2 Fostering and Developing the Carers Network

Jenny and Yvonne have provided.

Priority 3 Consulting and where appropriate representing PMCPA Members, PMC patients and the PMC

- 3.1 *Seeking the views and opinions of Members and other PMC patients on the services on offer at the PMC; and on local primary health care services more generally.*
- 3.2 *Establishing appropriate consultative opportunities with the PMC, thereby feeding back the views of Members etc. .*
- 3.3 *Representing the views of PMCPA Members in local consultative exercises, through engaging with the Harrow Clinical Commissioning Group and through membership of the Harrow Patient Participation Network.*

Priority 4 Maintaining the viability of the Association

- 4.1 *Increasing and diversifying PMCPA Membership.*
- 4.2 *Maintaining a Board of Trustees, appropriate Officers of the PMCPA, and relevant subcommittees.*
- 4.3 *Implementing systems of governance that meet the statutory requirements of the Charity Commission.*
- 4.4 *Securing funding to meet the PMCPA's operating costs.*
- 4.5 *Establishing a Members' database and maintaining and updating the PMCPA Website.*

Priority 5 Providing Support to the PMC

- 5.1 *Fundraising for the purchase of equipment not covered by statutory funds.*
- 5.2 *Producing and distributing the Pinn Piper.*
- 5.3 *Arranging, with the PMC, a programme of educational talks.*

This Strategic Plan will be updated at least annually to monitor progress on achieving the objectives set out in the Operational Annex.

PMCPA

June 2019

Priority 1: Continuing to Provide an Effective Transport Service

Objectives	Actions	When	Who	Resources	
1.1 Ensuring a continuous and effective system for co-ordinating the requests for transport and the booking of drivers, using a single landline telephone number.	<p>To structure the Coordinators' work via a 'Lead Coordinator'.</p> <p>To monitor the introduction of 'Vonage', the recently adopted app-driven platform to engage with patient demand</p> <p>To evaluate the effectiveness of 'Vonage' to establish whether it is 'fit for purpose'.</p> <p>To establish an efficient method of contact between the five Coordinators and ensure its effectiveness.</p> <p>To report back to Trustees the findings of these Action Points at next meeting.</p>	June 2019	KM	Personal time commitment of Coordinators and Lead Coordinator	
1.2 Recruiting volunteer co-ordinators and drivers.	<p>To increase the number of Volunteer Drivers by an effective recruitment drive</p> <p>To explore different ways of recruitment</p>	June 2019 but status to be regularly reported to Board	KM	<p>PMC admin time</p> <p>PMC admin time</p>	
1.3 Carrying out DBS checks on drivers.	<p>To establish the future protocol of obligatory DBS status among all Volunteer Drivers</p> <p>To ensure Volunteer Drivers are aware of the need for enhanced DBS status</p>	June 2019 but status to be regularly reported to Board	KM, JD	Financial cost to Trust to provide DBS registration per Volunteer Driver	
1.4 Arranging appropriate training for drivers.	To explore methods of appropriate training and establish the possible costs. To begin to roll out to Volunteer Drivers an opportunity for them to receive appropriate training	September 2019	KM	PMC admin time	

Evaluation/Outcomes

Priority 2: Fostering and Developing a Carers Network					
Objectives	Actions	When	Who	Resources	
2.1 <i>Identify patients who are also Carers.</i>	<ul style="list-style-type: none"> Work with PMC to establish the process to identify current Carers (including how to ensure the system remains current). (Letter from PMC to patients, clarification if EMIS can flag carers) 	ASAP	JS	PMC contact needed	
	<ul style="list-style-type: none"> Include request in the registration pack to inform PMC and PMC PA if new patient is also a Carer. 	ASAP	YH	PMC contact needed	
	<ul style="list-style-type: none"> Invite Carers to highlight their needs – via survey. 	On-going	YH	Analysis of results for Board	
2.2 <i>Promote carer events to PMC patients in general and identified Carers in particular.</i>	<ul style="list-style-type: none"> Develop generic leaflet for display at PMC 	2019	JD		
	<ul style="list-style-type: none"> Develop generic poster to advertise café and other events 	2019	JD		
	<ul style="list-style-type: none"> Work with PMC to facilitate circulation of email about carer events to identified carers 	2019 - 2020	JS	PMC contact needed	
2.3 <i>To continue to offer a monthly informal drop in Carer Cafe.</i>	<ul style="list-style-type: none"> Establish regular slot and accommodation at PMC. 	ASAP	JS	PMC conference room	
	<ul style="list-style-type: none"> Ensure that refreshments are provided 	ASAP	PMC	Access material from other relevant organisations including Harrow Carers & HPPN.	
	<ul style="list-style-type: none"> Document discussion at café. 				
	<ul style="list-style-type: none"> Develop information pack for Carers to browse while at café 				

<p><i>.4 Run occasional speaker events of specific interest to Carers</i></p>	<ul style="list-style-type: none"> • Topics to include: <ul style="list-style-type: none"> ○ Advice on lifting and handling ○ Accessing community services – both health and social care. ? digital ambassador initiative 	<p>Aim for 2 per year</p>	<p>JS, KM</p>		
<p>Evaluation/Outcomes -</p>					

