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| **Minutes of the Patient Group Meeting**  **Wednesday 17th October 2012**  **Pavilion Roe Lee Park**  **Attendees:** | | |
| **Patient Members**  Russ McLean  Harri Pickles  Ann Ray  Norman McColl  Ashraf Karbhari  Pamela Pickles  Chris Nolan | **Guest.**  Karen Oddie – Commissioning Manager  **ELMS Management**  Glenda Feeney – Corporate Director | |
|  | **Staff Members**  Alison Pettinger | |
| **Apologies/ Minutes & Matters arising** | |  |
| Apologies: Dee Morley, Shirley Corbally, Patricia Taylor, Aziz Hafiz | | |
| **Welcome** | |  |
| Russ extended a warm welcome to the attending members and introduced Karen Oddie, Commissioning Manager for Scheduled Care.  Karen had been invited to attend the meeting to talk about the proposed changes to Pain services in East Lancashire and the “Distress and Risk Assessment Method” (DRAM).  Karen gave a brief outline of the proposed changes followed by a Q & A session:  National evidence suggests a wider outlook & a more holistic view of the patient in Chronic Pain Services.  The pilot will be a 12 month scheme within East Lancs, which is to be mobilised by March 2013.  A pilot that will enhance the existing Services, keeping treatment patient-centred, providing improved pathways & outcomes.  There can be a number of underlying issues associated with Chronic Pain, and patients will be advised in self-help therapies, given access to health and wellbeing information and if deemed appropriate, referrals by the consultant to other services including physiotherapist & specialist pain nurses.  **Q & A**  Q: Are you using the “Distress and Risk Assessment Tool”?  A: It has not been decided yet whether this tool will be used  Q: Where does the referral come from?  A: Consultant to consultant only  Q: When will the draft be available?  A: The draft will be shared with patients before Christmas, in negotiation with the Trust and  with a clinical input.  Q: Are expensive therapies to be phased out, would that be a fair assessment?  A: It is not planned to take away treatments, it is to bolster current treatments, however,  it may be delivered in a different way.  Q: How much of this new pathway is led by budget??  A: Not about budget constraints, all elements will be received if necessary. It is a high quality  pathway with an efficient way to run the service  Q: Growing evidence shows that psychological is of greater help to patients, will this therapy be  Offered?  A: Current plans do not include any outsource to psychological therapies.  Q: Will chronic pain patients be offered Mental Health treatment first?  A: Highly qualified and knowledgeable staff will make individual assessments.    Q: Waiting times for multi-discipline groups can take a long time to liaise and organise,  What sort of time frame are you looking at for referrals??  A: All referrals are to be made within 2 days. Patients needs will be balanced with what is  Achievable. Referrals will then be processed and placed into the system as soon as possible.  Q: How many people are waiting for pain management?  A: There are lots of people needing treatment, the trust is struggling to get them seen in a  timely manner at hospital level. | | |
| **Minutes of last Meeting/Matters Arising/MIU Survey/Chair Report** | |  |
| Chris Nolan to chase Telemedicine to arrange presentation  The Rossendale MIU Survey is going well and we have 500 surveys - to be discussed at the next meeting.  Healthwatch BwD has released the person specification and applications are now being processed.  Russ continues to attend various meetings on behalf of the PVG and its members, including:   * Comms & Engagement Group * NHS Critical Friends   Russ has been working closely with the ELMS management team regarding complaints and at the next meeting the Group will look at this area along with the attendances across ELMS sites.  The PVG Chair and Glenda Feeney attended the Healthcare awards in London, where the Group were a finalist. They are currently compiling an entry for this year’s PENNA awards.  Meetings have been arranged with Neil Harwood, ELMS IT Manager to discuss ideas and improvements to the website.  It has been decided by the Group, that the money presented to the PVG from BwDBC “Pat on the Back Awards” will be used for the benefit of the Group and a Training Event will be organised in the near future.  Russ informed those present that he has continued to chase the Commissioners regarding 111 and will share some information at the next PVG meeting, regarding the recent “call event”. OOH’s services have featured heavily in the National Press and on ITVs Daybreak programme. Daybreak contacted all OOH’s providers across the Country to see how many GP’s were on duty on one evening in September. The FOI request was very restrictive. It asked for information regarding *GPs on the road*, visiting at a specific time on one Sunday night. On the night in question we also had a GP managing the unit at BGH so we had 3 GPs on duty, however, they specifically asked for GPs on the road, so, ELMS had 2. The GP at BGH has now been de-commissioned. It is important for us to remember that ELMS are a **provider of the OOHs service**. They are a Social Enterprise Organisation solely funded by the local health economy. ELMS have frequently provided additional staff from their own budget as evidenced recently when they funded the UCC Burnley for 9 months.  Russ has, on behalf of the PVG, sent “Congratulations” to Mr Joe Slater on his appointment as Chair Designate for BwD CCG. | | |
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| **Date, Time & Venue for next meeting & 2013 Meeting Schedule** | | |
| **Date/Time/Venue for Next Meeting – 2013 Schedule** | |  |
| Thursday 13th December  St Ives House  12.30  Christmas Lunch  **2013 PVG Meeting Dates**  Wednesday 6th Feb – 19.00  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) | | |