



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered Charity No: 1095260

Minutes of Board Meeting held on Wednesday 19 January 2022
On Line via Google Meet Virtual Conferencing

Attendance

Larraine Solomon (Acting Chair)
Kevin Mahon (Trustee) George Bardwell (Acting Secretary)
Aryan Jain (Trustee) Martin Grossman (Trustee)
Nicky Heskin (Trustee) Jenny Stephany (Trustee)
Phillip Snell (Trustee)
Dr Hannah Bundock (Partner PMC)
Rupa Yagnik (Practice Manager PMC)

1. Apologies for Absence

Anita Manek (Treasurer), Jayant Doshi (Trustee), Jo Telfer, Sheila Cole (Associate Board Members)

2. Minutes of Previous Board Meetings and Matters Arising

The Minutes of the Board Meeting held on 27th October 2021 were approved subject to the minor modification that Martin was not, as was implied, a member of the Communications Subcommittee. Kevin was still to progress the idea of a Patients Panel. **(Action KM).**

3. Pinn Medical Centre Report

The vaccine roll-out programme continues with 83% of eligible Pinn patients now having had a full course. A vaccine walk-in centre was now being organised at the Pinn. Safety measures would include a one-way system with social distancing and the compulsory wearing of masks.

Kevin had organised the volunteer force for three Primary Care Networks, including Healthsense (the Pinn). He was thanked for all his work by the PMC and the Board. He, in turn, thanked the Volunteers.

The PMC will be looking at Klinik to improve its effectiveness and the PMCPA offered to advertise it on our website and seek views on it from the Members. The PMC were aware of the adverse comments on social media and have taken legal advice. It was not possible to respond to individual cases raised on social media but they do get in touch with individual patients if they can be identified. It may also be appropriate to identify a social media champion.

It was agreed that the PMC should look at ways of improving its reputation, possibly by producing a positive video including the number of appointments carried out each week (1600 a week against an expected 1400 a week) and the services available at the PMC. Ideas should be sent to Hannah Bundock at the PMC. In addition the PMCPA would look at producing a dashboard of facts on the PMCPA website to mirror facts on the PMC website, and might include a reference to the PMC complaints procedure.

The PMC was concerned at the harassment of its staff, particularly the Receptionists such that there had recently been a high turnover of staff. It was noted that some of the more extreme threats to staff could well be criminal offences and the police had been informed. The PMC might usefully involve the Safer Neighbourhood Team – Nicky would forward an email about this to Rupa and was happy to advise on reputational matters **(Action NH)**.

In response to an enquiry from the PMCPA the PMC noted it would welcome the donation of an ECG machine (not available on the NHS), a 24 hour blood pressure monitor or a dermatoscope. The PMCPA would review its financial position to determine what would be appropriate **(Action AM)**.

4. Pinn Piper

It was noted that there had not been an issue of the Pinn Piper for over two years – because of the pandemic and the resignation of the former editor, Jo Daswani. We need to consider whether hand delivery could and should be resumed as well as an online version. Among the items that could now be included were:

- Reports on the vaccination programme;
- Specific medical issues such as diabetes and the menopause;
- Seasonal issues such as hayfever or influenza;
- Information/diary about a clinicians day;
- Staff member backgrounds;
- The ten year anniversary of the PMC building.

Martin agreed to convene a meeting of himself, Jenny and Kevin to discuss an action plan for taking this forward. **(Action MG)**.

5. Chair's Report

Kevin reported they were now down to 13 volunteer drivers, although that was currently sufficient for the very low number of journeys requested (about 4 a week which were undertaken by Kevin himself). A problem had arisen over the collection and storage of the donations from those using the transport service given the difficulty of leaving the money at the PMC. It was suggested that drivers might be able to make a bank transfer to the PMCPA bank account. **(Action KM)**.

The Harrow Patient Participation Network has been mothballed given the current reorganisation of the Clinical Commissioning Groups.

6. Arrangements for Next AGM

Although it was desirable to hold an Annual General Meeting by the end of April, there remained no certainty that it would be appropriate to hold it in a village hall. A decision would be taken by the Board in a month's time. In the meantime George would start to prepare the papers for another online AGM and would also enquire about the availability of village halls. **(Action GB).**

7. Carers Network Report

Jenny reported that the Carers Café continued to meet virtually with the PMC referring potential new members, one of whom joined this month noting that the discussion was very worthwhile.

8. Date of Next Meeting

The next Board Meeting would be held virtually on 9 March at 1830 with Jenny Stephany taking the Chair.

GB January 2022