

Registered Charity No. 1095260

MINUTES OF THE 18TH ANNUAL GENERAL MEETING (2022)
Pinner Methodist Church Hall
13th April 2022

1 Introduction and Welcome

Vice Chair, **George Bardwell**, welcomed people to the meeting and introduced the Trustees and Doctors

2 Minutes of Previous Annual General Meeting

George introduced the Minutes of the Annual General Meeting held online in 2021 and recommended that Members should vote to approve them. The Minutes were approved unanimously. There were no matters arising not covered on the current Agenda.

3. Re-election of Trustees

George introduced the attached paper with pen pictures of the trustees and recommended that the following trustees are re-elected: *Kevin Mahon, Lorraine Solomon, Anita Manek, Martin Grossman, Nicky Heskin, Phillip Snell and Jenny Stephany*. Approved unanimously.

The following trustees are stepping down: *Jayant Doshi, Aryan Jain, George Bardwell*.

Pen pictures of the Trustees can also be found on the [PMCPA website](#)

4. Welcome and comments from the Chair

Kevin added his welcome and thanked George for many years of service with the PMCPA. He added the following update to the Chairs report which was distributed with the meeting papers:

- The PMCPA and the PMC work well together.
- Kevin recently spent 4 hours at the PMC and wanted to publically thank every member of the team for their very hard work.
- PMCPA recently [conducted a survey](#) asking people what they would like the PMCPA to do to help them. Part of our duty is to help field issues, complaints and feedback. Kevin highlighted top 5 areas of concern for the doctors to comment on:
 1. Klinik. Questions include: Why is it not available after 2.30? Why can't blood tests be booked on Klinik? Does it exclude people who do not use technology?
 2. Phones. Questions include: Why is there often a long wait to get through? Why do people get cut off?
 3. Walk in appointments. Questions include: Why is the walk in clinic no longer available, after a successful campaign to keep it?
 4. Email: Questions include: Why can't I email my GP?
 5. Text: Questions include: Why can't I respond to PMC texts and have a conversation with my doctor?

5. Pinn Medical Centre Report and Q&A

Dr Rudolph introduced himself as the most senior partner at the meeting, as well as the team of doctors at the meeting: Dr Hannah Bundock, Dr Mehul Lakhani, Dr Deepen Patel.

Dr Bundock thanked the PMCPA and the local community for the help and support that everyone continues to provide. Since the last AGM this has included some 400 volunteers at vaccination clinics led by Kevin; patients transport, the carers' café and a recent [video about the different services provided by the PMC.](#)

Other highlights of the PMC report include:

NHS backdrop.

- Since Covid, there have been unprecedented demands on the health system, resulting in local and national mandates to change the way GPs work. During Covid there was a move to video consultations. These are still available but the PMC has resumed a predominantly face to face approach.
- The PMC is now part of a [Primary Care Network](#) and in the winter of 2021 they provided the highest number of GP appointments in their history. Demand continues to be unprecedented.
- Waiting lists are generally increasing across the NHS and there has been a fall in the number of qualified GP.
- Sickness absence across the NHS has been high over recent months, including significant Covid related sickness.

PMC over last 2 years.

- Over the last 2 years the PMC have proudly kept our doors open every day, even when they were told that we had to move to online provision only.
- PMC led the local vaccination drive across the vaccinations 'hub'
- Dr Bleehan recently left and they were sad to say farewell after many years.
- There is a requirement to provide approx. 1,400 appoints per week for all patients and this number is always exceeded – most weeks the PMC provide 1,700 to 2,000 appointments
- The Care Quality Commission has rated the PMC as 'outstanding'.
- The key challenge is that the PMC is short of doctors. Many doctors do not wish to work full time in a clinical practice.
- The PMC no longer offers a walk in centre. This is because of the new GP Access Centre guidelines. While the PMC were disappointed to have lost it, the Clinical Commissioning Groups (CCG) decided they could not make walk in centres safe enough during the pandemic.
- There has been an increase in abuse from patients – across the NHS as a whole, and also at the PMC. This is unacceptable.

Accessing appointments and ways to contact the PMC

- Preferred option is via Klinik which is usually available 8am – 2.30pm Monday to Friday. There is a cut off after this to enable the clinicians to review every form and make appropriate decisions. Note that Klinik is a clinical triage system to ensure patients receive the most appropriate care.

