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| **Minutes of the East Lancashire Patient Voices Group Meeting**  **Wednesday 8 June 2016 - St Ives Business Centre**  **In attendance** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Glenda Feeney (GF)  Mavis Williams (MW)  Harri Pickles (HP)  Sarfraz Ali (SA)  Pamela Pickles (PaP)  Pat Pearce (PP)  Chris Nolan (CN) | **ELMS Staff Present**  Debbie Horsfall - Minute Taker (DH) | |
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| **Welcome** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those in attendance. | | |
| **Apologies Received** | |  |
| Shirley Corbally (SC)  Yasmin Feroze (YF) | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting held 6 April 2016***   Proposed by RMc and seconded by MW as a true and accurate record of what had transpired.   * ***Conflict of interests***   Russ McLean (non-executive Director - ELMS board)  Pat Pearce (relative of Dr Paul Fourie - Director ELMS board)  Mavis Williams (member of Blackburn Healthwatch)  Harri Pickles (member of Critical Friends)  Chris Nolan (member of Earby Patients Group)   * ***Matters arising*** * The consultations regarding Accrington Victoria Health Access Centre are still on going and no date has yet been agreed in respect of the contract extension. * Food & Drink Strategy 2016 – 2019 leaflet attached      |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |      * Report attached. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / Dashboard Figures** |  |     *Complaints Sub-Committee reviews*  The 3 x anonymised complaints reviewed by RMc, MW and CN were:-   1. 1159 – Partially upheld. 2. 1163 – Partially upheld. 3. 1166 – upheld.   It was noted that the front line staff at the practices, namely the receptionists, appear to get a lot of complaints from patients and it was discussed whether or not it may be useful to look back on previous complaints to see if there were any patterns or trends that could be investigated to try to alleviate this. Also CN questioned whether it was possible to implement a call recording system in the practices. GF to speak to IT to see what costs are involved in this.  *Friends & Family Test Compliments April 2016 - see attachment below:-*      ELMS achieved a recommendation rate of 97% from patients for April and May 2016. The Compliments  Report reflects a small selection of some of the many positive comments received. RMc asked that  congratulations are put forward to ELMS for continuing to provide wonderful services to the patients of Pennine Lancashire. GF also thanked RMc on behalf of ELMS for all the hard work, time and support that he continuously delivers to the company.   |  |  | | --- | --- | | **Diabetes Service** |  |   Blackburn with Darwen Clinical Commissioning Group are looking at re-designing the diabetes service in Blackburn with Darwen and RMc has asked the PVG members to look at the attached questionnaire and to feedback as to whether the members think that the survey reflects everything that we need to know about the diabetic service. Please also pass to family/friends with the condition for further comment.     |  | | --- | | **ELMS updates** |     GF provided a summary of ELMS patient contacts for April 16. The figures show a reduction due to the termination of the Blackburn UCC contract on the 3rd April 16. The Burnley UCC Contract finishes on the 30th May. PP requested a list of acronyms for the terms used and RMc to provide these.  It was proposed that during the October meeting, the PVG members could sit alongside the Operational Call staff and observe the processes that are followed from taking calls to booking appointments, etc. GF to speak with James Bibby to arrange this.   |  | | --- | | **Improving GP Access Questionnaire** |     The Lancashire Telegraph article on the Proposals to improve access to GP Services was distributed and RMc asked the members to look at the document and give feedback.   |  | | --- | | **PLACE Availability** |     RMc to assess Pendle Valley Practice on Friday 10th June and will provide dates for other practices when back from annual leave.   |  | | --- | | **PVG Members & Projects** |     It was suggested to change the August meeting to early September, due to holidays, and invite members of the CCG to answer pre-submitted questions regarding the planned improvements to GP Services. PVG members to provide available dates in early September and email RMc/GF with questions for submission.   |  | | --- | | **Any Other Business** |     No further business     |  |  | | --- | --- | | **General Information** |  |   **All information and documents discussed and issued both electronically and on paper remains highly confidential and is not to be shared outside of this forum.**  The ELMS website can be accessed at <http://www.elms-nfp.co.uk/>  The Patient Voices Group also have their own website and email addresses:  The Patient Voices Group can be accessed at <http://www.elpvg.info/>  The Patient Voices Group email address is [Patient@ELPVG.info](mailto:Patient@ELPVG.info) | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **TBC**    **East Lancashire Medical Services**  **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 by leaving a message 24-hrs on 01254 752130;  by telephoning Ros Wilding on 01254 752100 between 8-4pm or via email to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net) | | |