



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered Charity No: 1095260

Minutes of Board Meeting held on Thursday 10 September 2020
On Line via Google Meet Virtual Conferencing

Attendance

Kevin Mahon (Vice Chair) - **KM**
George Bardwell (Secretary) - **GB**
Anita Manek (Treasurer) - **AM**
Martin Grossman (Trustee) - **MG**
Nicky Heskin (Trustee) - **NH**
Jenny Stephany (Trustee) - **JS**
Brian Yim Lim (Trustee) - **BYL**
Rupa Yagnik (Practice Manager **PMC**)

1 Apologies for Absence

Joanne Daswani (Chair), Jagdish Kapur, Phillip Snell (Trustees)
Sheila Cole, Jo Telfer (Associate Board Members)
Dr Isobel Bleeheh (Partner PMC).

In the light of Joanne's absence George Bardwell chaired the meeting.

2 Minutes of Previous Board Meetings and Matters Arising

The Minutes of the Board Meeting held on 2 June 2020 were approved. The majority of action points and matters arising would be dealt with in subsequent agenda items. The following items were still outstanding and were deferred:

- A Safeguarding Strategy (**JD**);
- A Governance Handbook (**GB**);
- Consideration of training and advice on the legal liability/accountability of our volunteer drivers – this would be deferred pending consideration of any new role for our volunteers. (**KM**).

In respect of the consideration of items of equipment to be donated from PMCPA funds Rupa confirmed that she had forwarded the specification for a Thermoscanner at a cost of £3,850. Jenny noted that at HPPN there had been a suggestion that some District Nurses did not have blood pressure monitors, and that patients would be encouraged to have such essential equipment in their homes. Rupa would check whether or not this applied to any District Nurses visiting PMC patients. (**Action PMC**). The PMC was looking at the transport service database with a view to ensuring it was updated – possibly once a quarter. (**Action PMC**) It was for consideration whether or not this database should be incorporated into our own database; although if that were the case everyone using the transport service would be obliged to be, or become, a member of the PMCPA. Rupa suggested we should look at the possibility of all new patients becoming PMCPA Members by default. (**Action GB**).

3 PMC Report

The footfall in the PMC was now increasing, as was the number of telephone calls. There had been an increase in telephone lines and stations at which to take calls. The PMC was meeting with the CCG over the future of the Walk In Centre next week. Rupa confirmed that there would continue to be specific walk in appointments for patients registered with the PMC, and our patients could walk in or telephone for an appointment. Jenny referred to the simplicity and effectiveness of the Klinik online consultation service now offered by the PMC and accessed through their website. Flu vaccinations by appointment were to be offered to at-risk patients from the end of this week. The PMC would be drawing attention to the way in which patients could upgrade their EMIS accounts to allow online access to test results and their personal medical records. **(Action PMC)** Jenny noted that there had been a demonstration of Klinik at HPPN and that she was to participate in a user forum.

4 Trustee Recruitment Exercise

George reported that the interview of the last of the four candidates who had applied to become PMCPA Trustees had been held that week by a Recruitment Panel of Kevin, Anita and himself. Full details of each of the candidates, their interviews, and the Panel's assessment were contained in the paper submitted to this meeting. The Board considered the paper and unanimously accepted the recommendation that:

Jayant Doshi,
Aryan Jain, and
Lorraine Solomon

should be offered the position of Trustee. Each would be asked to complete a Trustee Eligibility Declaration and appropriate checks carried out. Their names would then be put to the forthcoming AGM for election by the membership. In the meantime they could be invited to join various meetings as prospective Trustees.

5 Arrangements for the 2020 AGM

In introducing his paper on the subject, George suggested it was becoming increasingly uncertain as to when a normal AGM could be held even with appropriate social distancing. Although a virtual AGM online and in real time had its attractions it would disenfranchise those Members who had no online access. And given that access to our AGMs was only for members we would need a system of passwords and considerable support to manage the process. The Board approved the following outline of the proposed arrangements:

- All documents routinely put to our AGM would be prepared in advance. These included
 - An Agenda and Minutes of the 2019 AGM,
 - Reports from the Chair, the Treasurer (to include the Accounts) and the PMC,
 - Proposals and pen pictures for the re-election of Trustees and the election of new Trustees,
 - A Voting Return.
- These documents would be placed on our website.
- The documents would also be delivered by hand to those Members who had not consented to receiving emails.

- In addition, a video recording would be made of a top table introducing those documents and the video placed on our website.
- Members would be encouraged to vote and given a 21-day window in which to do so, either online or by returning a voting slip by hand.

It was thought important to allow Members to ask questions on issues before casting their vote and it was agreed that an opportunity would be offered to allow this, with answers also being made available within the voting window. This might either be by a Google Meet or by making a Trustee available (perhaps in the PMC Car Park) to deal with questions and objections.

It was agreed that in addition to it being necessary, because of the practicalities, to suspend the Constitutional provision that Members could nominate themselves as a Trustee at an AGM, the removal of this provision from the Constitution altogether should be proposed to this AGM. The recruitment exercise earlier this year was well publicised and offered an opportunity for Members to nominate themselves. It was also agreed that David Simmonds MP should be invited to participate in the AGM. On the issue of delivery of the hard copies to those who do not consent to emails, Trustees agreed to be involved in delivering these by hand. Arrangements will have to be devised for the return of hard copy voting slips.

6 Finance Report

Anita reported as follows:

- There had been very few transactions so far this year;
- The PMCPA bank balance on 10 September 2020 as at the end of August 2020 stood at £6,681.80.

7 Transport and PPG Report

Kevin reported that the number of assignments for our volunteer drivers remained very low. Two patients had been taken to hospital and some shopping trips carried out. Food parcels were no longer being made available to be taken on to food banks as previously.

Kevin also reported on the meeting of the Patient Participation Groups (on 13 August) associated with Healthsense, the Primary Care Network which includes the PMC. The report included:

- Current priorities in patient care – care of the elderly, including in care homes;
- Immediate challenges facing the Networks – increasing ‘flu and MMR vaccinations;
- Further ways of working as a PPG – including collecting patient feedback, improving IT skills and providing online support for diabetics.

8 Carers Network Report

Jenny reported on what had seemed to be a worthwhile virtual meeting of the Carers Café earlier in the week. Some new participants had expressed an interest in joining following the text from the PMC. She would draw their attention to the PMCPA if they were not already Members and encourage them to join using the website. It was

hoped that the PMC could remind patients about the Carers' Café on a regular basis.
(Action PMC).

9 Use of Social Media

Brian had raised the possibility of extending our presence on social media sites such as Nextdoor Pinner. He would explore this further with Nextdoor although it was noted that such sites often carried a series of complaints about local services and we would need to be clear of our role and responsibilities in such circumstances.

[*Subsequently* – Following a further series of adverse posts on Nextdoor about the PMC overnight, an exchange between Trustees agreed to put this issue on hold until it could be fully considered by the new Communications S/C.]

10 Date of Next Meeting

The next Meeting would be arranged in conjunction with the AGM. In the meantime a further Informal Meeting of the Board would be held through Google Meet on 8 October 2020 at 6.00pm.

GB September 2020