- Patients can also access the centre by phone or request an appointment at the reception desk.
- Walk in appointments are no longer available (but emergency 'Immediate Necessity to Treat' will be seen).
- If no appointments are available, patients can dial 111. In an emergency, patients should always dial 999.
- The PMC are committed to continue to provide a 7-day a week service.
- The PMC do not have enough manpower to respond to emails and text messages.

The PMC report was followed by a question and answer session. In brief, these included:

A. How can we better educate patients to understand how to access Klinik and the benefits of using it?

We need to continue to communicate this more effectively. When the form is submitted, an element of AI enables GPs to:

- *Prioritise urgent needs*
- *Manage appointments effectively, especially for vulnerable patients*
- *Plan consultations and care better*

Other GP Practices that adopted Klinik before the PMC are reaping the benefits and receive good feedback.

B. Does information collected by Klinik integrate with clinical software?

Not at the moment but we expect the system to continue to be improved. Data submitted will form part of clinical records.

C. How can you prevent patients being excluded who do not have easy access to computers?

Patients can still phone and come in to make appointments. The PMC will help patients to complete the Klinik form if they are finding it difficult.

D. What percentage of people do not show up for appointments?

Non-attendance is very low in Pinner. The PMC send out a text reminder in advance

E. How can the PMC and the PMCPA improve communication?

We agree that we need to improve. The PMCPA is looking at resurrecting the Pinn Piper. The PMC is working on different ways to improve communication with patients including the recent [video](#) providing more information on the services at the Pinn Medical Centre and also how to use Klinik.

F. Is the PMC only available to patients?

No. About 15% of appointments are offered to other surgeries in the area via the (GP Access centre) GPAC system

G. Do you offer 'well person' appointments?

The NHS has moved away from this and the PMC is no longer resourced to do it, but if you have a health concern, make sure you book an appointment.

H. Are you planning to invest in a better phone system?

Not at the moment. All GP practices need to carefully prioritise where money is spent and do the best with the funding they have.

I. Continuity of care is important. Can I see the same doctor every time?

The PMC try to ensure patients with long term health conditions see the same GP every time. This may not always be possible if a doctor is not available.

J. Are you able to share your views with the Government about how the service can be improved?

The PMC does not tend to lobby the MP or Government because of the time this would take away from providing essential services to patients.

6. Chairs Report

In introducing his Report (**AGM Paper** attached), Kevin Mahon thanked the trustees and asked people to consider volunteering. We would particularly like more drivers for the Patient Transport Service. The chair also pointed out that the PMCPA has only 400 members which is a small proportion of the 23,000 PMC patients and encouraged others to sign up.

7. Treasurer's Report

The **Treasurer, Anita Manek** presented the attached audited accounts of the Association for the year ended 30 April 2021, reporting that the majority of income received is spent on buying equipment for the Pinn Medical Centre.

8. Carers' Network Report

Jenny Stephany, a PMCPA Trustee, introduced her Report (AGM Paper attached), noting that the provision of a Carers Network and Café was a strategic objective of the Association. The Carers meet on the second Tuesday of the month and it offers an informal drop-in facility, enabling carers to have the opportunity to chat with other carers, exchange lived experiences and learn more about the support available locally from both public and private providers.

Since the start of the pandemic the discussions have been held online, but we hope that face to face meetings will resume soon

9. AOB

On behalf of the PMCPA and all of our members, The Chair presented George Bardwell and his wife with small gifts to thank them for many years of dedicated service.

April 2022



Re-election of Pinn Medical Centre Patients' Association (PMCPA) Trustees

One of the most important functions of the Association's Annual General Meeting is to elect and, where appropriate, re-elect Trustees to join the Board. This year three of our Trustees – George Bardwell, our Vice Chair; Jayant Doshi and Aryan Jain are standing down as Trustees. They are thanked for their contribution to the work of the Board and the Association.

The following Trustees put themselves forward for re-election – Kevin Mahon, Lorraine Solomon, Anita Manek, Martin Grossman, Nicky Heskin, Phillip Snell and Jenny Stephany. Their pen pictures are also included in the Annex to this paper and Members are invited **to approve their re-election.**

PMCPA – April 2022

Kevin Mahon

Chair

Elected as Trustee in 2018

A proud Scouser, Kevin set up home in Harrow in 1974. Having married Gretta in 1976, they raised a family of two boys, Keiran and Laurie, and became patients at the Pinn Practice when the team of GPs held their surgery in Northumberland Road in North Harrow.

