

PINN MEDICAL CENTRE PATIENTS' ASSOCIATION  
Registered Charity No: 1095260

Minutes of Board Meeting held on Thursday 17<sup>th</sup> November 2022  
Via Google Meet Virtual Conferencing

**Attendance**

Kevin Mahon (Chair)

Lorraine Solomon (Secretary)

Martin Grossman (Trustee)

Anita Manek (Treasurer)

Dr Hannah Bundock (Partner PMC)

Jenny Stephany (Trustee)

Phillip Snell (Trustee)

Dr Mehul Lakhani (Partner PMC)

Dr Amol Kelshiker (Senior Partner PMC)

**1. Apologies for Absence**

Rupa Yagnik (PMC)

Nicky Gash (Trustee)

**2. Introduction to new 'Wellbeing Link worker' (Social Prescriber)**

Justyna Kacka briefly joined the meeting to introduce herself as the new Wellbeing Link worker. She is currently attached to the PMC but also covers other surgeries within Harrow PCN. She described herself as a link between the health service and the voluntary sector, enabling people to access services such as mental health support, carers support, etc. It is anticipated that over time patients will be able to self-refer to Justyn but currently referrals are made by GPs only.

Kevin welcomed Justyn and invited her to attend a future meeting to discuss her remit in more detail.

**3. Minutes of Board Meeting on 13<sup>th</sup> October 2022**

The Minutes of the last Board meeting were discussed in brief. There are some minor amendments for Kevin to make prior to the minutes being published on the PMCPA website: **Action Kevin**

Matters arising:

- Following the paper discussed at the last meeting, Lorraine confirmed that she is still seeing a lot of feedback from Patients via emails to the secretary and on social media. Patients are concerned that they are often unable to book appointments and they would like to see communication improved. Kevin suggested that an agenda item will be tabled at the next meeting. Action: **Kevin / Lorraine**

**4. PMC Update**

Dr Bundock shared the following update:

- New staff. As well as the introduction of the Wellbeing Link worker (Justyna), the PMC is recruiting 2 new Advanced Nurse Practitioners. They will be well supervised by the team of Doctors and will provide extra capacity to see patients.
- Change of Service. Opening hours have changed in surgeries across the PCN. In future, on weekdays, the PMC will be open to 8pm and to 6.30pm on alternate weeks with the Ridgeway surgery. They will open alternate Saturdays from 4pm -8pm and 9am to 8pm. Sunday opening will be from 9am to 1pm and Bank Holiday times will be 9am – 5pm. Outside of these times other clinics may be available. The PMC will be displaying posters and updating their website with the new times. Dr Bundock will send Kevin a poster for the PMCPA to also display on our website.

All of these appointments will need to be pre-booked and no walk-in appointments are available (but extremely sick patients will not be turned away).

- Patches. Some patients are still finding it difficult to make appointments. Students attached to the PMC have been contacting the 'hard to reach' patients that do not have an email address in order to provide training. The PMC are also looking at best practice from other surgeries, including opening up appointments at different times of the day to avoid reaching capacity first thing in the morning. Lorraine asked about the best way to book blood tests following feedback from patients and the PMC confirmed that they will be proactively contacting patients who need a blood test in future.

Dr Kelshiker mentioned that a level of give and take is required with patients – for example, it is not always possible to accommodate requests to see the doctor after 4pm. Lorraine offered to help to improve the communication around appointment booking.

- Working across the PCN. Dr Kelshiker confirmed that he would like to optimise the services across the PCN to improve outcomes from the PMC and the wider PCN. Maximising the opportunities for PMC patients is a priority. Dr Kelshiker also thanked the PMCPA for the work we do.

The PMC team left the meeting following this update.

## 5. Chairs Report

- Patient transport service. Kevin confirmed that new drivers will be joining us, taking our team from 15 people to 24 / 25. Not all of the volunteers are PMC patients – it's a good example of collaborative working with other surgeries. Anita has requested that drivers pay their receipts into the bank directly as it more difficult for her to go to the bank since Barclays in Pinner closed.
- Patches training. Kevin has recently worked with the students to run a training session but confirmed that it was not well attended. Out of around 150 people contacted, only 7 came along.
- Mobility classes. Two classes have taken place, run by an experienced instructor. 6 patients attended the first class, and 5 attended the second. We are asking patients to contribute £5 per session to help offset the cost of the hall and the instructor. The mobility classes involve hire of both the hall and a tutor; while it built up its clientele there is likely to be some cost to PMCPA

Digital Inclusion. Kevin has sanctioned a hall hire for these classes and the course will comprise 16 lessons over 8 weeks. Apart from the hall hire, there is no further cost as the course will be provided free by a diabetic charity, and the teachers and supervisors are volunteers. We need 5 paying clients to attend in order to break even.

- The cost of the Carers' cafe @ the room at the church hall is £22.50 per month.
- Anita has confirmed that we have funds available to make up any small shortfalls and she will share a more complete financial breakdown during our next meeting: **Action Anita**. In the meantime, Anita confirmed our financial position as £5,444 with a further £3,000 due from PMC.
- Carers Café / Mobility Classes / Digital Inclusion Classes. As the estimated cost of these services are well within our budget, 3 votes were held to agree if we should continue with them until Christmas and it was unanimously agreed.

**6. Next meeting.**

As this meeting ran over our allotted time, we agreed to schedule a further meeting to cover additional agenda items.

***LS November 2022***