Priority 3: Consulting and where appropriate representing PMCPA Members, PMC Patients and the PMC				
Objectives	Actions	When	Who	Resources
<p><i>3.1 Seeking the views and opinions of PMCPA Members and other PMC patients on the services on offer at the PMC; and on local primary health care services more generally.</i></p>	<ul style="list-style-type: none"> • Seek Members' views at AGM • Undertake on-line survey 	<p>June 2019 End-Oct 2019</p>	<p>JD Board</p>	
<p><i>3.2 Establishing appropriate consultative opportunities with the PMC, thereby feeding back the views of Members etc.</i></p>	<ul style="list-style-type: none"> • Regular meetings between Senior Partner and Chair PMCPA 	<p>Quarterly</p>	<p>JD, PMC</p>	
<p><i>3.3 Representing the views of PMCPA Members in local consultative exercises, through engaging with the Harrow Clinical Commissioning Group and through membership of the Harrow Patient Participation Network.</i></p>	<ul style="list-style-type: none"> • Maintain dialogue with Harrow CCG • Maintain membership of HPPN and attendance at meetings 	<p>As required As appropriate</p>	<p>JD, GB JS</p>	

Evaluation/Outcomes

Priority 4: Maintaining the Viability of the Association

Objectives	Actions	When	Who	Resources
4.1 Increasing and diversifying PMCPA Membership.	<ul style="list-style-type: none"> Review design and content of recruitment material 	By end-Oct 2019	Membership Subcommittee	Posters, Website, Application Form
	<ul style="list-style-type: none"> On-going invitation for new members on PMC and PMCPA Website 	Continuous	PMC and Memb S/C	Website
	<ul style="list-style-type: none"> Registering new Members at all future meetings/talks/workshops/events 	Continuous	Event Trustee	Notices, Application forms
	<ul style="list-style-type: none"> Implementing and refreshing PMCPA Recruitment screen in PMC waiting area 	By end-Aug 2019	PMC and GB	
	<ul style="list-style-type: none"> Include PMCPA Membership option in PMC Registration document 	By end Aug 2019	PMC	
	<ul style="list-style-type: none"> PMC to email virtual group recommending membership of PMCPA 	By end Aug 2019	PMC	
	<ul style="list-style-type: none"> Place recruitment articles/notices in local publications, and posters in local outlets 	Continuous	Membership Subcommittee	
	<ul style="list-style-type: none"> Attend local events with PMCPA Recruitment Stall 	As appropriate	Membership Subcommittee	
	<ul style="list-style-type: none"> Organise meetings with <ol style="list-style-type: none"> Parents Associations of West Lodge and Cannon Lane Schools, and Nower Hill High School 	By end-Oct 2019	JD	

<p><i>4.2 Maintaining a Board of Trustees, appropriate Officers of the PMCPA, and relevant subcommittees.</i></p>	<ul style="list-style-type: none"> • Organise Trustee recruitment exercises as required to maintain full complement of Trustees (11) • Ensure Chair, Vice-Chair, Secretary and Treasurer positions filled by Board • Maintain relevant sub-committees 	<p>As required</p>	<p>GB</p>	
<p><i>4.3 Implementing systems of governance that meet the statutory requirements of the Charity Commission, and Information Commissioners Office.</i></p>	<ul style="list-style-type: none"> • Maintain Governing Documents: <ol style="list-style-type: none"> 1. Constitution 2. Privacy Notice 3. Data Security Policy 	<p>Maintain as required</p>	<p>GB</p>	<p>All three documents up to date as at June 2019</p>
<p><i>4.4 Securing funding to meet the PMCPA's operating costs.</i></p>	<p>The Chair will continue to have regular meetings with the Senior Partner to discuss and align the strategic aims and objectives of both the PMC and the PMCPA. This includes securing funds for enabling the administrative functions of the PMCPA</p>	<p>Continuous</p>	<p>JD</p>	

<p><i>4.5 Establishing a Members' database and maintaining and updating the PMCPA Website.</i></p>	<ul style="list-style-type: none"> • Establish Members' Database within PMCPA Website • Implement secure access arrangements for Trustees • Maintain and update PMCPA Website 	<p>End Oct 2019</p> <p>End Oct 2019</p> <p>As required</p>	<p>Communications Subcommittee</p>	
<p>Evaluation/Outcomes</p>				

Priority 5 Providing Support to the PMC					
Objectives	Actions	When	Who	Resources	
5.1 Fundraising for the purchase of equipment not covered by statutory funds.	<ul style="list-style-type: none"> Liaise with Marketing Team to organize Quiz Night Continue to build positive relationships with local businesses for advertisements, raffle prizes etc. 	End 2019	JD		
5.2 Producing and distributing the Pinn Piper	<ul style="list-style-type: none"> Encourage contributions by other Trustees, patients and staff at the PMC. Recruit new Editor. 	Continuous	JD		
5.3 Arranging, with the PMC, a programme of educational talks	<ul style="list-style-type: none"> Identify topics that would be of interest to patients through a survey in the Pinn Piper Agree topics with PMC Seek to engage specialist practitioners Organise and deliver at least two talks per year 	Continuous	JD		
		End 2019	Board		
		End Oct 2019	JD		

Evaluation/Outcomes

PMCPA – Pinn Medical Centre Patients’ Association

PMC – Pinn Medical Centre

Trustees

JD- Joanne Daswani (Chair)

KM - Kevin Mahon (Vice Chair)

GB - George Bardwell (Secretary)

AM - Anita Manek (Treasurer)

MG - Martin Grossman

YH – Yvonne Haines

NH – Nicky Heskin

JK – Jagdish Kapur:

PS - Phillip Snell

JS - Jenny Stephany

BYL – Brian Yim Lim