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| **Minutes of the Patient Group Meeting**  **Thursday 13th December 2012**  **St Ives Business Centre**  **Attendees:** | | |
| **Patient Members**  Russ McLean  Harri Pickles  Norman McColl  Ashraf Karbhari  Pamela Pickles  Chris Nolan  Mavis Williams  Dee Morley | **Guest.**  Anne Wagner – Director of Strategy & Business Development, Airedale NHS Trust  **ELMS Management**  Diane Ridgway – ELMS Chief Executive Officer  Glenda Feeney – Corporate Services Director  Morag White – Clinical Services Director  Andrew Clarke – Health & Safety Manager  Levis Springer – HR Manager  Sharon Shaw – Nurse Practitioner | |
|  | **Staff Members**  Alison Pettinger | |
| **Apologies/ Minutes & Matters arising** | |  |
| Apologies: Shirley Corbally, Ashraf Karbhari, Tricia Taylor, Norman McColl | | |
| **Welcome** | |  |
| Russ opened the meeting at 1245 and extended a very warm welcome to the attending PVG Members, ELMS Management and introduced guest Ann Wagner, Director of Strategy and Business Development at Airedale NHS Foundation Trust.  Ann Wagner had been invited to attend the meeting to talk about the innovative advances in Telemedicine. Mrs Wagner gave a comprehensive and informative presentation to those assembled on the advantages of using Telemedicine and the care that was currently being provided to Patients, in their own homes.  Her presentation suggested that there needs to be savings in the NHS by 2015, totalling £50 billion. The use of Telemedicine had already shown effective cost savings where the system was in operation.  Following the presentation Mrs Wagner answered questions from the Group. Without exception – PVG members found the presentation exciting and thought that the model should be rolled out Nationwide.  PVG Chair, Russ McLean, again thanked Ann Wagner for her time and attending the meeting and for her presentation.  Members of the ELMS management team left the meeting. | | |
| **Minutes of last Meeting/Matters arising/Chair Report/111/MIU/**  **Complaints/** | |  |
| The minutes of the last meeting, held in October 2012 were proposed by Mr Pickles as a true and accurate record of what transpired at that meeting.  Russ McLean told the group about a letter of resignation he had received from Tricia Taylor. The letter cited work and family commitments as the reasons for prompting her resignation – which he had reluctantly accepted. The Patient Voice Group would like to express our sincere thanks to Tricia, for her unwavering support and commitment to the PVG and the patients of East Lancashire. Russ went on to inform the group that he had written to Tricia – to thank her for her hard work.  **Matters Arising**  The PVG meeting in October was attended by Karen Oddie from NHS East Lancs – who spoke to the PVG about the proposed changes to Pain Services in East Lancashire. Following this meeting the Chair wrote to Karen and expressed a wish that the PVG be kept informed of changes to the service. These changes are still at consultation stage and will not be made public until signed off by the shadow CCGs. Following a question and answer session with Karen – Russ had received written responses to members questions, which Karen could not answer during the meeting. Russ shared these with the members.  **Chair Report** | | |
| Russ continues to attend Critical Friends NHS East Lancs meetings at Walshaw House once a month. Once a month he meets with Clinical Services Director Morag White to discuss any complaints which have been received by ELMS. The complaints have personal details removed and are then brought to PVG meetings to be discussed.  Russ explained that he no longer attended meetings with the Communications and Engagement Teams, due to concerns he had regarding the proposals for Self and Urgent Care. He has written to Commissioners to explain his concerns. In October Russ had attended a Diversity event and on the 5th November he had meetings with Jillian Wilde, John Rotherham and Chris Endersby – where he raised concerns about the Pathways used by 111 – following a written complaint he had received from a Patient. Discussions also took place regarding 111 and a “MASS CALL EVENT” which had taken place to test the effectiveness of mobile telephones into the service.  Russ met with CCG Chair Designate BwD Joe Slater and had conversations about Out of Hours Services and the work of The PVG.  The PVG Chair had met with Garth Hodgkinson, CEO of the Council for Voluntary Services – to discuss the PVG and enquire about any training opportunities and/or funding which may be available to the Group. The PVG are now registered with the CVS.  