



PINN MEDICAL CENTRE PATIENTS' ASSOCIATION
Registered Charity No: 1095260

Minutes of Board Meeting held on Monday 8th August 2022
On Line via Google Meet Virtual Conferencing

Attendance

Kevin Mahon (Chair)
Lorraine Solomon (Secretary)
Martin Grossman (Trustee)
Dr Hannah Bundock (Partner PMC)

Nicky Gash (Trustee)
Jenny Stephany (Trustee)
Phillip Snell (Trustee)

• **Apologies for Absence**

Anita Manek (Treasurer)
Rupa Yagnik (PMC)

Sheila Cole (Associate Board member)
Jo Telfer (Associate Board member)

2. Minutes of Board Meeting on 30th May 2022

The Minutes of the last Board meeting were discussed in brief.

Matters arising:

- PMC to provide a wish list of equipment they would like us to purchase.

Action: Rupa / Dr Bundock. Anita to confirm the funds available.

- Kevin thanked Jenny and Ros Cooper for managing the PMC transport while he has been away on an extended holiday. Jenny observed that there is no SMS facility with Vonage, and suggested this might be a helpful addition. Kevin confirmed that the existing arrangement has worked well for many years but he will consider this for the future.

3. Carers Network

Jenny confirmed that the Carers café is taking a break over the summer but will resume in September. They are planning to hold the next meeting in a coffee shop instead of virtually.

4. PMC Update

Dr Bundock shared the following update:

- Patches. The new system went live towards the end of July. From a clinical perspective, it has worked well. However, from a patient perspective the communication could have been better. Unlike Klinik, patients need to register for Patches and it is very important that their details are entered

correctly. Lorraine confirmed that she has received some email feedback from patients who have found it challenging.

- Staffing. The surgery remains very busy, in spite of the fact that many patients (and some staff) are on holiday.
 - Rupa has decided to stay with the PMC and will remain our day-to-day link. A new deputy practice manager, Hetal Patel, has been appointed.
 - Gurjeet Kaur has been appointed as to lead IT support and administration.
 - Additional staff are expected to join soon, including a new nurse.
 - Dr Kelshiker is no longer undertaking the PCN Clinical Director role. Instead, Dr Bundock has taken this role in partnership with her co-chair Dr Kamal Hussein from another practice.
- Dr Bundock confirmed that the details of the PMC Frailty contract is still awaited and she continues to raise the issue of podiatry which is a problem across NW London.
- Changes continue to be made to the way that GP practices are organised across the UK.

July 2022 Integrated Care Boards (ICBs) replace Clinical Commissioning Groups (CCGs).

October 2022, it is likely that GP Access Centres will be replaced by an Out of Hours (OOH) contract.

This is likely to mean an increase in planned care, but less emergency care. As a result, some GP Access Centres will move from a 24/7 service from 8am – 8pm to a service with reduced hours on a Saturday (8am – 5pm) and which closes on Sundays and Bank Holidays.

The PMC would like the funding to continue to provide the same level of service.

- Phase 5 of the Covid vaccines will be widely rolled out from September, with the most vulnerable patients receiving their vaccine first.

5. Chairs Report / Patches

Kevin reported that he has recently received a presentation outlining patients' experiences of GP services in the area. There are areas for improvement with the service across Harrow.

A wider discussion about the roll out of Patches followed and we agreed to work with the PMC to help patients to use the system more effectively.

Action: Kevin to discuss with the PMC.

Ideas to drive this include:

- Managing a stall at the Pinner Village Show on September 10th to show people how to use it as well as encouraging new PMCPA members.
- Create a 'drop in desk' in the PMC from 10am – 1pm on a Sunday
- Work with the PMC to include additional information / video on their website and to be replicated on the PMCPA website.

- Volunteer Help Desk at the PMC to help patients access the platform
- Article in the Pinner Association magazine

6. Social Prescriber / Extended Services

The PMC will shortly benefit from the service of a Social Prescriber, who will be a shared resource with other practices.

Kevin shared a paper comprising a consolidated list of extended services that we can help to deliver. This may simply include facilitating partnerships with providers at other Healthcare facilities.

Action for everyone: Let Kevin know which of these activities we should focus on by Monday 15th August, including suggestions about who can lead it.

Kevin to invite the Social Prescriber to a future meeting.

7. Communication newsletter / Pinn Piper

It was suggested that we explore alternative ways to communicate with patients. The recent survey had shown the Pinn Piper to be a popular medium but there may be other ways to provide a similar or better service.

Action: Martin to lead on creating a vision and a plan for a possible new approach for communicating with patients and to report back to the Board at the next meeting.

Lorraine agreed to contact Neil to arrange refresher training /access to the PMC website.

8. Date of Next Meeting

The next meeting to specifically discuss how we may be able to help with the roll out of Patches is scheduled for **Sunday 14th August at 7pm.**

LS August 2022