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| **Minutes of the Patient Group Meeting****1900hrs 02nd October 2013****St Ives Business Centre****Attendees:** |
| **Patient Members**Chair: Russ McLean (RM)Ashraf Karbhari (AK)Sarfraz Ali (SA)Yasmin Feroze (YF)Pamela Pickles (PP)Dee Morley (DM)Shirley Corbally (SC)Anne Ray (AR)Chris Nolan (CN)Harri Pickles (HP) | **ELMS Management**Glenda Feeney (GF) – Corporate Services Director (GF)Alison Pettinger (AP) – Corporate Services Supervisor |
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| **WELCOME** |  |
| Russ opened the meeting at 1900hrs and asked the group to extend a warm welcome to new member Mr Sarfraz Ali. |
| **APOLOGIES** |  |
| Apologies were received from Mr Norman McColl & Mrs Mavis Williams |
| **MINUTES OF LAST MEETING** |  |
| The minutes of the last meeting, held in June 2013 were proposed by Mrs Ann Ray as a true and accurate record of what transpired at that meeting.

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| **MATTERS ARISING** |  |

Mr McLean had provided DM with some PVG application forms as it was her intention to leaflet-drop her locality. RM went on to tell the Group that ELMS have now developed an “APP” which is available on the Apple and Android platforms. The APP is full of useful information about where to seek medical assistance and contained the contact details of all GPs in East Lancashire and Blackburn with Darwen. Mr McLean said that he would write to ELMS CEO Mrs Diane Ridgway to thank her for her forward thinking and to ask her if she would pass on the PVG thanks to the developer for this innovative way for patients to access information about ELMS. AR passed her thanks onto the Chair for changes to the font of the minutes, which, she said, allowed for easier reading. Mr McLean told the group that other “matters arising” would be covered by the agenda.

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| **CHAIR REPORT** |  |

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| Mr McLean reported that he had continued to represent Patients and the board, by attending meetings and having regular contact with the Chairs of the Clinical Commissioning Groups (CCGs) ELMS Council and Critical Friends of NHS East Lancashire. He will meet the Chairs of East Lancs CCG and Blackburn with Darwen CCG bi monthly, to discuss health related issues and is awaiting dates for those meetings from Mrs Van Ruitenbeek and Mr Slater. Mr McLean had attended a last meeting with Operations Manager Jill Nye who has now left the company. Mr McLean has been instrumental in setting up a Patient Group at the Federated practices and the next meeting of this group will be on Wednesday 30th October 2013 at the Brierfield Health Centre. Mr McLean said that he and Mrs Feeney would be attending the next meeting of Healthwatch Blackburn with Darwen, to be held on Wednesday 9th October. Since the last meeting of the PVG, Mr McLean had met with Karen Derbyshire from Parkwood Healthcare – the host agency for Healthwatch Lancashire and with Sir Bill Taylor, Chair of Healthwatch BwD. During these discussions Mr McLean gave assurances that the PVG hoped to fully support both Healthwatch groups. Mr McLean had given Karen Derbyshire a list of names and addresses of the Pateint Voice Group and a list of names and addresses for the Critical Friends NHS East Lancashire. Mrs Derbyshire had indicated that she would send out an application pack to these individuals. This had only been done in a small number of cases.Mr McLean shared with the group – a statement which he had read out to the BwD CCG board in a Public meeting, sent to the East Lancs CCG board and shared with Sir Bill Taylor (Chair, Healthwatch BwD)Dear Chairs of the CCGsWe have received mounting “soft intelligence” about practices at Beardwood Hospital – which have included Patients who have undergone invasive procedures being seated in communal areas following their surgery – patients who are discharged without any or appropriate dressings following surgery (in one case a gentleman who, but for the intervention of his wife, was almost discharged whilst still bleeding profusely following surgery) and patients who are alleging that they receive second class treatment when it is discovered by staff that these patients are funded by the NHS. Staff have approached me and told me that there are capacity issues at this hospital.Given that the Keogh Review and subsequently the Francis Report, identified that it is quite possible that had patients been listened too and their concerns acted upon much earlier, we would not have one of our other local hospital Trusts in special measures.This situation is unacceptable on a number of levels and we would respectfully request that the CCGs as Commissioners of these services, investigate our concerns.Mr McLean told members that as LEAD commissioners, East Lancashire had written to BMI Healthcare (Beardwood) and once they had received a response, presumably the response would be made public.Mr McLean asked members to continue to gather soft intelligence and urged members to share all experiences. He told those present that the Group should work with HealthCare agencies to try to restore Public confidence – particularly in the East Lancashire Hospital Trust, where there are many dedicated staff delivering innovative services.Mr McLean had a final meeting with Commissioner Yvonne Nugent – who had worked with the PVG on Pain Services, on the Enhanced community services pilot – and the Urgent Care Streaming pilot. Yvonne has left for pastures new and is now working as an investigator in Liverpool. We wish her well for the future.Mr McLean continues to have monthly meetings with Clinical Governance Manager Sandra Waddingham to discuss ELMS complaints and is also working with Sandra on a new Complaints leaflet. The first Complaints subcommittee meeting took place on Monday 30th September and was attended by DM AK PP & RAM. Mr McLean shared with the group a letter from Chief Coroner which pertained to the proposal to transfer mortuary services from Burnley to Blackburn. Mr McLean has written to the Coroner and asked for a meeting.

