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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 3 February 2016 - St Ives Business Centre**  **In attendance:-** | | |
| **Patient Voice Group Attendees**    Russ McLean - PVG Chair (RMc)  Pamela Pickles (PaP)  Mavis Williams (MW)  Yasmin Feroze (YF)  Harri Pickles (HP)  Pat Pearce (PP)  Sarfraz Ali (SA)  Chris Nolan (CN) | **ELMS Staff Present**    Ros Wilding - Minute Taker (RW) | |
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| **Welcome** | |  |
| RMc opened the meeting at 19:00 and wished everyone a belated Happy New Year. | | |
| **Apologies Received** | |  |
| Shirley Corbally  Glenda Feeney | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * *Minutes of the last meeting*   Held on 16 December 2015 - proposed by RMc and seconded by PaP as a true and accurate record of what had transpired.   * *Conflict of interests*   Pat Pearce (mother-in-law of Dr Paul Fourie – Director ELMS board).  Russ McLean (non-executive Director - ELMS board)   * *Matters arising*   *There were no matters arising from the last meeting*   |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |  * Russ remains busy working tirelessly for the patients of East Lancashire. See Chair Report below. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / Dashboard Figures** |  |   *Complaints Sub-Committee reviews*  The 3 x anonymised complaints reviewed were:-   1. 1104 - not upheld 2. 1123 - upheld 3. 1124 - upheld   *Friends & Family Test Compliments - January 2016*    ELMS achieved a recommendation rate of 96% from patients for January 2016. The Compliments  Report reflects a small selection of some of the many positive comments received.  *Dashboard (national quality requirements)*  RMc presented a slide of January’s Dashboard figures.   |  |  | | --- | --- | | **PLACE Training** |  |   RMc presented a slideshow for PLACE training and asked for volunteers to carry out PLACE assessments in the future. A list of dates was handed out to book on one of ELHT’s experienced assessors training programmes being held at BGH or RBH. Travel expenses will be paid for completed PLACE assessments by ELHT. See slideshow below.     |  | | --- | | **Any Other Business** |   *ELHT Food and Drink Strategy*  The strategy is not yet available for distribution as it has yet to be ratified. On-going.   |  |  | | --- | --- | | **General Information** |  |   The Patient Voice Group also has their own website and email address. The ELMS 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.info](mailto:Patient@ELPVG.info). | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 6 April 2016**  **Complaints Sub-Committee Members to meet at 18:00**  **Meeting to start at 19:00**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG**  Members 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 leaving a message 24hrs on 01254 752130 or by telephoning Ros Wilding on 01254 752100 between 8-4pm or by email to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net) | | |