



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered Charity No: 1095260

Minutes of Board Meeting held on Monday 30 May 2022
On Line via Google Meet Virtual Conferencing

Attendance

Nicky Heskin (Acting Chair)	
Kevin Mahon (Chair)	Anita Manek (Treasurer)
Lorraine Solomon (Secretary)	Jenny Stephany (Trustee)
Martin Grossman (Trustee Member)	Phillip Snell (Associate Board Member)
Dr Hanna Bundock (Partners PMC)	Rupa Yagnik (Practice Manager PMC)

1. Apologies for Absence

Jayant Doshi (Trustee – resigned), Sheila Cole, Jo Telfer (Associate Board Members)

2. Minutes of AGM of 13th April 2022 and Matters Arising

The Minutes of the recent AGM were discussed in brief. Lorraine requested that Rupa reviewed the PMC report section to confirm accuracy and suggested that Dr Bundock's slides were included with the minutes on the website, if this was acceptable to the PMC.

Two Matters Arising: The Finance report should also be attached to the Minutes as it was not that legible to the attendees on the night and that related to the current financial position the PMC owe us a wish list of equipment that they would like help to purchase.

3. Chair's Report/Vaccination Volunteer Force/Transport - Kevin

Kevin reported that he had visited the PMC to present the Admin staff in the back office, Reception and Administration office with flowers and chocolates to thank them for all the support and hard work during the pandemic and subsequent vaccination roll out programme. The gifts were really well received and Rupa reported the staff were touched at this gesture. All agreed that we should make this a regular occurrence, say quarterly and maybe to tie in with public holidays such as Easter and Christmas.

Action KM

Kevin also reported that the transport situation was stable; the optimum amount of drivers for the passenger requirements. It was still relatively quiet after the pandemic and the likely effect of telephone consultancies reducing the number of journeys currently taking place to 8/10 a week.

Kevin closed his report to notify the trustees that he had recently attended an HPPN meeting to discover that there had been a mass resignation of the committee for a number of ongoing reasons which had rendered it untenable. Kevin agreed to take the chair for the foreseeable future whilst the structure and purpose of the organisation was reviewed.

Kevin met with Lisa Henschen, Integrated Care Services Lead, to discuss the collaboration issued between the HPPN and the PCN. It was suggested that the HPPN should be structured around the 5 Borough PCN's as all surgeries feed into one of these PCNs. Jenny pointed out that as a long-standing member of the HPPN she was surprised that Kevin hadn't reached out to her on this subject and would have been more than happy to have contributed as she was well aware of the issues and low morale of the committee. Jenny added that she was delighted to hear that this was now going to be addressed. Kevin made his apologies to Jenny on this point which was accepted. Further discussions are to take place in early July when the new Integrated Care System is to come into place to replace the CCG which will incorporate the 8 boroughs in north-west London region.

Jenny also asked if the new IT system, 'Patches' that had been chosen to replace 'Klinik' could be discussed as AOB.

4 Carers' Network Report - Jenny

Jenny reported that the meetings were continuing to take place on Zoom though some had asked when they could be held in person once more. Rupa confirmed that the surgery was still trying to limit footfall to the building and due to the Monkey Pox outbreak that things might tighten further so unfortunately the meetings would still need to be virtual for the foreseeable future.

Jenny also reported that Harrow Carers' Association were holding a Strategy Day in a couple of weeks' time and she would be attending on behalf of the Carers' Network.

5. Pinn Piper / Communication Update - Martin

Martin stated that due to recent illness he'd not been able to make much progress but would be addressing this as a matter of urgency.

