



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered Charity No: 1095260

Minutes of Board Meeting held on Wednesday 27th October 2021
On Line via Google Meet Virtual Conferencing

Attendance

Kevin Mahon (Chair)	George Bardwell (Vice Chair)
Lorraine Solomon (Secretary)	Anita Manek (Treasurer),
Martin Grossman (Trustee).	Jenny Stephany (Trustee)
Phillip Snell (Trustee);	Dr Isobel Bleehen (Partner PMC).

1. Apologies for Absence

Aryan Jain (Trustee)
Nicky Heskin (Trustee)
Jo Telfer (Associate Board Member)
Rupa Yagnik (Practice Manager PMC)

2. Minutes of Previous Board Meetings and Matters Arising

The Minutes of the Board Meeting held on 18th July 2021 were approved.
Three outstanding items were discussed:

- Kevin to progress the idea of a Patients Panel. This will need to provide added value, independent information to the PMC in addition to the current information they receive. Some of the feedback will be used to help share what the PMC do well, improving their PR. Questions and methodology to be agreed. **(Action KM)**
- A Communications sub-committee met in September and agreed that a communications strategy needs to be created, including use of the PMCPA website, the Pinn Piper, social media, emails, magazine articles etc. Martin to establish small team, with a primary focus on the Pinn Piper **(Action MG)**
- Arrangements for Next AGM (which needs to take place by the end of April 2022). In light of continuing Covid related concerns, the Board agreed to delay the decision about whether to host the AGM in person or virtually until the January Board Meeting. Lorraine to Chair the next Board meeting and George will provide minutes **(Action LS and GB).**

3. Update on the vaccination roll-out

Kevin advised that the vaccine programme at Byron Hall continues to work well with a database of around 140 volunteers.

The programme has recently been nominated for a Helpforce Champions award with approx. 250 votes so far: <https://www.judgify.me/public-voting/peopleschoiceaward2021/submissions/481032?lan=en>

The activity at Byron Hall is due to complete at the end of November. George thanked Kevin and Isobel for the incredible work they continue to do in helping to roll out the Covid vaccine.

4. Carers Network Report

Jenny reported on the Carers' Café, confirming that it continues to meet virtually and it remains a valuable resource for people to share information and experiences. Isobel commented that it is unlikely that the network will be able to meet physically until the spring and this will be dependent on Covid risks.

5. Pinn Medical Centre Report

Isobel made the following oral report:

- Walk in appointments. The Pinn no longer accepts walk in appointments and will only see people that walk in if it is a medical emergency. Patients can still walk in to book an appointment in the future if there are slots available. Otherwise people are asked to ring 111.
- All patients are now being encouraged to book appointments / submit medical questions through the Klinik system and a text was sent to all patient mobile phone numbers this week to help communicate this. Today 130 Klinik requests were received. Doctors prioritise responses every day according to clinical need.
- The PMC acknowledges that recently the phone lines have been swamped, and they have increased the number of people answering phones to help with this (in addition to Klinik). Monday morning is always a particularly busy time
- We agreed to explore the opportunity to put a joint statement on the PMC / PMCPA websites to share the different measures that are in place to increase accessibility to the PMC. We will also contact Rupa to explore options to share positive facts and figures / successes to counter some of the negative comments that have recently appeared on social media. **Action KM**

6. AOB

- Isobel shared the sad news that she will be retiring from the practice in December. On behalf of all the trustees, Kevin and George thanked Isobel for her incredible work and support.
- A brief discussion was held about other creative ways that we might be able to help the PMC manage their high workload in the winter months, including providing voluntary admin support or even helping to manage phone calls. Kevin to discuss with Rupa (Action KM)

7. Date of Next Meeting

- The next meeting has been scheduled for 19th January, 2022 at 6.30pm.