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| **Minutes of the East Lancashire Patients Voice Group Meeting****18.30 Wednesday 1 April 2015 - St Ives Business Centre****In attendance:-** |
|  **Patient Voice Group Attendees** Russ McLean - PVG Chair (RM) Pamela Pickles (PP) Harri Pickles (HP) Mavis Williams (MW) Sarfraz Ali (SA) Yasmin Feroze (YF) Janet Harbord |  **ELMS Staff Members Attendees** Glenda Feeney (GF) - ELMS Corporate Services Director Ros Wilding (RW) - ELMS Staff - Minute Taker |
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| **Welcome** |  |
| The Complaints Sub-Committee met at 18:30 with nothing major to report but will be discussed later on in the meeting. RM opened the main meeting at 19:00 extending a warm welcome. Regrettably after 4-years’ service to the PVG, Dee Morley has resigned as she is unable to give the group the full attention she feels it so richly deserves. This news was received with sadness as Dee has been with the group from the start and will be sorely missed. A formal letter to be sent to Dee with thanks for her service to the group. Action: RM |
| **Apologies** |  |
| Apologies received from Shirley Corbally and Anne Ray. Anne is still recovering from a recent operation and has asked that we record her high praise for the NHS care she has received during and after her hospital stay - she is very impressed and grateful to all involved.  |
| **Minutes of Last Meeting & Matters Arising** |  |
| * Minutes from the previous meeting held 11 February 2015 are recorded as a true and accurate record of what transpired.
* It was agreed that future Minutes and any attachments will be posted out as well as emailed. Action: RW
* As requested at the last meeting a list of the EU of GP’s apportionments were issued to the group.
* Concerns regarding the rumoured relocation of Burnley’s fracture clinic to Blackburn were responded to at the recent Critical

Friends Meeting - there was going to be a 3-month then a 12-month trial but no definite plans in place at present.

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| **Chair Report - Russ Mclean** |  |

* Chair Report attached
* Newspaper reviews continue for Radio Lancashire.
* RM gave a 20-min talk to around 120 ladies involved with the Ribble Valley Macmillan Support Group at Mitton Hall. It was surprising to learn that some of the attendees were unaware that ELMS delivers their OOH care.
* Health Signage is expected to be standardised nationally. RM is part of a task and finish signage group at the Trust.
* RM has met with Jo Slater (BWD CCG).
* New hospital food menu’s will be trialled in April and hopefully rolled out fully in June. RM working with ELHT on new menus
* RM was invited to take part as one of the judges at the Trust awards in March. There were 301 applicants which were

short-listed in various categories down to 40 candidates. The actual awards ceremony takes place at The Dunkenhalgh on the 24 April but unfortunately RM will be unable to attend as away on holiday.* In his role as PVG Chair RM has over the past couple of years met and still meets with all Trust Chief Execs & with their permission, interviews and records the meetings. RM has created a new PVG YouTube channel which along with Facebook and Twitter Feeds which will be updated frequently with these recordings which will contain useful information for patients. A sample recording was played of a meeting held with Kevin McGee who is the new ELHT Chief Exec to demonstrate the effectiveness of uploading these to social media sites. Action: RM

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| **Complaints** |  |

* From the 3 complaints chosen at random from the past 2-months via the IG Dept, 1 complaint was upheld and 2 were not.

It was felt that patient expectations are not being met with Receptionists and their lack of information/knowledge playing a part in the dissatisfaction felt by patients. Receptionists should be keeping patients informed with regard to waiting times etc. HP feels that a lot of the time patients are just “nit-picking” at what they feel is a bureaucratic system. For example, Burnley UCC and OOH causes confusion between to the two systems running simultaneously - it’s not unreasonable that patients feel aggrieved enough to ask the Receptionists why they are waiting when they can see other patients called in before them. It was felt that more empathy to patients could be demonstrated. It was asked if ELMS should be making details clearer to patients about which area is the ‘OOH’ - perhaps a white board with the on-duty staff listed? Therefore, this complaint was upheld. RM will raise this issue with the SMT. Action: RM    |
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| **GP Federations / GP Unit (items combined off the Agenda)** |  |