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| **ACCRINGTON VICTORIA HEALTH ACCESS CENTRE** |  |

Mr McLean told those present that there was currently underway, An engagement, by the East Lancashire CCG – entitled “ Getting an appointment with a doctor – Your views on GP services in the Hyndburn area” Mr McLean told PVG members that the engagement was due to run until the end of October. Despite assurances by the East Lancs CCG – The PVG had not been informed or involved with the engagement process. Mr McLean reminded the group that this had also happened recently with the engagement on the Rossendale MIU. He went on to tell members that the engagement period again was very tight and that it had come about as a result of the reports that the East Lancs CCG had over-spent by £1 million. There followed a discussion about the HAC and Mr McLean explained that ELMS had been awarded a five year contract by the former Primary Care Trust and that the contract was due to end in October 2014. Mr McLean told members that they should not focus on ELMS involvement or delivery of the service – but that the Groups main concern should always be the Patients who use the service. Where would all these patients go? The reason the HAC opened was to ease capacity problems in Hyndburn – it was deemed to be an “under-doctored” area. This situation has not improved. Mr McLean then went on to question how the questionnaire will be distributed and publicised. He said it was misleading – on many levels and said that he would write to Commissioners to express the groups concern and dismay. The letter should include the following observations:* Where will the Patients go if and when you close the service?
* Do the CCG expect to re-commission MIU to see illness and pay via ELHT tariffs?  The HAC was initially created as MIU were seeing more illness than injury and would only see injuries when the HAC opened.  Also they are now staffed under a different skill set and may struggle to see illness.
* Has the block contract been reviewed for MIU since it was decommissioned to see illness as a way of saving money?  Or is it just the Walk in Centre that's under financial scrutiny?
* If the money that is saved from the Walk in Centre is being taken and re-invested into GP practices – isn’t this a conflict of interest?
* In the work that has gone on in determining the demand of the service and what is needed; have the HAC staff been consulted to provide their experiences as they have worked there for 4 years?
* How does closing the Walk in Centre fit in with Health Secretary Jeremy Hunts recent plan to have access to GP services 7 days per week 0800-2030.

Mr McLean reminded the group of the cost of the recent structural alterations and said that the staff had been geared up to move into their new accommodations, which would have been a great boost for patients. The Group discussed the consultation document – which they all agreed was quite skewed. Mr McLean said that he had designed a questionnaire which would be given to all attendees to the HAC. Mr McLean would be meeting with Amanda Trayford Practice Manager on the 3rd October 2013.All members agreed that the engagement was contrary to Government policy and DM suggested sending the engagement to the Health Secretary. DM went on to point out that the infrastructure to support patients to get access to a GP was not in place – should the HAC close.Mr McLean voiced concerns about where the engagement document was being placed.AR asked if there were suggestions to put an alternative service in place. Mr McLean reminded everyone that the service contract would end in October 2014 and that he was not aware of any alternative service.CN asked if Mr McLean knew what the Health Budget was for East Lancashire and Mr McLean said he would provide that information at the next meeting.HP asked if figures were available to show where the Patients who attended the HAC, resided. Mr McLean told him that ELMS would have that information and that he would see if he could obtain it for the next meeting. Mr McLean told members that the Consultation would end on the 30th October 2013.**RESOLVED RM to write to ELCCG and express concerns at the consultation document and ask them to provide figures for the Health Budget. RM to ask ELMS for figures relating to the HAC.**

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| **AVS** |  |

Mr McLean told members that he had attended the BwD CCG (Clinical Commissioning Group) meeting earlier in the day. The Acute Visiting Service (AVS) was on their Agenda. Mr McLean explained that the service was a pilot operating until March 2013 and shared with members’ figures for the last few months. The AVS provides rapid acute assessment and visit for patients at risk of non-elective admission. The Service enables practices to prioritise patients requiring a home visit within 4 hours of contacting the GP practice and who are at risk of unplanned admissions. To be rapidly assessed and visited by an AVS GP. The service will probably be extended next year and re-launching the service in January 2014 – encouraging local GPs and NWAS to use the service more. There would be a revised memorandum of understanding between NWAS and ELMS.Mr McLean reported monthly AVS service figures to the Group.Members agreed it was a good scheme and thought it should be rolled out across East Lancashire.

