Pinn Piper

The Pinn Medical Centre

issue 49

PINN MEDICAL CENTRE **PATIENTS' ASSOCIATION**

The official Patient Participant Group for The Pinn Medical Centre



Kevin Mahon

Our very own 'Harrow's Hero'

The London Borough of Harrow's annual Harrow's Heroes campaign celebrates residents who make a real difference to the lives of others.
We are delighted that the Patients' Association chairman, Kevin Mahon, was selected as a finalist and then announced as the winner in the Health and Wellbeing category!
He collected his well-deserved award in September at Headstone Manor, accompanied by his wife, Gretta.
Kevin's association with the PMCPA began over ten years ago as a volunteer driver. Seeing the difficulties faced by patients, he was determined to make a difference. As Chair, he has since devoted countless hours to strengthening the organisation, building relationships with healthcare professionals and ensuring patients feel listened to, valued and supported.
During the pandemic, Kevin was our Volunteer Lead and Covid volunteer champion.
He also initiated our various classes, and groups, all of which continue to benefit our members.

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The association is free to join, you just need to be over 16 and registered at The Pinn

A 'must-have'

It's a requirement that medical practices have a patients' association, but what does it do and why should you be a member?

It gives you a voice and the opportunity to ask questions of The Pinn Medical Centre. What we can't do is to intervene on individual cases. So why bother! Collectively patients can influence some aspects of the centre, but there are other good reasons too.



If you're unsure of how to use PATCHS, would like guidance on basic computer skills or how to use a smart phone you can book a place on *Learn it in an Hour* classes.
kevin@pinnpatients.org

Carefully guided yoga and mobility classes are also available weekly.
jasmine@pinnpatients.org

Need a ride to a medical appointment with an approved driver? There are lots of driver-volunteers who can help you out for a suggested charitable donation.



To benefit from these services, we ask that you join the Patients' Association.

It's free to be a member of the PINN MEDICAL CENTRE PATIENTS' ASSOCIATION and to be honest, we'd like you to join because your participation helps ensure that your medical centre is working as well as it can for everyone.



Please join the Patients' Association - it's free

You need to be over 16 and registered as a patient at The Pinn.
Email **reina@pinnpatients.org**
Scan

The Patients' Association is unable to provide any medical advice whatsoever. Call The Pinn 020 8866 5766 or 111.
In an emergency dial 999

It all Happened at the AGM
YOUR PATIENTS' ASSOCIATION IN ACTION

Around 60 members attended the PMCPA Annual General Meeting on 6 October to hear about the work of the Patients' Association, learn about developments at Pinn Medical Centre (PMC), and ask questions about the services provided by the practice.

The PMCPA is Doing More than Ever

but membership, needs to be increased so tell your friends what we do and ask them to join.

What did the Doctors say?

Dr Hannah Bundock thanked the PMCPA for its wide-ranging work supporting both patients and the clinical team. She highlighted the growing number of frail patients needing care at home or in residential settings. The Patient Transport Service is particularly valuable, helping patients attend appointments at the surgery where possible and freeing up doctors' time for those who need home visits.

Appointments and PATCHS

What you need to know

The Practice explained how its appointment system has been reorganised to manage increasing demand. PATCHS, the online system for contacting the surgery, is now open throughout the day rather than closing early. Requests submitted online, alongside those made by patients contacting the practice, are monitored and managed throughout the day, with appointments allocated according to medical priority.

If you need help using PATCHS, you can telephone the practice and ask reception staff to submit a request on your behalf. The PMCPA also provides computer classes to help patients become more confident with digital technology.

Patients wishing to see a particular GP may have to wait longer, as doctors work different hours and cannot always be available when requested.

The PALL24 telephone helpline

hosted by St Luke's Hospice

is also available 24 hours a day, every day of the year, for end-of-life care support.

However, the Practice confirmed that, in end-of-life care, it guarantees a single nominated doctor wherever and whenever practically possible.

0300 020 0224

Staff changes at the Pinn

and wider NHS reorganisation

This included arrangements to cover the Patient Liaison Officer role, and explaining an increasing emphasis on local surgeries working together and sharing resources.

What the PMCPA offers patients .....

Over the past six years, the Association has expanded considerably beyond its original Carers' Group and Patient Transport Service. Here are some of the services you may not know about.

.....Patient Transport Service

Operating 52 weeks a year, this vital service helps patients in difficulty get to appointments whether at the Pinn, or any hospital, clinic, physiotherapist, optician, or podiatrist appointment anywhere in Harrow and the surrounding area.

However, the number of volunteer drivers has fallen from 42 before the pandemic to just 27.

More drivers are needed, so if you can, please call Kevin 07870 487878 or kevin@pinnpatients.org



..... Carers' Group

Meeting twice a month, once at The Pinn and once at 'The Grocer at 33' in the High Street the group offers carers a welcoming place to meet, share experiences and support one another while navigating the healthcare system. Staff occasionally join the meetings to offer additional support. If you care for someone, you do not have to manage alone.

