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| **Minutes of the Patient Group Meeting****14:00hrs 7th August 2013****St Ives Business Centre****Attendees:** |
| **Patient Members**Russ McLean (RAM)Yasmin Feroze (YF)Mavis Williams (MW)Dee Morley (DM)Shirley Corbally (SC)Anne Ray | **ELMS Management**Glenda Feeney (GF) – Corporate Services Director (GF)Alison Pettinger (AP) – Corporate Services Supervisor |
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| **WELCOME** |  |
| Russ opened the meeting at 1400hrs |
| **APOLOGIES** |  |
| Norman McColl, Pamela Pickles, Chris Nolan, Harri Pickles, Ashraf Karbhari |
| **MINUTES OF LAST MEETING** |  |
| The minutes of the last meeting, held in June 2013 were proposed by Mrs Ray as a true and accurate record of what transpired at that meeting.

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| **MATTERS ARISING** |  |

Mr McLean informed the group that he had written a letter of thanks to Caroline Marshall following her presentation around the enhanced community service pilot. RM said that he had further discussions with Caroline and that the Pilot was progressing well. Mr McLean told those assembled that Mrs Marshall had been seconded into another department, and that Mrs Yvonne Nugent would be engaging with him on the future of the pilot.Mr McLean deferred further matters arising as they would be discussed during the agenda.Mrs Ray asked if the minutes of meetings could be produced in a font larger than the one which was currently being used. Mrs Pettinger told Mrs Ray that she would make this possible.

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| **CHAIR REPORT** |  |

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| Mr McLean reported that he had continued to represent Patients and the board, by attending meetings with the Chairs of the Clinical Commissioning Groups (CCGs) ELHT board meetings, ELMS Council and Critical Friends of NHS East Lancashire. He will meet the Chairs of East Lancs CCG and Blackburn with Darwen CCG bi monthly, to discuss health related issues. Mr McLean informed those present that he had attended the Adult Health Overview & Scrutiny Committee, at the request of Chair Cllr Ron O Keefe and had agreed to liaise with the board. Mr McLean continues to have meetings with Operations Manager Jill Nye regarding the setting up of Patient Groups at each of ELMS 4 practices.Mr McLean has recently met with The Director of Public Health; Dominic Harrison, where Health related information was exchanged.Mr McLean told the group that he had written to former PVG Board member Mr Aziz Hafiz and thanked him for his contributions. Mr McLean said that he hoped Mr Hafiz would continue to support the Patient Voice Group by continuing his e-membership. Mr McLean shared with the group – a letter which he had written to ELHT Chief Executive Mark Brearley – in which he expressed sadness for the Trust and the staff, following the Francis Report and the Keogh review. In the letter Mr McLean had also expressed concerns that the Francis report seemed to endorse all the problems which had been previously highlighted by the Patient Voice Group.Mr McLean said that he would like the board to continue to recruit “e-members” to the PVG. He shared with the Group a leaflet which was circulating in ELMS practices and the Primary Care Centres. Dee Morley asked if she could have a number of leaflets so that she could do a leaflet drop in her area.**RESOLVED: RM TO PROVIDE DM WITH PATIENT LEAFLETS.**

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| **ACUTE VISITING SERVICE** |  |

Mr McLean shared the current data with group members, which showed that during July:-Ambulance called 10 - Referred to A&E 3 – Referred to Surgical 1 – Referred to Medical 2 – Admitted to hospital 0 – Total July contact were 155 – 6 calls from NWAS – 1 NHSD referral – 148 GP/Surgery referrals.Mrs Morley said she was concerned that many of these contacts were not deemed to be urgent or acute and the Chair agreed. Right across the NHS, patients need to be better educated about the appropriate pathway into care. Mr McLean said that more needed to be done in communities to promote acceptable use. Mr McLean said that ELMS and the CCGs were using very innovative ways to prevent unnecessary trips to the A&E department.

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| **111** |  |

Mr McLean told the board that he had contacted Jillian Wilde (Urgent Care Lead) and Nicola Williams (NHSD Regional Director) to seek assurances for the Patients of East Lancashire, following the announcement that NHSD were pulling out of 111 contracts in Essex and Cornwall. Mrs Wilde had contacted Mr McLean to say that NHS Blackpool are the lead commissioners and that she had contacted them to seek assurances and that she would share information received. Mrs Williams had yet to respond. The Group then discussed the recent news story where NHSD have told the government that they are pulling out of 111 across ENGLAND. Mr McLean said that this was yet another classic example of a failure by Government, where there has been an attempt to cut costs and “do things on the cheap.” Mr McLean told the group that at his next meeting with CCG chair Joe Slater – he would be seeking further assurances that Patients would not be affected and asks what will be replacing the service. 111 will stay – but how it will operate and who will operate it – are questions for the Government.

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| **HEALTHWATCH** |  |

Mr McLean will meet with Mrs Karen Derbyshire (Healthwatch Lancashire) on Thursday 15th August at St Ives House. He asked members if they would like their details to be passed on to Mrs Derbyshire – so that they could join Healthwatch Lancashire. There were no objections and Mr McLean said he would share only names and addresses. Volunteer packs would then be forwarded to the group.

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| **URGENT CARE STREAMING PILOT** |  |

Mr McLean told members that he was unable to share information about the pilot – as this had not been forthcoming. Mrs Wilde (Urgent Care Lead) was currently on leave and Mr McLean said that he would contact her again and request the information. Mr McLean told those present that he felt that the pilot was not progressing as well as had been anticipated and that the pilot may need to be modified. Mr McLean had been given assurances that data would be made available to the Public, in September.

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| **COMPLAINTS** |  |

Mr McLean thanked members for their expressions of interest in joining a complaints subcommittee. The first three members to respond had been selected to sit on the committee. The complaints subcommittee will therefore comprise: Mr Ashraf Karbhari, Mr Russ McLean, Mrs Dee Morley and Mrs Pamela Pickles. The subcommittee will meet bi-monthly on the last Monday of the Month at St Ives House – meetings to commence at 19:00hrs. Mrs Feeney told members that they would be paid travel expenses for attending this additional meeting.

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| **PATIENT ENGAGEMENT & MYSTERY SHOPPING** |  |

Mr McLean expressed thanks to those members who had recently taken part in a mystery shopping exercise. This exercise was going to continue at ELMS sites. Mr McLean told members that following a discussion with CEO Mrs Ridgway – he would like to ask members for their support to carry out Patient Engagement at Rossendale Minor Injuries Unit and to repeat the patient engagement at the Out of Hours sites, which was originally commissioned in 2011. Mr McLean said that valuable insight had been gained by the company and it was hoped that by repeating the engagement, we could gather additional intelligence. OOHs patient engagement to commence December 2013.Mr McLean said he would obtain opening times for those places where the Mystery shopping would take place.

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| **AOB** |  |

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| Mr McLean told the group that ELMS had been upgrading their websites to make them more patient friendly. 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.info |
| **Date/Time/Venue for Next Meeting** |  |
| Wednesday 02nd October 20131900hrsSt Ives Business Centre**Future 2013 PVG Meeting Dates**Wednesday 4th Dec – 12.00hrs (Christmas Lunch please confirm attendance)Complaints Subcommittee members Only30th September 2013 19:00hrs25th November 2013 19:00hrs27th January 2014 19:00hrs |