Now retired, Kevin followed much of advice he was given – he has undertaken some travel, learned to play a musical instrument, joined a choir, become a better gardener and a better cook and has undertaken some voluntary work - since 2012 volunteering as a driver for the Pinn Medical Centre taking patients to the surgery or to the local hospitals as required.

Kevin is now retired from his work as a Headteacher, a senior Education Consultant, and an inspector of schools and local authorities in the safeguarding of children. He has a strong CV in delivering excellent work in a range of schools both locally and across the south-east. He has taught in every sort of secondary school it is possible to have done so – small and large, single-site and split-site, Grammar and Comprehensive, single-sex and mixed, faith school and secular, State school and Trust school, independent school and Academy and as a Consultant Headteacher in a Free school. He understands the relationship of how to establish and maintain excellent provision of a public service in the crucible of meeting seemingly endless need with limited resources.

Kevin looks forward to the challenging work of joining the Board of Trustees at the Pinn Medical Centre Patients' Association and sees it as an extension of the important need to give back to the community a little of the support and help he has enjoyed by being a patient at the Pinn and by simply enjoying the benefits of living in Harrow over the last 44 years and counting.

Lorraine SOLOMON

Secretary

Elected as Trustee and Secretary 2021

Lorraine has many years of experience as a strategy, communications and change leader in large global organisations. She specialises in helping leaders and employees to connect with each other, develop meaningful dialogue and achieve significantly better business results.

Lorraine is currently the Chief Strategy and Operations Officer at the New Statesman Media Group. Prior to this role she held senior global positions at Monster, Thomson Reuters, HMRC and Lloyds Bank as well as leading consultancy organisations. She also has experience working with two prominent charities.

Lorraine is a long term resident of Pinner, and is married with two children. Meeting new people, coaching people from diverse backgrounds and public speaking are some of the most rewarding aspects of her career and she hopes to use these skills to benefit Pinn Medical Centre patients.

Anita Manek

Treasurer

Elected as a Trustee in 2018

Anita is a fully qualified accountant with over fifteen years of finance experience in the public sector advising multiple stakeholders, both national and international, on a range of matters including financial management, audit, risk management, accounting policy, governance issues, project management, value for money, IT systems implementation and solution design. Her career started at Deloitte (an international accountancy and consultancy firm) where she trained as a professional accountant and was exposed to accounting and tax complexities in various industries.

Anita has wide ranging management experience across the key business functions with particular expertise in strategic finance, organisational change, corporate governance, risk management, digital transformation and international development.

Connecting and engaging with people from diverse backgrounds continues to be one of the most fulfilling aspects of Anita's career. She hopes to build on this at the PMCPA and, coupled with her professional experience, work with the members to serve our patient population. On the personal front, Anita is married and has two children.

Martin Grossman

Elected as Trustee in 2018

Martin moved to Pinner with his wife and young family in the mid-1980s and they immediately registered as patients at the Pinn.

Professionally qualified as a Graduate Electronics Engineer, being a “people person”, Martin has spent the majority of his working life in a variety of Sales and Marketing roles within the UK Electro-Technical Industry. For the last few years, Martin has worked for a UK based Semiconductor manufacturer that designs and supplies components into the global communications markets. He is currently responsible for the company’s activities in the UK and most of Western Europe and spends a significant amount of time travelling around these areas.

Outside of his working life, Martin has always liked to get involved in other activities, particularly in the local community. For many years, he was associated with Heathfield School Pinner; initially chairing the local group of a nationwide campaign to raise money for bursaries. He later joined the PTA eventually becoming Chairman. Once his daughters had completed their time at the School, he was invited to become a Governor of the school and was Chairman of Governors at the time Heathfield amalgamated with Northwood College.

Martin has also been an active member of Pinner Synagogue and held a number of senior management roles within the voluntary management of the Synagogue. These include chairman of the children’s’ education team and for many years, a member of the Synagogue Senior Executive Team. He also represents the Synagogue on the governing body of the umbrella organisation to which the Synagogue belongs.

Martin’s other interests include many sports (active and passive participation), current affairs and travel.

Martin is looking forward to making a positive contribution to the growth and continued success of the PMCPA.

Nicky Heskin

Elected as Trustee in 2016

Nicky is a veteran marketer with almost forty years' experience in the entertainment industry spanning music, computer games, video and latterly the film sector where she is currently Head of Creative Servicing at an international film distribution company. Her strengths include post-production, production and process planning, communication and marketing. She is a long-time resident of Pinner, a mother of two and has previous charity experience incorporates four years as a Governor at a local primary school and prior to that as the Chair of the Parent Teacher Association also at a Harrow primary school. This particular role focussed heavily on fund raising for the school whilst bringing the school and wider community together. Nicky brings her marketing and communication skills to the PMCPA, particularly in the areas of fundraising, recruiting new members to the association and patient engagement.