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Mr McLean said that this was another item on the Agenda of the BwD CCG. Mr McLean shared papers from the CCG, with the Group. Local Clinicians from across Pennine Lancashire have been working up a bespoke model for the delivery of NHS 111 on a local footprint with a focus on moving clinical decision making nearer to the patient to enable patient flows to be managed at the point of access and manage patients across local services, therefore managing demand locally. This work was fed into the North West Clinical Group and further discussions have been held both regionally and locally.  North West Model DevelopmentThe North West Clinical Group has had a series of meetings with respect to the precise handling of calls, both clinical and non-clinical components, and also the  most "efficient" footprint for services/contracts. The final recommended model is similar to that previously identified as the Department of Health Model 1 (Appendix 1) - this means that calls with a disposition for Out of Hours General Practice may receive a Definitive Clinical Assessment within the Out of Hours Service rather than from the NHS 111 provider.  The precise operation of this can be varied at a local level to allow for any required flexibility. For all in hour’s dispositions, the Definitive Clinical Assessment will be undertaken by the NHS 111 provider. In addition, the Clinical Group suggested that the member of staff providing the clinical support to call handlers should be of defined seniority and experience.

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| **HEALTHWATCH** |  |

Mr McLean reported to the group that despite meeting with Karen Derbyshire (Parkwood Healthcare – the Host for Healthwatch Lancashire) and providing her with detailed lists of members of the PVG and the Critical Friends Group, The majority of members had not received application packs for Healthwatch Lancashire. The few that did had been sent a letter to say that they had not been successful in their application and that they may wish to volunteer for Age UK or other agencies. HP asked if there was a HEALTHWATCH code of conduct on the recruitment of Volunteers. Mr McLean said he had grave concerns for the way Healthwatch Lancashire was recruiting Volunteers and intended to raise this as a concern with the Chair of Healthwatch Lancashire Gail Stanley and also the Chair of Healthwatch England Anna Bradley.AK gave the members an update on Healthwatch Blackburn. He said there were 6 members of the board and that applications were still open. RM thanked AK for his insight.

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| **URGENT CARE** |  |

Mr McLean told those present that he had received intelligence which suggested that Patients were unhappy at the Urgent Care Centre in Blackburn. Although ELMS do not run the Urgent Care Centres – they do supply staff in the evenings and at weekend. Comments had been received that the Urgent Care Centre did not have enough seats – information can be clearly overheard by other Patients – it’s too hot. RM suggested a mystery shopping exercise and asked the group to do unannounced visits to see if the information is correct. If that is the case Mr McLean would write to the CEO of ELHT Mark Brearley and our Clinical Services Director, to express the concerns of Patients. RM reminded the group that we represented the patients of East Lancashire and that we had a duty to investigate.

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| **OUT OF HOURS** |  |

Mr McLean told members that he was concerned that Out of Hours Services in East Lancashire would be undergoing a radical change in the near future. OOHs is as busy as it ever was and there is talk again that it may just be administered from just two sites – which would be Burnley and Blackburn. Mr McLean said that he had concerns for those patients who lived outside of Burney and Blackburn who would have to find transport to these centres. Mr McLean has previously spoken to local MPs about the issue and said that the group should monitor the situation very closely.The decisions about OOHs would be taken by CCGs.

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| **COMPLAINTS** |  |

Mr McLean told members that the first sub group meeting which looked at complaints had taken place. AK DM PP and RM attended. The group had looked at complaints and had decided that further information would have to be provided by Sandra Waddingham in order for them to come to a conclusion. The group would like to know more about ELMS complaints procedures and it was suggested that Sandra Waddingham could attend the next meeting.**RESOLVED RM to meet with Sandra Waddingham to discuss.**

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| **PATIENT ENGAGEMENT & MYSTERY SHOPPING** |  |

Mr McLean expressed thanks to those members who had recently taken part in a mystery shopping exercise. This exercise was going to continue at ELMS sites. Mr McLean told members that following a discussion with CEO Mrs Ridgway – he would like to ask members for their support to carry out Patient Engagement at Rossendale Minor Injuries Unit and to repeat the patient engagement at the Out of Hours sites, which was originally commissioned in 2011. Mr McLean said that valuable insight had been gained by the company and it was hoped that by repeating the engagement, we could gather additional intelligence. OOHs patient engagement to commence December 2013.Mr McLean said he would obtain opening times for those places where the Mystery shopping would take place.

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| **AOB** |  |

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| Mr McLean reminded the PVG board that his tenure as Chair of the PVG would expire in January 2014. He told those present that it was his intention to stand again. He reminded members that should there be another member of the board who was interested in becoming Chair, that they should express an interest to Glenda Feeney by the date of the next meeting which was December 4th 2013. If there was more than one expression of interest, there would be a secret ballot – where members of the board could Vote. East Lancashire Medical Services would facilitate the ballot.There followed a discussion about a Vice Chair of the Group and Mr McLean said that this needed more discussion and that a Vice Chair would have to be prepared to take on some of the responsibility and not just the name. It was agreed to discuss this further.HP told members that Colne Health Centre was coming along and that it would be opened on schedule. ELMS Horsfield Practice would be sited within the new Health Centre and Mr McLean expressed an interest to go along to the opening.The meeting closed at 20:50 with Mr McLean again thanking everyone for their attendance and continued support. |
| **Date/Time/Venue for Next Meeting** |  |
| **Future 2013 PVG Meeting Dates**Wednesday 4th Dec – 12.00hrs (Christmas Lunch please confirm attendance)Complaints Subcommittee members Only25th November 2013 19:00hrs27th January 2014 19:00hrs |