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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 5 April 2017 - 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**  Ros Wilding - Minute Taker (RW)    **Guest Speakers Topic: Pharmacy Presentation**  Roger Parr - BwD CCG Finance Director  Dr Preeti Shukla - BwD CCG Medicines Clinical Lead  Lucie Higham - BwD Communications & Engagement  Account Manager | |
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| **Apologies** | |  |
| Glenda Feeney | | |
| **Welcome & Guest Speaker** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those present and introduced Roger Parr,  Dr Preeti Shukla and Lucie Higham who attended on behalf of BwD CCG. The following attachment  contains a pharmacy presentation followed with a discussion on the reduction of prescribed medicines.    RMc raised concerns that by ceasing to prescribe items such as paracetamol, sunscreens and diabetic  foot cream, to name just a few, may well cause future medical issues further down the line especially for  the vulnerable and low-income families. Dr Shukla emphasised that the media is scaremongering by  targeting these medicines in the press and that the long-term use by patients won’t be stopped. The  plan is to re-educate patients who obtain these medicines for short-term use; long-term use for chronic  conditions that require prescription items won’t be stopped. Dr Shukla stated that with diabetic foot  creams, any moisturiser, as long as it is used *frequently* on the affected areas, is as beneficial as any  prescribed foot cream. She also stated how important it is that patients don’t stop any form of treatment.  RMc stated better access to GP’s is needed but agreed that CCG’s need to educate patients about  alternatives other than going to their GP’s with headaches etc which can be treated by over the counter  low-cost medicines. RMc asked about injections as he is aware that they have ceased for lower back  pain; RMc declared a personal interest as a patient of chronic long-term back pain himself; there is also  the problem of the circa 7000 patients in BwD and Pennine Lancashire, who will no longer receive their  injections, being discharged back in to GP care and asked Roger what the CCG is doing to ensure that  those patients don’t have to commence the treatment process over again? Roger will follow-up and  provide a status on this to RMc. Roger said that there has been a lot of work done over the past 12-18  months on muscular skeletal groups prior to these decisions being taken.  **Action: RMc to receive a status update from Roger Parr**  Questions were opened up to the group: SC asked about the reduction in quantity and size of creams  and medicines; consequently, smaller amounts are being prescribed to patients causing patients to have  to request items more frequently resulting in more costs to the patients.  Action: SC to advise RMC of the medicines and he will share this with the CCG.  CN said that patients “stock pile” regular medications causing massive wastage in the first place  resulting in expensive disposal costs. Roger said that CCG’s are looking to stop pharmacies who see a  way of making money from repeat prescriptions by patients requesting what they need direct from the  GP. Overall, educating patients is key; RMc feels that both CCG’s would benefit by employing staff to  go in to schools and mosques to better educate people. HP asked if community support equipment such  as commodes and walking-frames etc could be decontaminated and re-used; RMc said that there are  some companies across EL who already do this and sell back to the public at reduced costs. Lucie said  she would welcome ideas and help from the group and can be contacted by emailing her at  [lucie.higham@nhs.net](mailto:lucie.higham@nhs.net)  **Action: RMc to write to both CCG’s seeking assurances as to their proposed actions.** | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting held 1 February 2017***   The Minutes were proposed by CN and seconded by SA.   * ***Conflict of interests***   Russ McLean; Pat Pearce; Mavis Williams; Harri Pickles; Chris Nolan   * ***Matters arising***   Actions: *BwD Self-Care Consultation questionnaires* - now been cascaded out in to Pennine Lancashire. *Disabled Car-parking charges* - see RMc’s letter below to Jim Maguire, Acting Director of Estate and Facilities at ELHT     |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |   See below for April’s Chair Report    RMc thanked MW for stepping in to the breach on the 2nd day of ELHT PLACE assessments at RBH.  On the whole, MW reported that she found it very good and much improved. RMc reported that he  has been contacted today by the CQC for his views on how they’ve improved over the past 4-5 yrs and  was asked for examples; he was happy to comply. ELMS underwent a CQC inspection on the 6 March  at OOH St Ives and Burnley UCC - RMc attended for the whole day in his capacity as a non-executive  director. It seemed to go very well and the interim report is expected imminently. | | |
| |  |  | | --- | --- | | **ELMS Service Report - Glenda Feeney** |  |     *ELMS out of hours patient contacts report*:-  It was noted that OOH contacts have fallen slightly recently.     |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     **C*omplaints Sub-Committee reviews***  The 4 x anonymised complaints reviewed by RMc, SC, PaP and CN were:-   1. 1236 reviewed by CN; not upheld due to time delay 2. 1265 reviewed by PP; not upheld but appropriate measures for this patient put in place 3. 1271 reviewed by SC; partially upheld as could have visited for peace of mind 4. 1272 reviewed by PaP; upheld as ELMS accepted fault in their response     PaP has asked to be stood down from the Complaints Sub-Committee. SA has kindly agreed to fill the  breach left by her. RMc thanked PaP for her commitment to the Committee. PP asked how many  complaints are received monthly; RW will report this at future meetings.  **Action: RMc to add *Compliments Report* & *New Complaints Received* to the standard Agenda.**  ***Compliments Report (Feb & March 2017)***    It was noted that the Over 75’s service run by Lynette Callaghan and Yaz Feroze continue to receive  positive comments from their patients. It’s a gold standard service provided in East Lancashire and  was set up with the aim of keeping pts out of hospital.  **Action: RW to invite LC to carry out a short presentation at the next meeting.**       |  |  | | --- | --- | | **Any Other Business** |  |     ***Additional Parking - RBH***  The issue of parking spaces and access in to and out of RB is finally being addressed; the council  have agreed that Haslingden Road is to be widened to ease traffic flow and a further 200 spaces will  be created next to the helipad with another exit created. PaP said the revenue the hospital gets from  parking is low; it’s run by a French company but recent press is that it’s been put out to tender.  Unfortunately, in this interim period of around 3-months payment is by cash only. RMc said that he is  now being kept in the loop more with information passed on to him a lot more freely.  ***New Renal Unit – RBH***  Some more good news is that building work has commenced for the new Renal Unit at RBH. This is  fantastic news for patients and their families.  ***Mental Health***  ELMS are now working in collaboration with LCFT regarding patients with mental health issues. When  Mental health patients ring 111, they are directed through and picked up by mental health nurses based  In the control room at ELMS. CN asked if the police will feed in to the system - RMC confirmed that yes,  the police are also working collaboratively with the mental health nurses.  ***Failed Bid for the Primeministers Challenge Fund***  RMc has lodged a freedom of information request for an answer as to where monies raised have gone.  Feedback will follow in due course once he’s received a response.  ***DisabledGo***  The group is working with ELHT re signage and access across all 5 hospital sites. It’s taken approx  18-months of surveys to get it right.  ***Accrington Victoria Hospital***  Patients have been contacting RMc with their concerns that Accrington is going to close. Kevin McGee  has stated on two occasions that it’s not closing and has given an assurance that community  services will continue to be delivered from Accrington for the foreseeable future with no change; but  it’s felt that STP’s would probably reduce services across the patch which could mean hospital beds  may go with services centralised. It would be a sad day indeed if the hospital closed.  ***Emergency calls from mobiles***  YF has become aware that should anyone find themselves without a signal and unable to dial 999, if  you ring 112 instead your phone is tracked regardless of having no signal and makes contact with the  emergency services.   |  |  | | --- | --- | | **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 7 June 2017**  **Complaints Sub-Committee Members to meet at 18:30**  **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 24-hrs 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) | | |