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| **Minutes of the East Lancashire Patient Voices Group Meeting**  **Wednesday 6 April 2016 - St Ives Business Centre**  **In attendance** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Glenda Feeney (GF)  Mavis Williams (MW)  Harri Pickles (HP)  Pat Pearce (PP)  Chris Nolan (CN) | **ELMS Staff Present**  Ros Wilding - Minute Taker (RW) | |
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| **Welcome** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those in attendance. | | |
| **Apologies Received** | |  |
| Pamela Pickles (PaP)  Shirley Corbally (SC)  Sarfraz Ali (SA)  Yasmin Feroze (YF) | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting held 3 February 2016***   Proposed by RMc and seconded by PaP as a true and accurate record of what had transpired.   * ***Conflict of interests***   Russ McLean (non-executive Director - ELMS board)  Pat Pearce (relative of Dr Paul Fourie - Director ELMS board)  Mavis Williams (member of Blackburn Healthwatch)  Harri Pickles (member of Critical Friends)  Chris Nolan (member of Earby Patients Group)   * ***Matters arising***   There were no matters arising.   |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |      * It has been announced that the Minor Injuries Unit (MIU) at Accrington Victoria Hospital has been temporarily closed today for a week due to staffing shortages. This is extremely worrying and it is the intention of RMc along with the HAC’s PPG chair and Councillor Clare Burgess to write collectively to the Commissioners to express their dismay and concern that this has gone ahead with total disregard for the patients of Hyndburn and further afield. There is also serious concern about the impact this will have on the HAC as well as other services with MW in agreement that it is bound to confuse patients as to where they can go instead. See press release below.   **Action: RMc** to co-ordinate a letter of concern.    RMc recently attended a meeting held by ELCCG to advise of their plans to improve access for  patients. ELMS currently hold the AVHAC contract until October 2016. The CCG have requested an  extension to March 2017 which ELMS agrees to in principle provided there are reassurances  regarding a number of issues including the staff being offered employment within the new planned  services. The PPG intend to write a collective response to the Commissioners to voice their  concerns. **Action:**  **RMc** to co-ordinate a letter of concern.   * It was pointed out that the Accrington Observer had incorrectly headlined that the walk-in centre instead of the MIU was temporarily closed. This has now been corrected. * HP recently attended a CVS meeting and had a conversation with another member, Leonard Green who had recently attended the walk-in centre; Mr Green told HP he was delighted with the service and care he received and had asked all about ELMS. RMc thanked HP for this and said how good it is to receive positive feedback especially in the current NHS climate. * The Lancashire Telegraph contacted RMc today to pass on that NWAS have not met their response targets. * The PVG website is expected to launch within the next couple of days. RMc reported there are currently 500 twitter followers and around 200+ facebook members. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / Dashboard Figures** |  |     *Complaints Sub-Committee reviews*  The 3 x anonymised complaints reviewed by RMc and CN were:-   1. 1136 - not upheld 2. 1138 - upheld but agreed the patient received the correct clinical consultation. 3. 1149 – upheld   *Friends & Family Test Compliments March 2016 - see attachment below:-*    ELMS achieved a recommendation rate of 98% from patients for March 2016. The Compliments  Report reflects a small selection of some of the many positive comments received. RMc asked that  congratulations are put forward to ELMS for continuing to provide wonderful services to the  patients of Pennine Lancashire.  *Dashboard Figures (national quality requirements)*  GF presented a slide of February’s Dashboard figures which reflects the increasing number of patients  accessing ELMS services. The declining number of GP’s willing to cover overnight shifts continues.  GF informed the group that following commissioners instructions there is no longer an ELMS GP in the  Urgent Care Centre at Blackburn and the ELMS GP working at the Burnley UCC has been withdrawn  by commissioners from the end of May. The ELMS appointment-based Out of Hours service at the  Primary Care Centre at Burnley General Hospital will remain in place. CN asked if the UCC GP’s could  be utilised elsewhere within ELMS? GF said this may be a possibility. This Easter has been particularly  busy and has impacted over in to the Federated Practices with patients becoming increasingly  frustrated in their attempts to get same day appointments which is challenging for the call-handlers.    