Minutes

of the

PMCPA Annual General Meeting

Registered Charity No: 1095260

Tuesday 6th October 2026

at the

Pinner Methodist Church

7.30pm

Introduction and Welcome

The AGM was convened by the Chair of the Board of Trustees of the PMCPA.
Chair warmly welcomed all present, approximately 60 members in total, which was in part due to the notifications received by patients and members of the PMCPA via notifications from the Pinn Medical Centre.

Minutes of previous Annual General Meeting

The Minutes of the previous Annual were presented and Members were recommended vote to approve them. The Minutes were approved unanimously.

There were no Matters Arising.

Agenda

1. **An extension of tenure of named Trustees**

   Permission to extend the tenure by at least one year of the following Trustees was sought;
   Kevin Mahon (Chair), and **Anita Malek** (Treasurer)
   In addition, three Trustees also asked permission to stay on for a further year –
   Jasmine Desai, Polly Angel and Jano Sathasivam
   This was agreed and was passed unanimously.

2. **New Trustees**

   There was some discussion about how any potential applicants are recruited.
   The Chair explained the difficulties due to GDPR of not having permission to access the patients on the PMC database, and thus only being able to contact those patients who were members of the PMCPA which number approximately 450.
   Furthermore, all the WhatsApp groups connected with the Patients' Association, both formally and personally, were texted.
   Posters were placed in three different places in the Waiting Area of the Pinn Medical Centre.
   There were six applicants which produced a shortlist of three candidates.
   Following an extensive process of selection involving a formal letter of application, a CV, a full interview by a Panel of Trustees together with the submission of two references – one professional and one personal - for each applicant, the Board of Trustees put forward the three successful candidates for the Members present at the AGM to ratify the Board's decision.
   This was done.
   Reina Menezes Dcosta, Jainita Patel and Meera Solanki, were duly invited to become Trustees.
   They will each hold a tenure of three years as per the Constitution.

3. Chair's Report kevin@pinnpatients.org

a) Proposed Changes to Constitution

The principle of accountability for individual Trustees was discussed, and the proposal for a performance management structure was considered.
This would comprise a 6-month probationary period for new Trustees, and an annual performance review for every Trustee.
While this was generally welcomed, there was some discussion from the floor as to the way this would be done and the term management Review rather than management Performance was suggested.

The Chair asked that the AGM approve the principle of a Review and that the Board should explore a workable framework over this coming year.
The results of which will be presented at the next AGM for full adoption or adaptation.
The framework should include the basics as discussed at the Meeting, namely, a six-month Review for newly appointed Trustees and an annual Review for established Trustees.

b) Increased provision of services by the Patients' Association

Over the last six years the provision of services by PMCPA for its members and the patients have grown considerably - previously the Board of Trustees supported a Carers' Group and a Patient Transport Service. Since then, the Board of Trustees has introduced a Mobility Group, a Yoga Group, a Digital Inclusion Group, and generated a Covid Vaccination force of over 500 patients during the pandemic and afterwards at the PCN Vaccination Hub held every weekend at the Pinn Medical Centre.
However, there is an associated cost with some of these, and hence why the fundraising group is so important. Your support is so valuable and needed so much. The Association, while presently solvent, will find it increasingly difficult to continue to support the patient community without an increase in revenue.

4.Treasurer's Report

anita@pinnpatients.org

1st May 2025 – 30th April 2026

The accounts for the past year were presented
The fixed costs of GDPR registration, the business telephone line for patient transport, and Public Liability Insurance cover remains a constant as expected but the Association has experienced significant costings in the expenditure required to meet the provision of the extra services that are now a feature of our commitment to the community such as the mobility, yoga and computer classes.

Once again, as in the previous three years, we have not received any funding from the PMC. An excess of £900 has been raised thanks to the efforts of the fundraising team in organising quiz nights.

The report was accepted.

5. Patients' Transport Service

kevin@pinnpatients

This service runs 52 weeks of the year.
The number of volunteer drivers have decreased from a figure of 42 drivers pre-pandemic 42 to presently 27. It is a vital service because not only is it imperative for some patients to receive this helping hand so that they can attend their important appointments, but it is also of great assistance to the doctors in that it increases their time in the surgery rather than

Any potential new volunteers were urged to contact the coordinator of the service on **07870 487878** or by email to **kevin@pinnpatients.org**

6. Carers' Group

kevin@pinnpatients.org

This group meets twice a month, once at PMC and once at the old "Daisys" in the High Street, now The Grocer at 33) as a safe place for carers to meet, help and provide support for each other, navigating through the complex healthcare system. Occasionally at the PMC, they may be joined by a member of staff, e.g. chief nurse, social prescriber. The current regular membership of this group is under 10, so probably a vast number of carers who are members of the PMC are not availing themselves of this service and support.

7. Mobility Class

jasmine@pinnpatients.org

Classes are taken by **Andrew Samuels,** a qualified instructor every Monday. Patients can join the membership of the class by themselves, or they can be referred to the group by a GP.
The class is taken by a fully qualified instructor, and time is set aside for the patients to engage with him on a personal level to discuss their mobility issues.
Current membership is around 10, and they have their own WhatsApp group to receive supportive videos and online help.
Written feedback from participants has been very encouraging with positive effects on mental health and wellbeing, in addition to improved mobility and strength.

8. Pinn Piper

polly@pinnpatients.org

The Pinn Piper newsletter is produced on a regular basis and aims to educate and inform members and patients of the PMC and PMCPA.
All members of the Association receive it electronically, and it is also available online on the PMC website. Paper copies are always available if needed at the PMC, with additional copies distributed to local pharmacies, businesses, libraries.