..... Mobility Classes

Led by Andrew Samuels a qualified instructor, every Monday at 2pm. These classes help patients work on mobility and strength, with time to discuss individual difficulties. Participants have reported benefits to both physical and mental health. Membership is around ten people along with supportive videos and online help through a WhatsApp group. Patients can join directly or be referred by their GP.



Kevin Mahon, Chairman

.....Yoga Group

Qualified instructor Manish Lath leads the Monday yoga sessions at 12.15pm at Pinner Methodist Church Hall. There are usually four to eight participants, and attendees report improvements in their health. Donations are requested to help cover costs.

.....Digital Inclusion Classes

Led by Roopali Kincadia and Mike Barnes to help patients develop confidence in using digital technology, including accessing online healthcare services. This support is increasingly important as more NHS services move online.

.....Pinn Piper

The Association's newsletter

You're reading it now and aims to keep patients informed about health, wellbeing and practice services. Electronic copies are sent to members, with paper copies available at the surgery and distributed to local pharmacies, businesses and libraries. Send us your thoughts and ideas to polly@pinnpatients.org

The Finances

Your support matters !

The Treasurer reported on the financial year ending 30 April 2026. Although the Association remains solvent, the cost of running its expanding range of services is increasing. Essential overheads include insurance, data protection registration and the business telephone line used for patient transport.

For the fourth consecutive year, the Association received no funding from PMC. Fundraising, including quiz nights organised by the fundraising team, generated a surplus of £900.

The message is clear: the PMCPA needs to raise more income to sustain its services and continue supporting patients. Donations, fundraising and volunteering all make a difference.

Three new Trustees

approved for a three year term

Members of the Association warmly ratified the appointment of our new Trustees, Reina Menezes Dcosta, Jainita Patel, and Meera Solanki. Their skills will bring an exciting new impetus to our work.

Welcome to our new Trustees



Jainita Patel, Website



Meera Solanki, Secretary



Reina Menezes Dcosta, Membership

And thank you to the existing Trustees



Anita Manek, Treasurer



Jano Sathasivam, Fundraising



Jasmine Desai, Yoga & Mobility Groups



Polly Angel, Pinn Piper

Come and join us

as a Valued Volunteer

The Association provides an abundance of patient care, independence and well being with no paid staff in interesting and useful roles: Transport drivers, fundraising and membership as well as supporting or joining a group.

Kevin 07870 487878 or kevin@pinnpatients.org

The Pinn Medical Centre Patients Association is a registered charity 1095260

I can't see

Polly Angel shows where help is available when sight-loss occurs

Sight is perhaps the sense we rely on most in everyday life, helping us to recognise faces, read, travel, and enjoy the world around us.
But it is more common that one might think. It is estimated that in the UK, someone will start to lose their sight every 6 minutes. This is around 250 people a day starting to lose their sight permanently and irreversibly.
More than 2 million people in the UK are living with sight loss.

Many eye conditions can now be treated or their effects reduced. However, daily tasks become more difficult and affect confidence, independence and social activities. With this loss comes the uncertainty and anxiety for the individual and their loved ones, as they need to navigate the necessary treatment, help and support needed for them.

However, practical support, technology and accessible information can make a real difference. If you or someone close to you has problems with regular reading, help them to stay connected.

Harrow Talking Newspaper - HTN - offers free weekly audio news for people living with sight loss.
It has news and information from the Harrow community and beyond.
Harvey 07836 547152
harrowtn.org.uk



- rnib.org.uk
- nhs.uk/conditions/vision-loss
- guidedogs.org.uk
- Middlesex Association for the Blind aftb.org.uk
- London Borough of Harrow harrow.gov.uk/adult-social-care/support-deaf-visually-impaired

Continued from front cover

Kevin Mahon

Our very own 'Harrow's Hero'

Beyond his many achievements, he's admired for his kindness, wisdom, empathy and unfailing good humour.
He leads quietly, inspires naturally and gives selflessly.
Kevin, our heartiest congratulations!
Harrow is lucky to have you - and so are we.
Keep up the good work!

Polly Angel, editor

In coming issues

- Natural health service
- A PATCHS special
- Feedback from members
- Doctor's top 10
- Hearing issues
- Genetic Testing
- A new club for members

And finally

we'd love to hear from you

For Pinn Piper suggestions and comments
polly@pinnpatients.org

To help with fundraising
jano@pinnpatients.org

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Mind Angels



Meet Roxy.

She's helping children aged 3–11 to build confidence, develop resilience and discover skills for life.



Scan to discover her world

mind-angels.com/PMCPA

Know a child who'd love Roxy? Pass this on.

Registered Charity No. 1176005



The mind and body are not separate. What affects one, affects the other.