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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 1 February 2017 - St Ives Business Centre**  **In attendance:** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Mavis Williams (MW)  Pat Pearce (PP)  Pamela Pickles (PaP)  Yasmin Feroze (YF)  Shirley Corbally (SC)  Sarfraz Ali (SA)  Harri Pickles (HP)  Chris Nolan (CN) | **ELMS Staff**  Glenda Feeney - Corporate Services Director (GF)  Ros Wilding - Minute Taker (RW)    **Guest Speaker**  Janet Mitchell - ELMS Human Resources & Training  Officer (JM) | |
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| **Apologies** | |  |
| N/A - full attendance | | |
| **Welcome & Guest Speaker** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those present and introduced Janet Mitchell  who, as well as her full-time day role in HR, JM also works in Out of Hours.    Following a presentation by JM of how the out of hours service works, a Q & A session was opened:-   1. CN asked if OOH take calls during the day?   JM replied that calls are only taken when GP surgeries are closed ie between 18:30-08:00 weekdays and 24-hours at weekends and bank holidays.   1. MW asked what do patients do if they can’t get through to their GP’s?   JM replied that patients should keep trying until they get through; appointments aren’t always available but most surgeries offer triage calls and that there is always 111 available 24/7/365.   1. HP said he would like to thank ELMS for all they do and the wonderful service they provide as he and his late wife Barbara have personal experience of the out of hours service. 2. GF asked if the majority of calls come through as routine (6-hour response).   JM replied that during the week, most calls do come through as routine but there are more urgent and emergency status calls at weekends and bank holidays.    RMc thanked JM for an excellent overview of the out of hours service and, with the news that she is  sadly leaving ELMS after 9-years in mid-February, wished her well in her new career; however, JM is  going to continue working in the out of hours service. | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting held 12 October 2016 (Decembers meeting was cancelled)***   Proposed by RMc and seconded by PaP.   * ***Conflict of interests***   Russ McLean; Pat Pearce; Mavis Williams; Harri Pickles; Chris Nolan   * ***Matters arising***   There were no matters arising from the last meeting.   |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |   See Jan 2017 Chair Report below    RMc read through the report; MW and PP voiced they are in total agreement with its content. RMc said  that ELHT’s Kevin McGee has proffered his thanks to the PVG and their continued “chats”. | | |
| |  |  | | --- | --- | | **ELMS Service Report - Glenda Feeney** |  |     *ELMS out of hours patient contacts report*:-  GF reported that patient contact with out of hours rose dramatically to more than 9000 in December  2016; staff worked well over capacity which is becoming increasingly difficult whilst trying to work within  budget. January 2017 figures are expected to be high and, as CN pointed out, we haven’t had a  particularly harsh winter so far. Commissioners continue to look for more services to be provided with  less funding allocated. CN commented that out of hours appears to bear the brunt of funding  constraints due to being contract based; additionally, this hasn’t been a particularly harsh winter so far  either.   |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     **C*omplaints Sub-Committee reviews***  The 3 x anonymised complaints reviewed by RMc, SC, PaP and CN were:-   1. 1219 - reviewed by CN: upheld but disappointed at the locum GP’s response. This particular locum GP no longer works within ELMS. 2. 1220 - reviewed by SC: partially upheld; it’s noted that this wasn’t a clinical complaint but more of a cultural nature. 3. 1225 - reviewed by PaP; not upheld as it was agreed that the accusations made again the HCA weren’t voiced at the time and the patient continued to book appointments with this particular HCA.   RMc asked for his thanks to be noted to the complaints sub-committee as they review the complaints  with common-sense and level headedness.    ***Friends & Family Test Compliments (Oct-Dec 2016 & Jan 2017)***      ***BwD Self-Care Consultation***    BwD CCG emailed RMc a copy of their Self-Care Consultation questionnaire. The CCG being short of funds are trying to “claw” money back where they can and this is one of the ways they envisage savings. Previously prescribed items will have to be bought direct by the patient; gluten-free prescriptions for coeliacs have already been cut; Social security supplementary payments to coeliacs have also recently been cut. RMc is still awaiting feedback from the Diabetic Team on how much additional foot care problems have cost and for what medical conditions.  Action point: BwD PVG members (MW; SA; SC & RMc) - please complete the above questionnaire and bring it to the next meeting for review.    ***DisabledGo***  PP read out the notes she took when she attended DisabledGo (see *disabledgo.com*) at ELHT. The  PVG has been asked to contribute to a large piece of work which was discussed involving all 5 hospital  sites. Funding’s in place and members can go out to site with the surveyors. RMc reported that the  signage group he’s been involved with has amalgamated in with DisabledGo. On-going project for  approx 3 more years.  ***AVHAC***  ELMS were notified that the walk-in centre at Accrington Victoria’s Health Access Centre will close  31 March 2017. RMc reported that problems have arisen with the replacement hubs but the plans have  not come to fruition as yet; there are no premises or clinicians in place. RMc is positive that the service  will be extended. On-going.    ***Disabled Parking***  A number of patients have contacted RMc to express their dismay at the forthcoming implementation of  disabled car parking charges at ELHT hospital sites. RMc has had an email from a cancer patient who  is seeking an assurance that it won’t affect him - RMc informed him that it would be discussed at  this meeting and to-date, the PVG hasn’t endorsed the charges; RMc first became aware of these  charges in September of last year and that his own feelings are that whilst as a disabled car-user  himself, he doesn’t expect free parking but does expect convenient and accessible parking spaces to  be available near entrances. The group agrees that disabled parking should continue to be made  available but that free parking should be available to *anyone* who cannot afford to pay. ELHT operates  a scheme where concessions can be applied for in certain circumstances. It should be noted that  ELHT’s is one of the lowest charges at £1.90. CN commented that unfortunately it’s now seen as a  ‘right’ by some people. HP asked if monies generated from car-parking are fed in to frontline patient  services. RMc confirmed that he will seek clarity from the Director of Estates and Facilities Mr JM. RMc  said that he had been made aware that the car parking is run by a French company. HP said that there  are free shuttle buses available should people require transport to and  from hospital locations. **Action point: RMc to write on behalf of the group to express**  **disappointment in the forthcoming charges.**  ***PLACE 2017***  Annual assessments have come through early for 2017; MW wants training with PP and PAP to have  refreshers.     |  |  | | --- | --- | | **Any Other Business** |  |     HP informed the group that he is attending a health meeting in Blackburn Cathedral next Thursday  (9 Feb) with RMc confirming that there are a number of meetings planned for patients to review and  provide their opinions.  No further items submitted for discussion. Meeting closed at 20:40 with thanks from RMc for  everyone’s continued support.     |  |  | | --- | --- | | **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 Patient Voice Group also has their own website and email address:-  Patient Voice Group website can be accessed at: <http://www.elpvg.info/>  Patient Voice Group email address is: [Patient@ELPVG.info](mailto:Patient@ELPVG.info)  ELMS website can be accessed at: <http://www.elms-nfp.co.uk/> | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 5 April 2017**  **Complaints Sub-Committee Members to meet at 18:30**  **Meeting to start at 19:00**  **East Lancashire Medical Services**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG**  Members are reminded that items for the Agenda can be submitted up until the last Monday  before the next meeting date and should email these to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net)  Apologies can be given by email to the same address or by leaving a message 24hrs on 01254 752130  or by telephoning Ros Wilding on 01254 752100 between 8-4pm or by email to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net) | | |