Phillip Snell

Elected as Trustee in 2016

Phillip has had a long career in education and was a head for almost twenty years including a range of additional responsibilities as an Assessor and tutor for NPQH, a member of the London Recognition Panel for Investors in People, a graduate of Common Purpose, a member of LB Brent Education Committee and a Governor and now Hon. Fellow of the University of Westminster. His varied interests included membership of Central Middlesex Relate, Council and National Executive member of the Secondary Heads Association and Chairman of the British Association for Local History. Local involvement included membership of the Parochial Church Council of St. John the Baptist (Pinner) and he is currently a member of the Management Board of the West House and William Heath Robinson Museum Trust. He is particularly interested in the systems used for transferring patient records between hospitals and the PMC and how these can be best coordinated.

Jenny Stephany

Elected as Trustee in 2018

Jenny has lived in Pinner for 25 years taking an interest in local issues and a member of the Pinner Association. She has worked in and with the NHS and mainly in North West London. She now has an active interest and involvement in community based support to sustain the human/companion animal relationship for mutual benefit (and shares her home with three rescue cats) and volunteers for several community based organisations as well as for NHS Responders.

Although no longer working in the NHS she is a lay partner for North West London and has been involved in several working groups – providing lay patient input to help shape healthcare (including digital service) to align more closely with patient needs. She has a special interest in facilitating health awareness events, chronic healthcare needs and the potential of social prescribing. She also represents PMC PA on the Harrow Health Participation Network and latterly more widely in North West London in connection with digital inclusion and the emerging Harrow Citizens' assembly.

.As a Trustee for PMCPA Jenny intends to continue to contribute to these patient related areas (as well as to bring her previous experience as a Trustee for a faith organisation). During her time as a Trustee Jenny has established the Carers Cafe which meets monthly, volunteered for the local COVID vaccination initiative and contributed actively to improving services at PMC for the benefit of patients.

PMCPA – Chair’s Report

The word ‘unprecedented’ has been often used when reflecting on the events of the past year or so in the life of our country and our community. It may well be in danger of becoming a hackneyed phrase but it is, for all that, the best description of what we have all experienced.

‘Unprecedented’ has become a catch-all phrase to cover the heartache and the frustrations, the challenges and the opportunities we encountered on our journey through the pandemic. The pandemic has blighted all our lives, disrupting and frustrating everything we have tried to do in our personal lives and in our work lives and the life and work of the PMCPA is no exception. For example, the **Patient Transport Service** for which I am responsible was crippled overnight as patients were no longer able to see their physicians in the same way. However threats to organisations sometimes provide opportunities perhaps we have learned to see things a little differently than before.

The number of Volunteer Drivers on our books has fallen drastically for a variety of reasons – some now are of an age, some have left the area and in one recent case we sadly lost a valued colleague. Pre-pandemic I could call on 42 Volunteer Drivers to provide assistance for our patients but this has now fallen to 15. At the moment, as the world is still emerging from the restrictions placed upon us, the number of Volunteer Drivers is keeping pace with the level of demand. Soon though we will find ourselves under considerable pressure unless we are successful in the forthcoming recruitment drive.

Despite the lower demand for the conventional service previously provided of taking patients to their medical appointments, we nonetheless changed our response to meet the new need. We were pleased to be able to help with the delivery of medication and prescriptions, with the delivery and collection of food parcels for the most vulnerable of our patients and we shopped for those not able to call upon any other help from friend or family. We also maintained our burgeoning befriending service whereby volunteers telephoned vulnerable people isolating at home. The pandemic sharply brought into focus the awfulness of being lonely and isolated.

To this end, I would like our Association to explore how we may be able to continue to provide these services and supplement the transport service with other help and support such as befriending, shopping, and bereavement. These are the opportunities I referred to earlier. If we are successful we will need more people, many more people, to provide that sophisticated help. Please consider if you would like to help – these tasks, as with the Volunteer Drivers scheme will not be heavy and weighty if enough come forward. Please think about it and mention it to others who may also be interested and available to help once a week or once a fortnight.