* There is growing concern surrounding the newly formed federation of GP’s in Blackburn with Darwen. It has transpired that it is a for profit organisation and not a social enterprise as originally advertised in the press. At its inception, the PVGs support was sought and given. We were under the impression it was a social enterprise organisation but RM now feels he was misled. He has made his feelings on this matter quite clear. Positive news however is that patients who inappropriately attend A & E will be directed to this new unit. Whilst East Lancs was not successful in their bid for funds available through the Prime Ministers Challenge Fund, the whole of East Lancs patients will benefit from the new GP unit. Approx £3 million has been allocated to build the unit and then running costs would be required. Also, it is unclear as to who would own the building - is it the NHS? Profits would be directed to shareholders and GP’s who offer the service. Who is project managing? There is no start date yet known. RM will try to provide additional information to the next meeting. Action: RM to supply additional information

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| **Out of Hours/CQC** |  |

* BwD Out of Hours was nominated by the CQC as an outstanding organisation which is excellent news for ELMS and the patients who use the service. The report also mentions the PVG who are happy to be associated with ELMS.

 <http://www.cqc.org.uk/sites/default/files/20150327_celebrating_good_care.pdf>Action 1: RM to supply CQC Report to be sent out with these Minutes Action 2: RM to write to ELMS Chief Exec with official congratulations

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| **Patient Surveys / DBS** |

**GF*** New patient surveys have been circulated and staff encouraged to hand them out. They may need revising in the future following a 3-month trial. It was suggested that the surveys could be stamped for traceability purposes - to be looked at and reviewed. It was agreed that the surveys look attractive, easy to follow and a vast improvement on previous questionnaires. Feedback will be provided at future meetings.
* DBS is now transferrable.

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| **Care Data** |

* RM asked BwD Commissioners about patients included in a pathfinder organisation trial for Care Data but not aware they had been. RM spoke with the Commissioners who provided a 16-slide document but failed to provide answers to freedom of information questions. All BwD GP surgeries are currently uploading patient records ready to be rolled out in the next 12-months. How to opt out is not made clear in advertisements at GP surgeries. Action: RM to provide all relevant information for discussion at the next meeting

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| **Any Other Business** |

* Planning for your future care and well-being - Critical Friends involved. Please read the draft and provide feedback at the next meeting - if unable to attend, electronic feedback would be appreciated. Action: Final draft to go out with the Minutes
* HP asked when 111 is to be renewed. NWAS have taken over delivery. FCMS contract is up for renewal next month.

North West CCG’s will come under Blackpool. It is felt that it still doesn’t work as well as it should. An email from NWAS asked if we would be interested in one of their representatives coming in to give a talk and address any issues - will look at this for the August 12th meeting as Brenda Re from the Navigation Hub is attending the June meeting. Action: RM to write to extend an invitation * The group were asked if they are happy with meetings continuing on Wednesday’s or should they be alternated with different days and Saturdays. It was generally agreed that Wednesday’s are fine but the rest of the group who are not present will be emailed for their preferences. Action: RM to email

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| **Information** |  |

The Patient Voice Group also has their own Website and email address. ELMS website can be accessed here: <http://www.elms-nfp.co.uk/>, The Patient Voice Group can be accessed here: <http://www.elpvg.info/> and the Patient Voice Group email address is: Patient@ELPVG.info. Members are reminded that they can submit items for the Agenda up until 1-week before the next meeting date and that they should email these to the above address. Apologies can be given by email to the same address or by phone 24hrs on 01254 752130 or 01254 752110 between 9am-5pm. |
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| **Date / Time / Venue of Next Meeting** |  |
| **Wednesday 10 June 2015 - 19:00 (Complaints Sub-Committee Members to meet at 18:30** **St Ives House Business Centre****Accrington Road****Blackburn****BB1 2EG** |