Nicky reported that, as requested at the previous Committee Meeting, she had investigated the possible redesign of the Pinn Piper but come to the conclusion that what might need to happen is more fundamental than design and more about what it should include and the target audience. This had subsequently

been backed up by a number of comments from the floor at the AGM regarding effective communication from the PMCPA/PMC. A number of ideas were discussed as food for thought including publishing the FAQ's and responses sheet, recently created by the Imperial Medical Students to which Lorraine contributed, on both the PMC and PMCPA websites. Lorraine enquired as to the approval of these, Rupa confirmed they'd been presented to the Partners and had been well received and corresponded with their development areas so they would be taking it forward from there.

Action PMC

Jenny reported that she had been contacted by the Editor of The Villager to ask if the Pinn would be interested in contributing a regular article for the publication. The consensus was that this was a good way of communicating with the community and should be considered.

Action All

Various ideas were discussed including a smaller more regular "news sheet" which was relevant to the moment, how to circulate it to the wider patient community rather than the current smaller circulation of the Pinn Piper (in relation to the number of registered patients) and how to engage with social media.

6. Finance Report – Anita

Anita confirmed that the accounts were secure and that she would present a full report at the next meeting. She also asked the PMC to provide a 'shopping list' of equipment so we could identify some items to purchase on their behalf. Jenny asked for confirmation the ECG machine was still on the list of items.

Action PMC

7. Pinn Medical Centre Report – Dr Bundock/Rupa

Rupa announced that the IT Manager Mustafa had recently left the practice and that she had also resigned from the Pinn to take up a position at the CCG as the Senior Transformation Manager for the Harrow Integrated Care System (ICS). She would be leaving the Pinn by the end of July. Kevin formally thanked Rupa on behalf of the PMCPA and wished her well. The Pinn are currently seeking a replacement. It is hoped to shortlist candidates next week and appoint immediately but it is perhaps ambitious to expect the new Practice Manager to be in place by the time that Rupa leaves.

Dr Bundock added her good wishes to Rupa and also informed the meeting that they were also currently working to recruit more GPs and healthcare partners for the practice.

Dr Bundock reported that there had been a change in GPAC strategy at national level and that as a result the current 8am to 8pm, 7 days a week service was at risk since previous funding had been directed to the CCG but it would now be going to the individual PCNs and decisions on priority spend may not include OOH and weekend appointments. Kevin asked what we could do to help support

the Pinn in challenging this decision and protect the service they currently provide, including writing to our MP. Dr Bundock said she would come back on this point.

Action Dr Bundock.

Dr Bundock also reported that the PMC had applied for the Frailty Contract. Jenny suggested this should include Balance Clinics and Chiropody services as these were an under-staffed provision in Harrow and especially in the area of diabetes care. Jenny agreed to put something in writing to Dr Bundock as Chiropody was not currently covered under Frailty Care so she would forward to the CCG for further discussion.

Action Jenny Stephany

8. Bromley By Bow Centre – Dr Bundock

Dr Bundock explained that she had visited the Bromley By Bow Medical centre that is run by the renowned Sir Sam Etherington who has spearheaded the concept of social prescribing and working with the community to improve general health and wellbeing. The Centre had been provided with generous public grants to support these services but nevertheless they were groundbreaking, such as walking for pain management, exercise classes and various arts and crafts activities.

Dr Bundock stated that the Pinn was planning to recruit a Social Prescriber in the near future and would like to the PMCPA to work with them to suggest activities to enhance the programme. Kevin confirmed that the PMCPA would like to get involved and asked for all trustees to come back to him with suggestions as to what activities we could help to support by next **Tuesday 7th June**

Action All.

9. AOB

Jenny reported that she is involved in the implementation of the new 'Patches' appointment system from a patient perspective and could confirm that that it was a good system and could be tailored to suit each Practice's needs. It is far more flexible and imaginative than Klinik. Lorraine asked what we could do now to help smooth out the transfer from Klinik and ensure we get positive feedback from the patient community. Anita suggested we could get training and then offer to hold sessions to educate the patients. This was accepted as a useful strategy and an offer could be made to the Pinn.

Date of Next Meeting

The next meeting was arranged for 2nd August at 7pm

NH May 2022