In my wider role as Chair, I have always been keen to work with the professionals in the NHS and obviously in our surgery and the pandemic brought a responsibility I would not have envisaged pre-pandemic.

The Pinn Medical Centre played a major role in the delivery of the **National Covid Vaccination Programme**. At the forefront was Dr Kelshiker as the Lead Clinical Director for HealthSense, our Primary Care Network. All the surgeries in our ‘family’ provided a multitude of volunteers to complement the herculean efforts of the clinicians to vaccinate the community against the deadly virus. The patient body of the Pinn provided over 350 of the 590 Volunteers to help deliver over 100,000 vaccinations to the community. Phase Four has just begun and the Pinn will become a vaccination centre over the weekends until further

notice. I cannot praise more highly the teamwork of both the professional clinicians and volunteer lay who staffed the vaccination centres at Tithe Farm Sportsground, at the Leisure Centre, at Civic Centre, and at the 'pop-up' hubs at the surgeries.

This teamwork was reflected in the microcosm of the Pinn Medical Centre and the PMCPA. The Partners at the Pinn always make themselves available to discuss and explain their work not only through the offices of the Practice Manager, Rupa Yagnick but in their presence at our periodic meetings and more especially in the **Training Day** the PMCPA held last July at which we were pleased to welcome **Dr Hannah Bundock** as our linked Partner. You may have already seen the video Dr Bundock piloted of some of the personnel at the Pinn Medical Centre and representatives of the PMCPA.

All the Partners were able to be with us at some time in the day to reflect on their present work and the future re-organisation of the NHS. It was during this day that we were able to explore the issues that were raised via the **Patients' Survey** that was distributed amongst our Members in which we solicited your views on what the Patients' Association should look like and what it should do. We have taken note of the findings and are determined to enact them.

You will have received the conclusions of the Patients' Survey through the work of our vice-Chair, **George Bardwell**. George is stepping down from being a Trustee following his many years serving the patients' interests at the Pinn. We all owe him a great debt of gratitude and, as you would expect, I will personally miss his contribution to our organisation. I had expected it but it was with much reluctance that I accepted his notice of intent to step down after many years of service. I know that no-one is truly irreplaceable but, George, in all honesty, is the closest example in turning that hackneyed adage into an outright damnable lie. He has been remarkable - utterly dependable, secure and safe-handed, generous-hearted, patient and kind, industrious, intelligent and insightful. I have leaned heavily upon his arm from the day I became a Trustee. Thank you, George, for all the hard work and dedication you have given the Pinner community over the years.

In closing, I thank all the Trustees for their stalwart work and look forward to the challenges and opportunities that the year ahead will bring us. There's much to be done and we are determined to make a difference by supplementing the excellent care provided by the Partners and the dedicated work of our admin staff in supporting the medical team at the Pinn and to whom we owe so much.

Kevin Mahon

PMC PA AGM 2022. The Carers' network and Café .

The establishment and maintenance of a Carers' network is a Pinn Medical Centre Patient Association (PMC PA) strategic priority. The Carer café is a joint initiative between the Pinn Medical Centre (PMC) and the Pinn Medical Centre Patients Association (PMC PA). It welcomes any patient who provides support to a family member, neighbour or friend. PMC PA carer café circulation list is used to notify café dates and other information relevant to carers. PMC includes material about the carer café in their registration pack; staff are aware of its work and mention it to patients when appropriate.

The café meets on the second Tuesday of each month. The intention has been to offer an informal drop-in facility, enabling carers to have the opportunity to chat with other carers, exchange lived experiences and learn more about the support available locally from both public and private providers.

The first café was held in December 2018. Until Spring 2020 it was held in the Conference Room at PMC (where leaflets and an information booklet was available to attendees). Refreshments were provided by the PMC at no cost to attendees. This regular meeting place was much appreciated.

Since the start of the COVID pandemic the café has continued to be held virtually – via Google Meet. It is intended that the monthly café will return to PMC when it is clinically safe to do so.

Informal links with Harrow Carers and the Carer Lead at London Borough of Harrow are in place and enable the rapid exchange of relevant information to those within the carers network. Feedback from those attending the café has been positive. Specific benefits identified include: the opportunity to talk informally with other carers, to learn about experiences with obtaining support – both locally and nationally, to highlight issues of concern to carers and to hear about relevant events. Recent examples of the latter are the courses offered by the Recovery and Wellbeing College (run through Central and North West London NHS Foundation Trust) and Carers week (held annually in June).

Jenny Stephany. 4th April 2022.