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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 12 October 2016 - St Ives Business Centre**  **In attendance:** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Mavis Williams (MW)  Pat Pearce (PP)  Pamela Pickles (PaP)  Yasmin Feroze (YF)  Shirley Corbally (SC)  Sarfraz Ali (SA)  Harri Pickles (HP)  Chris Nolan (CN) | **ELMS Staff Present**  Ros Wilding - Minute Taker (RW) | |
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| **Apologies** | |  |
| Glenda Feeney | | |
| **Welcome** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those present. | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting***   Held on 21 September 2016 and comprised of a Q & A session on the proposed new Primary Care Hubs with a panel of guests (Dr Phil Huxley, Dr Richard Daly & Sharon Martin responding to questions).   * ***Conflict of interests***   Russ McLean (non-executive Director ELMS board); Ros Wilding (ELMS daytime staff member); 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***   There were no matters arising from the last meeting.   |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |  * See Chair Report below covering from 30 June - 29 September 2016.      * RMc reported his concerns regarding the future of steroid injections replaced with medication and physio in BwD. This matter is on-going and further information to follow in due course. * RMc is attending a Prevention seminar tomorrow at Burnley FC (see attachment below) and will provide feedback at the next meeting.      * The Patient Voices Group bibliography (see below) is now included in the ELMS Annual Report which can be found on the ELMS website. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     ***Complaints Sub-Committee reviews***  The 3 x anonymised complaints reviewed by RMc, SC, PaP and CN were:-   1. 1179 - upheld but satisfied with how the complaint has been dealt with and that measures have since been put in place to prevent this from re-occurring. 2. 1197 - not upheld as it was agreed that the OOH GP couldn’t see a perforation of the ear-drum due to swelling and ear-wax which the drops he prescribed cleared enabling the patient’s own GP to confirm there was a perforation present. 3. 1210 - not upheld as the service doesn’t provide dressings and due to the nature of the problem wouldn’t have been appropriate. It was agreed that correct follow-up care was given at the OOH consultation.   ***Friends & Family Test Compliments September 2016 - see attachment below***    ***ELMS Updates (national quality requirements)***  RMc presented a slide of the on-going figures for ELMS patient contacts. RMc explained to the group  that ELMS are funded by BwD and E Lancs CCG’s and that there are increasing financial concerns,  specifically with BwD CCG that may impact in the future on the services which ELMS deliver. RMc said  that in BwD, patient value is £1400; he doesn’t know the figure per E Lancs patient but will find out for  the next meeting. Action: RMc to write a letter to BwD and E Lancs Commissioners to register his  concerns that patients need the funding that they as patients deserve.   |  |  | | --- | --- | | **Diabetes Service Feedback** |  |     RMc has registered with LCFT’s reader panel and was asked to review their DESMOND Type 2  Diabetes Education documents which RW sent out to the group with the agenda last week for  feedback. It was agreed that they are very clear and patient friendly and RMc will pass this on to LCFT.   |  | | --- | | **Future Meetings 2017** |   RMc proposed that we continue with evening meetings as they have proven to better attended than  during the day with work commitments etc. See attachment below for 2017 dates.     |  |  | | --- | --- | | **Any Other Business** |  |     ***ELPVG Website*:** now up and running and will be looked at from a patients perspective in  greater detail at the next meeting. In the meantime, the group were asked to have a look and see if  there are any improvements/additions they would like to see; PaP asked if the number of views are  recorded - RW to ask IT. RMc would like it noted that he is very grateful and appreciative of the hard  work that Ryan Lever of ELMS IT Dept has put in on creating the website.  ***Email:*** HP asked if PVG related items can be emailed to his grandson; RW explained that this is not  possible due to reasons of confidentiality.      ***Observing OOH Control Centre***: Unfortunately, due to patient consent issues it is not going to be  possible for PVG members to observe the on-duty OOH controllers.    ***14 December Meeting:*** there will be a small buffet generously provided by ELMS; RW will contact  members the week before for agenda items and confirmation of attendance for catering purposes.     |  |  | | --- | --- | | **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 Patient Voice Group also has their own website and email address:-  Patient Voice Group website can be accessed at: <http://www.elpvg.info/>  Patient Voice Group email address is: [Patient@ELPVG.info](mailto:Patient@ELPVG.info)  ELMS website can be accessed at: <http://www.elms-nfp.co.uk/> | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 14 December 2016**  **Complaints Sub-Committee Members to meet at 18:00**  **Meeting to start at 19:00**  **East Lancashire Medical Services**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG**  Members are reminded that items for the Agenda can be submitted up until the last Monday  before the next meeting date and should email these to [ros.wilding@nhs.net](mailto:ros.wilding@nhs.net)  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) | | |