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| **Minutes of the East Lancashire Patients Voice Group Meeting****Wednesday 10 June 2015 - St Ives Business Centre****In attendance:-** |
|  **Patient Voice Group Attendees** Russ McLean - PVG Chair (RM) Pamela Pickles (PP) Sarfraz Ali (SF) Chris Nolan Mavis Williams (MW) Shirley Corbally (SC) Yasmin Feroze (YF)  |  **ELMS Staff Present** Ros Wilding (RW) - Minute Taker |
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| **Welcome** |  |
| Complaints Sub-Committee held their meeting from 18:30-19:10 - RM opened the main meeting at 19:10 extending a warm welcome.  |
| **Apologies** |  |
| Glenda FeeneyHarri PicklesJanet Harbord |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** |  |
| * The Minutes of the last meeting held on the 1st April 2015 were proposed by RM and seconded by PP as a true and accurate record of what had transpired.
* Conflict of Interests: none declared.

 * Matters Arising:-
* GP Concerns - RM still waiting for the Federation to respond back to him.
* CQC Report - to be printed off for Mavis Williams who is unable to print anything at present. Action: RW
* Care.Data to be discussed later in this meeting.
* 111 - on-going. NWAS putting in for the tender.
* PVG has internet presence on the ELMS website - PVG Minutes are loaded up by RM for anyone to view.

Short bibliographies are required from Chris, Yasmin and Sarfraz which will then be uploaded. Action: CN / YF/ SA * RM discussed with the group that whilst it’s important for the PVG to continue as a critical friend to ELMS, the group needs

to remain unbiased. With that in mind, IT are creating a new specific website which is hoped to be ready soon. CN wonders if PVG should be a completely different forum to remain independent - possibly a PAG (Patient Advisory Group) but these are set up by the CCG’s or with other patients and groups. RM cannot be seen to be endorsing ELMS - the new website will allow patients to leave comments which they are unable to do on the ELMS site and would also allow PVG to advertise what the group is about and what it is currently interested in such as Care Data, A & E, ELMS/OOH - providing nuggets of information to engage people. SC asked who will monitor the website - RM.

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| **Chair Report - Russ McLean** |  |

* Chair Report: attached.
* Care.Data Guide for GP Practices and “Opt Out” forms handed out. RM is gravely concerned as to how the data will be used as GP’s already receive extra funding for patients with certain conditions such as diabetes, dementia and alcohol related conditions. Data has been passed on to insurance companies in the past and there is also evidence via the monthly register produced by NHS England that data has been and continues to be given out and shared with universities.

It was agreed unanimously by the group that an extra-ordinary PVG meeting needs to be arranged for as soon as possible to address this topic further. Action: RM* ELMS have been tasked by ELHT with offering over 75’s care which is now up and running. There are approximately 1200 patients over 75 registered with ELMS federated practices that will be visited and comprehensively checked over.
* RM was asked to write a letter of support to the CCG for Slaidburn Country Practice and is also is also arranging a meeting shortly with Nigel Evans MP.
* P.L.A.C.E - RM asked for volunteers to undergo assessor training which he can now deliver in-house via a 2-hour slideshow produced by the Dept of Health. On completion of the training, PVG assessors would work in conjunction with ELMS Clinical Governance/Infection Control team to carry out un-announced visits. Action: RM to write out with details of what it entails.

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| **Complaints** |  |

* Complaint No. 333 - the complaint was based around feeling rushed and hurried by the Doctor who appeared disinterested and was described as rude. Pt’s Mum felt isolated when the Doctor turned away from her and spoke with the Grandma instead of her. There have been no previous complaints with this Doctor but it is felt by by the Committee that he should be checked for any on-going problems to eliminate similar complaints in the future.
* Complaint No. 362 - this was a written complaint based around Grandma who took her grandchild to one of the federated practices but was unhappy with the reception staff as she felt there was a delay in getting correct treatment for grandchild.

A consent form which was sent to the family was not returned back to the practice. It was agreed by the Committee that correct procedures surrounding consent had been followed.* The 3rd complaint was not logged so is un-numbered. The complaint is dis-jointed as the patient digresses and implies that the Doctor appears to be under the influence of something and the patient stated they thought the Doctor was on drugs.

An ambulance was called but it is not known what the outcome was. It was agreed that other patients in the waiting area had made negative comments that may have clouded the patient’s opinion prior to going in to see the Doctor. The outcome was that there should be further investigation regarding this Doctor due to comments made by paramedics and patients.   |
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| **ELMS Performance** |  |

* RM has not received the data information from IT Dept yet but it is apparent that the service, month on month is experiencing increasing high levels of patient contact and re-contact - data to be chased up and forwarded on. Action: RW
* East Lancs CCG is also looking at AVS for East Lancs patients.

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| **Future of the PVG** |  |

* For any patient group to be effective there needs to be more involvement other than meetings. RM asked the members what they would like to do to ensure the effectiveness of the PVG for ELMS with the following responses received:-

SC would like to take on specific projects such as Care.Data as she feels there is so much going on currently. PP asked what do ELMS want to see done. More patient engagement - ask patients if they are happy with the services provided - if not, why not?SA asked if the Care.Data information could be posted on social networks and the website - it could but ELMS cannot endorse it. MW would like to meet every 6-weeks as she feels the meetings are held too far apart and that there is a lot to take in. CN would like to look at whether or not the Complaints Sub-Committee should be disbanded with all of the members looking at complaints and solutions together. The PVG needs to be proactive in visiting the sites and interacting with patients. RM would be happy to deliver mock role play for patient engagement again (similar training took place last year).RM asked that each member brings an idea or suggestion to the next meeting as to how they see the future of the PVG. Action: All PVG members

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| **Any Other Business** |

* A date to be arranged to discuss Care.Data.
* CN has extended his apologies for the August meeting as he will be away on holiday.

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| **General 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 9-5pm. |
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| **Date / Time / Venue of Next Meeting** |  |
| **Wednesday 12 August 2015 - 19:00 (Complaints Sub-Committee Members to meet at 18:30** **St Ives House Business Centre****Accrington Road****Blackburn****BB1 2EG** |