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| **Minutes of the Patient Group Meeting****19.00 9th April 2014****St Ives Business Centre****Attendees:** |
| **Patient Members**Russ McLean – Chair (RM)Anne Ray – (AR)Mavis Williams - (MW)Harri Pickles – (HP)Dee Morley – (DM)Janet Harbord - (JH)Yasmin Feroze - (YF)Chris Nolan - (CN) | **ELMS Management**Glenda Feeney – Corporate Scs Director – (GF)**Staff Members**Debbie Horsfall - (DH) |
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| **14.22 WELCOME** |  |
| Mr McLean opened the meeting at 19.00 and welcomed everyone to ELMS |
| **14.23 Apologies** |  |
| Apologies received from Pamela Pickles, Saf Ali, Shirley Corbally, and James Bibby. |
| **14.24 Minutes @ Matters Arising** |  |
| Anne Ray proposed the minutes of the meeting held on the 26th February as a true and accurate record of what transpired.

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| **14.25 Chair Report** |  |

 * Mr McLean continues to have meetings with Commissioner Joe Slater Chair BwD CCG. East Lancs Commissioners have not attempted to re-engage following a heated meeting last year. Mr McLean attended the East Lancs CCG meeting in Public at Walshaw House on Monday 27th March – where the Governing body agreed to extend the contract to provide the walk-in Centre until September 2015, following a contract negotiation with ELMS. Mr McLean was contacted by the BBC and ILR stations to comment.
* Mr McLean continues to support the Governance team by acting as an advocate for Patients. He recently acted for a patient at the Rossendale MIU.
* On Wednesday 26th March Mr McLean represented patients at the official opening of the new Burnley UCC and on Thursday 27th appeared on Radio Lancashire to comment on weekend staffing levels in hospitals. Later that day he met with Commissioner Karen Oddie and Dr Mark Dziobon to discuss possible service redesigns.
* Later still he attended the Clinical Governance meeting where he represents ELMS patients.
* On Wednesday 2nd April Mr McLean met with Joe Slater Chair BwD CCG and later that day attended the East Lancs Hospitals Trust Board meeting. He is in the process of arranging monthly meetings with Chair Professor Eileen Fairhurst and Interim CEO James Birrell.
* Mr McLean has handed off the Patient Participation Group for the practices, having successfully set up a group of patients to represent ELMS practices.
* On the 1st April 2014 ELMS took over a practice in Slaidburn – this means that there are now 6 practices under the ELMS umbrella. Horsfield in Colne – Pendle Valley Mills in Nelson, Brierfield HC at Brierfield, A practice at Accrington Victoria Health Access Centre, Eagle Street in Accrington and Slaidburn Practice in Slaidburn.
* The intervention, by ELMS to save the Slaidburn medical practice is fabulous news for patients. Mr Mclean has met the patient group and staff – and is aware that they are pleased to be under the ELMS umbrella. It is still the intention to get all ELMS patient groups together at some point during the year – perhaps every six months – at St Ives House. Mr Mclean met with Sandra Waddingham yesterday and tomorrow morning, meets with Diane Ridgway CEO and MP Gordon Birtwistle MP for Burnley.

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| **14.26 OUT OF HOURS** |  |

Lead Commissioners East Lancs CCG – have signalled their intention to tender Out of Hours. There is an online petition and a paper one to bring the issue to the attention of Patients across East Lancs. Mr McLean said that he would encourage PVG members to get paper copies signed by friends and family and leave in shops – supermarkets and places where lots of people gather. He would like PVG members to attend Out of Hours Sites as much as possible over the next few months to encourage patients to fill in our surveys and sign our petition. He was very clear that this was a PVG project and that ELMS staff would not assist with the petition as this would present a conflict of interest.Mrs Morley suggested that the ELMS petition should state that ELMS is a not for profit social enterprise as this would appear more favourable. Mr McLean to amend this and redistribute the paper petition.Mr Nolan suggested that it may be a legal requirement for the OOH’s service to be tendered and that commissioners may have to test the market to ensure value for money. He felt that supporting ELMS preparations to compete for its continuation to be the provider in the area would be a productive exercise, in addition to working towards overturning the tender decision.  |
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| **14.27/14.28 AVS & ACCRINGTON VICTORIA HAC** |  |

The Acute Visiting Service (AVS) has been performing well and have had the contract extended for 12 months. The ambulance service has become more involved and proactive. This has made the service much busier, possibly due to the number of inappropriate 999 calls. ELMS are currently looking into incorporating similar schemes. Mr Nolan suggested that there could be an opening to sell to East Lancashire, specifically rural locations and Mr McLean said that the service was innovative and had helped many patients. He hoped that East Lancashire Commissioners would see the benefits of the service and roll it out across East Lancashire.AVHAC have had their contracted extended for a further 12 months until September 2015. Mr McLean suggested that it may be interesting to get a report that states the geographical location of patients using AVHAC. Glenda Feeney to investigate this.