GF informed the group that ELMS has not lost the HAC and associated GP practice contract as it was  always for a fixed term contract. ELMS are committed to seeking assurances that there will be  employment opportunities for staff within the new services and that these on-going services remain  the best for the patients. There are approximately 2700-2800 patients seen at the HAC each month  but when this service is no longer available, it will become very confusing for the patients as they have  become used to relying on the service over the past 7-years.    RMc was invited to attend a meeting held by East Lancs CCG where the planned new Hub services  were discussed. RMc urges all PVG members as a matter of urgency, to read the document below and  provide their written thoughts to him on the plans and he will forward them on to the Commissioners.  Despite the uncertainties surrounding the HAC, the staff and Doctors all work extremely hard for their  patients and it’s a very difficult and unsettling time for all concerned.           |  |  | | --- | --- | | **PLACE Training** |  |   A further training session is to be arranged with ELMS staff following which assessments can then  commence at the Federated Practices. ELHT PLACE assessments have started; RMc was at Clitheroe  Hospital carrying out an assessment earlier today. RMc confirmed that those who have received their  advanced PLACE training with him are deemed as more than adequate to carry out assessments so  please put your names forward to Lisa Grendall at [Lisa.Grendall@elht.nhs.uk](mailto:Lisa.Grendall@elht.nhs.uk) -MW really enjoys carrying  out assessments but doesn’t get many requests for them. Jill Brown has resigned from her post as Chief Executive  of Lancashire Healthwatch. RMc said he is sad to see her go but wishes her well in her new post, believed to be  at a Merseyside CCG and hopes that her successor, Sherilee Turner-Birchall carries on Jill’s mantel.   |  | | --- | | **Any Other Business** |   *PVG Members and Projects*  RMc would like to see another 2 new members joining the group; if any current members know  anyone who would like to join, please ask them to email GF or RW.; younger members would bring a  different dynamic to the group. Blackburn Healthwatch contact colleges to seek new members  especially students on health and social care courses.  RMc would like to see more engagement in PVG activities but doesn’t want members to feel pressured.  Whilst continuing to work tirelessly, he has recently completed 200 food and drink questionnaires with  patients and this information has been submitted towards the new food and drink strategy.  **Action:** **RMc** to check if this work can be shared with members and **GF** will look in to whether there is  anything in terms of OOH presence that members can help with.  MW suggested that as services close down, new signposting should be put in place to ensure that  patients are informed and re-directed to alternative services. Lack of communication leads to  confusion for patients and adds pressure on other services. CN suggested that signposting could be  put on the PVG website; GF suggested a simple flowchart. MW said that’s okay for the patients who  have internet access; Blackburn Healthwatch go out in to the community with information leaflets to  pubs and clubs etc to spread the word.  RMc said that ELMS doesn’t have a patient charter in place; we should have projects to develop and  move forward. For example, around 2-years ago, discussions took place about hosting stands in  supermarkets but nothing ever came of it. We need to become proactive; please can everyone have a  think and forward any ideas and suggestions to RMc.     |  |  | | --- | --- | | **General Information** |  |   **All information and documents discussed and issued both electronically and on paper remains highly confidential and is not to be shared outside of this forum.**  The ELMS website can be accessed at <http://www.elms-nfp.co.uk/>  The Patient Voices Group also have their own website and email addresses:  The Patient Voices Group can be accessed at <http://www.elpvg.info/>  The Patient Voices Group email address is [Patient@ELPVG.info](mailto:Patient@ELPVG.info) | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 8 June 2016**  **Complaints Sub-Committee Members to meet at 18:00 with the main meeting starting at 19:00**  **East Lancashire Medical Services**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG**  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 by leaving a message 24-hrs on 01254 752130;  by telephoning Ros Wilding on 01254 752100 between 8-4pm or via email to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net) | | |