|  |  |  |
| --- | --- | --- |
| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 1 November 2017 - St Ives Business Centre**    **In attendance:** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Mavis Williams (MW)  Pamela Pickles (PaP)  Patricia Pearce (PP)  Sarfraz Ali (SA) | **ELMS Staff**  Ros Wilding - Minute Taker (RW) | |
|  |  | |
| **Welcome & Apologies** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those present and passed on apologies  From Glenda Feeney, Chris Nolan, Shirley Corbally, Yasmin Feroze. Harri Pickles is unfortunately still in  Airedale Hospital. | | |
| **Minutes of Last Meeting / Matters Arising / Conflicts of Interest** | |  |
| * ***Minutes of Last meeting***   The Minutes from the last two meetings held on 7 June and 20 September were accepted as a true and accurate record of what had transpired.   * ***Matters Arising***   20 September meeting:-  **Chair Report Pathology Lab Closures:** RMc still needs to obtain the number of blood samples the Royal Blackburn Hospital processes in an average week. **Awaiting update from RMC**  **ELMS Service Report:** July’s GP Advice Calls corrected from 133 to 2383. NFA   * ***Conflict of Interests***   RMc (ELMS Board member) MW (BwD Healthwatch Member) PP (related to Dr P Fourie - ELMS Board director) | | |
| **Chair Report - Russ Mclean** | |  |
| See attachment below for November 2017 Chair Report     * Kevin McGee is keen for RMc to become more involved in hospital patient engagement in the future. * Cardiology - RMc raised the worrying delays in cardiac test results being fed back; local press tackled ELHT about the delays, which resulted in the hospital issuing a public apology for the delays. The knock-on effect causes delays in the commencement of GP treatment and hospital theatre procedures. RMc has been told the waiting times have now come down and will ask for evidence. **Action: RMc to request evidence for reduction in cardiac test wait times**  |  |  | | --- | --- | | **ELMS Service Report - Glenda Feeney** |  |   ***ELMS Out of Hours patient contacts report April - Sept 2017***  It was noted that September showed a slight fall in contacts with ELMS services. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     **C*omplaints Sub-Committee reviews* -** deferred until next meeting as only one Complaints  Sub-Committee member present tonight.    ***Number of Complaints Year-to-date***  42 complaints received between 01.04.17 - 01.11.17  ***Compliments Report (September 2017)***    ***Patient Surveys*** (**October 2017)**      RMc asked for volunteers to attend sites, especially Burnley. PP said she would attend Clitheroe and  will liaise with RMc to meet her there for her first session. PaP asked what we do with the results; RMc  said that the CQC wanted site-specific data which will be submitted to the CQC and DoH. It is noted  that the OOH Commissioners remain happy with the Friends & Family Test questionnaires that are  currently on hold whilst we run this exercise. RMc said he would like the report to include the results  from Q21 (If this service was not available, where would you have gone?  **Actions: PP and RMc to arrange to meet at Clitheroe OOH & RW to request AC to include Q21 on**  **future questionnaire results**     |  |  | | --- | --- | | **Judging of ELMS Photo Competition** |  |     RMc presented the 57 photographic entries for the group to shortlist down to 12 and then select an  overall winner. The results are as follows:-  **9, 19, 20, 21, 24, 29, 38, 39, 40, 41, 42, 51**  **The winner of the competition for best photograph was agreed as No. 38 (the Viaduct)**  GF is to arrange for the photographs to be captured in calendars for 2018 which will be sold for charity.   |  |  | | --- | --- | | **Any Other Business** |  |      * PP said she has recently become aware that national signage for hospitals, medical care etc is quite poor; this item will be deferred to the next meeting when CN hopefully will attend and might be able to comment on why it’s so poor and what is being done to improve it. RMc added that he has been involved in this subject for the past 3-years and national signage is supposed to be standardised. Unfortunately, ELHT has stalled in this area as the monies have been spent on direct patient services instead which everyone agreed, is more important. **Action: item to be added to the next Agenda** * The next meeting is scheduled for Wednesday 13 December and will include a light Christmas buffet so RW will ask for confirmed attendances nearer the time for catering purposes.  |  |  | | --- | --- | | **General Information** |  |   **All information and documents discussed and issued both electronically and on paper remains highly confidential and are 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/> | | |
|  | | |
| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 13 December 2017**  **Complaints Sub-Committee Members Only to meet at 18:30**  **Main Meeting to start at 19:00**  **Light Christmas buffet will be served**  **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 24-hrs on 01254 752130  or by telephoning Ros Wilding on 01254 752110 between 8-4pm or by email to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net) | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |
|  | | |