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| **14.29 COMPLAINTS** |  |

The Complaints Sub Committee has currently reached a crossroads in respect of complaints. The Group chose 2 complaints every month, to scrutinise from receiving the complaint to the complaint being closed. The Group felt that there was insufficient information presented to them, to follow the complaint through to the end. As the format has changed in respect of the complaints, (as decided in the Clinical Governance Meeting) the perspective of the patient is unclear. Mr McLean is attending the next Clinical Governance meeting to explain to them what further information is required by the group and why that information needs to be shared with them.Mrs Morley pointed out that there are more incidents than complaints which shows that ELMS are being proactive in noticing when something is wrong and putting it right.The Complaints Sub-Committee meeting on Monday 14th April is hereby cancelled pending the results of the next Clinical Governance meeting.Mr McLean wanted it noting that ELMS also receive a considerable amount of compliments and this is always higher than the complaints that are received by the company.

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| **14.30 CHAPERONE POLICY** |  |

2 copies of potential Chaperone Policies were distributed to the group. Mr McLean has suggested to the Clinical Governance Team that the PVG should be responsible for the policy that will go into circulation. Mr McLean would like each group member to contact him by Monday the 14th April to let him know which policy (version 101 or 609) is preferred.

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| **14.31 AOB** |  |

A document has been submitted to the PVG by the LCFT – which they have invited comments on. Mr McLean asked those present to please review and let him have their thoughts by Monday 14th April.ELHT have invited Mr McLean to a pre-inspection briefing on the 23rd April at 5.30pm. The trust have also been shortlisted for three Student Nursing Times Awards and Mr McLean said there was a real hope that the hospital would be taken out of Special Measures, following a CQC inspection, to begin on the 29th April 2014.The GUM Clinic move for Blackburn PCC happened at the beginning of March 2014. Mr McLean has written to the Commissioners regarding several concerns that he has: including the fact there seemed to have been No patient consultation and concerns that the previous PCC unit was built using GP’s money and therefore it seemed unfair that the unit was given to ELHT for use as offices. Aside from this the move went well. A number of patients have been turning up late as they are not being given clear instructions and are unable to find the new Unit, which also houses Ambulatory Care. Patients have also expressed their concerns regarding the distance to the Out of Hours site, from the car park.Mr McLean said that he was pleased to be able to report that the new Colne Healthcare Centre would be open to patients very soon.Mr Pickles expressed concern about Lancashire Healthwatch becoming a Limited company and therefore they are not obliged to have public meetings. Mr McLean will contact Anna Bradley (Healthwatch England) and Gail Stanley (Chair Healthwatch Lancashire) to address these concerns.Glenda Feeney thanked the PVG for their assistance in undertaking patient surveys. Currently ELMS have had 155 responses with the majority being positive. However it was noted that a recurring theme on the surveys seemed to be that when patients were asked “Where would you have gone if OOH unavailable” the majority were putting “A & E”. The group were asked to continue attending centres to carry out more surveys.Mr Nolan reminded the group about the Tour De France taking place on the 5th and 6th of July as this will affect roads from Lancashire to Yorkshire.Miss Feroze asked the Chair about Care Data. Mr McLean stated that this has currently been put on hold by the Government. Miss Feroze passed to Mr McLean a leaflet which he will scan and distribute to the group.The meeting closed at 20:25 with no further business.

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| **\*\*\*\*\*\*\*\*\*\*AGENDA ITEMS & FUTURE APOLOGIES\*\*\*\*\*\*\*\*\*\*** |  |

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| The Patient Voice Group also has their own Website and email address. ELMS new website can be accessed here: <http://www.elms-nfp.co.uk/>, The Patient Voice Group can be accessed here: <http://www.elpvg.info/>And the Patient Voice Group email address is: Patient@ELPVG.infoMembers are reminded that they can submit items for the Agenda up until 1 week before the next meeting date and that they should email these to the above address. Apologies can be given by email to the same address or by phone 24hrs on 01254 752130. |
| **Date/Time/Venue for Next Meeting** |  |
| Wednesday21st May@14**.**00**Future 2014 PVG Meeting Dates**02nd July @ 19:0013th August @ 14:0024th September @ 19:005th November@ 14:0017th December @ 12:30 (buffet lunch provided) |