The current design is uses Canva software and Helloprint to produce the printed copies.
It is hoped that future editions will have additional input from a volunteer with considerable experience in design to increase the appeal of the publication.

The cost of printing remains the only expenditure, and to date, we have relied very heavily on sponsorship from local pharmacies.
It is hoped there will be more avenues for sponsorship in the future.

Content of the Pinn Piper aims to include general interest articles relating to health and well-being, in addition to those written by PMC staff on specific conditions.
Input and ideas from members are always welcomed.
It is hoped that there will be future links with other agencies, e.g. Parkinsons Association, Age UK.

Grateful thanks to those partners and staff at the PMC who have submitted articles for publication, and thanks to Trustee colleagues for their feedback and support.

9. Yoga Group

jasmine@pinnpatients.org

The yoga group meets on Mondays at 12.15 at Pinner Methodist Church Hall and is led by qualified instructor **Manish Lath**.

Attendees are asked to pay a charitable donation to cover costs.

New members receive fact sheets and registration details and are invited to join a WhatsApp group to communicate effectively.

Currently, there are between 4 and 8 attendees in each class, with members stating they have noticed a marked improvements in their health

10. Pinn Medical Centre

Dr Hannah Bundock

- **Importance of the PMCPA**

  Dr Bundock began by expressing gratitude to the PMCPA and their sustained and wide-ranging work in supporting the patients and the clinicians at the Practice. She described the increasing number of frail patients requiring support, with a high proportion of these needing domiciliary visits to patients' homes or to care homes. The importance of the work of the Patient Transport Service to bring patients into the surgery whenever possible whereas they would otherwise require a home visit was invaluable.

- **Staff changes**

  An outline was given of new staff changes to the PMC, including the trainee pharmacists and the special role of Dr Clark, and reassured the audience that the duties previously undertaken by Tracy Dorman as Patient Liaison Officer were now being covered by staff members, Rupa and Jackie.

- **NHS reorganisation**

  There was a brief description of the ongoing national reorganisation of the NHS.
  The new local structure of the NHS was described, with an increased emphasis on the collaboration and integration of each surgery within a Neighbourhood Partnership format to share good practice and resources.
  References were made to the three components overseeing such a re-alignment of provision - Harrow Health Authority, Harrow Network GP Partners and NHS England.

- **PATCHS**

  Before opening the floor to questions, the audience was reminded that it is Government policy which insists that all surgeries embrace the legal imperative to move to digital platforms to cope with the increased demand on the NHS.

  The management of appointments has been systematically overhauled and reconstructed to try to make the most of the opportunities PATCHS affords both patients and clinicians. For example, the booking of appointments for patients takes place throughout the day. PATCHS is no longer closed early but remains open for patients to log on at any time. The requests via the digital platform, and the patients who call into the Pinn are monitored and managed throughout. Appointments are apportioned according to medical priority.

  A question had been submitted expressing a concern that patients could no longer be able to select an appointment with a preferred doctor.

  It was pointed out that most GPs are not full-time and to select a particular doctor, whoever that may be, would be limiting the opportunity the PMC would have to allocate a doctor to each patient's case.
  If patients wish to see a particular GP, they are likely to experience a delay. It is impossible to suppose that any doctor is available at any given time the patient engages with PATCHS, or telephones a request.

  The PMC were grateful to the PMCPA in trying to help those patients who required help to access and use PATCHS more confidently as well as support with general difficulties in using digital technology, as illustrated by uptake of computer classes provided by the PMCPA. Dr Bundock reminded the audience that they can call the practice and request the reception staff to submit a PATCHS request on their behalf. Patients calling in were advised to avoid the early morning, as this was the busiest time and necessitates the longest wait.

  A question was posited regarding the time it takes to complete the PATCHS online form. Some found it a challenge. It was pointed out that 30 minutes is a long time – it was the full length of any television soap programme! A particular suggestion was that the patient could, before accessing the platform, prepare better by writing out the answers to the questions beforehand ready to be typed into the electronic form. This would save time and would probably improve the quality of their answers.

- **End of life care**

  A patient had submitted a question enquiring about end-of-life care and whether a patient would be allocated a particular doctor on request.
  This was indeed a policy of the PMC to sensitively apportion a doctor on request with the caveat that there may be times when this would not be possible for some individual incidences – a doctor may be ill themselves or they may be on leave.
  The reassurance was given that all doctors have access to any individual patient's case notes and, while this does not meet the ideal scenario lying behind the patient's question, it is a reassuring close alternative that may not in any case arise.
  Members were reminded of the PALL24 telephone helpline, which is accessible 24/7/365 and hosted by St Luke's Hospice

  The PMC were asked what training the reception staff received, and Rupa explained they all have Induction training. It is a fact that sometimes patients do not receive the answer they want from the reception staff, so are respectfully reminded to be courteous.

  The question of finances for the PMCPA activities was raised again and a suggestion made for a donation box in Gor Pharmacy for patients who wanted to show their gratitude

11. Closing Remarks and Conclusion

The Chair thanked the Pinner Methodist Church for their help in holding the AGM and thanked all the volunteer groups for their excellent work in the community.

All attendees were thanked for their many thoughtful contributions and reaffirmed the Board of Trustees' firm and determined commitment to improving patient services and communication with the Pinn Medical Centre.

Meeting closed 9.15pm
Polly Angel