In December Russ met with Burnley MP Gordon Birtwistle where they discussed the work of the PVG. Russ expressed his concerns to Mr Birtwistle about the proposed changes to Urgent Care. In January he will have a similar meeting with Pendle MP Andrew Stephenson.  It was agreed by the Group to keep a close eye on the proposed changes to Urgent Care Services and that Urgent Care should become a standing Agenda item.  Russ understood that there would be changes to Out of Hours services and that this may result in the closure of some overnight and weekend services in Clitheroe, Rossendale and Pendle. The Group had a discussion on the possible implications for patients if these services were lost.  Following ELMS successful tender for four Practices in East Lancashire, Russ had pledged PVG support to help set up Patient reference Groups at these practices. He expressed a wish to reach out to those in the Polish Communities and those in the Gypsy Roma Traveller communities so that their views/wishes could be considered.  **111**  Patients across East Lancashire were still experiencing difficulties whilst accessing the service from a mobile telephone. It is just over 1 year (November 2011) since the 111 service began a trial across Lancashire. He proposed to the members of the PVG that they formulate a Freedom of Information (FOI) request so that they could analyse data. He asked members of the PVG to submit to him any questions that they would like to submit under the FOI request. These to be received by him by 8th January 2013.  **Rossendale Minor Injuries Unit**  Glenda Feeney shared news with the group that the target of 500 completed surveys had been achieved at the Rossendale Minor Injuries Unit. The surveys and results were shared with the PVG and without exception patients who used the service were full of praise. All comments were positive and the “local service” was “easily accessible.” The MIU was exceptionally busy and Russ suggested that the Patients who used the MIU would normally have gone to the Emergency Department at the Royal Blackburn Hospital or one of the Urgent Care Centres in Burnley or Blackburn. This must have a positive effect on the number of attendances at these centres. The PCT have agreed to fund and extra Nurse Practitioner which was excellent news for Patients and existing staff. Congratulations to ELMS, to Sharon Shaw and all the staff at the Rossendale MIU.  **Complaints**  Corporate Services Director, Glenda Feeney shared the latest complaints data with the group. To comply with the Data Protection Act all names had been removed from the presentation. Members were told about the low numbers of complaints received by ELMS – given the number of Patient contacts per month. Mrs Feeney explained the nature of each complaint. There had been 3 complaints in July, 3 in August, 3 in September and 3 in October. The PVG agreed that looking at complaints on behalf of Patients was an important part of their remit and that there would be a review of complaints every 6 months with an Audit of complaints to take place annually.  **2013 Meeting Schedule**  The schedule was handed out to PVG members and it was agreed to have a further discussion about Summer/Winter meeting times. Russ suggested that he felt it was important for the group to have renewed focus and that collectively, the group should formulate an action plan for 2013.  **Any other Business**  Chair of the PVG, Russ McLean, assured the Patients of Pennine Lancashire that the PVG was listening and would like for them to become involved. He encouraged them to get in touch by email: [PVG@Russ-McLean.com](mailto:PVG@Russ-McLean.com) by telephone: 01254 245525 – through the PVG Facebook Page or through Twitter: @ELPVG  The PVG strive to improve HealthCare services for the Patients of Pennine Lancashire and to work closely and productively with those who provide our HealthCare.  Russ expressed his thanks to each and every member of the PVG for their support and contributions during 2012. He acknowledged the support of East Lancashire Medical Services, CEO Diane Ridgway, Corporate Services Director Glenda Feeney and Corporate Services Supervisor Alison Pettinger.  As 2013 approaches and the NHS continues to change beyond recognition Russ expressed a hope that the PVG will continue to be an effective and LOUD voice for the patients of Pennine Lancashire. | | |
| **Date, Time & Venue for next meeting & 2013 Meeting Schedule** | | |
| **Date/Time/Venue for Next Meeting – 2013 Schedule** | |  |
| Wednesday 6th February  1900hrs  St Ives Business Centre  **Future 2013 PVG Meeting Dates**  Wednesday 3rd April – 14.00  Wednesday 5th June – 19.00  Wednesday 7th Aug – 14.00  Wednesday 2nd Oct – 19.00  Wednesday 4th Dec – 12.00 (Christmas Lunch) | | |