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| **Minutes of the Patient Group Meeting****St. Ives House – 9th December 2011****Attendees:** |
| **Patient Members**Russ McleanHarri PicklesMavis WilliamsAnn RayTrish TaylorPamela PicklesDee MorleyAshraf KabhariChris NolanShirley Corbally | **ELMS Management Team**Glenda Feeney – Corporate Scs Director |
|  | **Staff Members**Alison Pettinger |
| **Apologies** |  |
| Claire Haddock |  |
| **Minutes of last meeting & matters arising** | **Action** |
| The meeting was opened at 12.45 by Russ Mclean who thanked everyone for braving the weather and attending.The minutes of the last meeting were accepted as a true and accurate record with no matters arising. |  |
| **111 Presentation/Collating Survey** | **Action** |
| ***Out of Hours Manager, Tom Marsden*** gave a brief Power Point Presentation outlining the new 111 Service, an introduction to the companies who would be delivering this 18month pilot and the changes in service to the patients of BwD and East Lancs.The following questions were asked at the end of the presentation:1. Can the 111 call be answered anywhere in the country???The call will answered anywhere in the country until the service is localised.
2. Does the call come straight to ELMS??

Yes and is dealt with appropriately.1. What are the medical qualifications of the call handler?The call handlers are not medically trained; they use a specially written Pathways application. Pathways were designed by clinicians to be used by non-clinicians and for calls to be directed to the most appropriate service.
2. What are the chances of mis-diagnosis?

It is possible, but the likelihood is unlikely, calls are still prioritised.1. Why has this pilot been put in place?

To try to alleviate the pressures on the 999 servicesThe launch of the Pilot Phase was delayed; however there was some advertising of the scheme in local newspapers with a leaflet drop being carried out in January into Mid February.In the main the changes had gone smoothly apart from a few technical hiccups. Training for staff was ongoing as the process of dealing with calls was in fact reverse of the old style calls. Although patients are appointed into the system quicker the longer dispositions, i.e 6, 12 & 24 hr appointments can mean that patients can stay in the system longer.Dee Morley commented on the effect that she had seen caused by Walk In Patients at St Peters Centre. The data is being collected and reported on. ELMS are very aware of the detrimental effect on patients who have used the system properly by Walk In Patients and ELMS do not advertise in any way that there service can be accessed by these means.1. NHSD crashed last Christmas, what procedures are in place this year??The benefit of having another link will come into play should the occasion arise. The severity will be lessened due to the contingencies in place.

Has there been a collation of information?Comparison for the first 2 weekends has been collated and shown that the level of severity of condition is lower. ELMS challenge will be the management of the 12 and 24 hour priority calls.***James Bibby Business and Performance Manager*** explained that ELMS are obliged to send out a percentage of overall calls received a Patient Questionaire, we exceed the minimum percentage and against other providers fair very well. 19.4% are returned and off those 70% of provider users are happy and satisfied. The information received back is fed into a database which makes us aware of training issues and ways to improve the business.James is to look at linking the PVG Questionnaire and asked “How will the questionnaire add value”Russ answered: “It will raise people’s awareness of who ELMS are & how the questionnaire is set out shows 2 distinct parts to the journey – Pre OOH & Post OOH”It was a general feeling that the 2 questionnaires together provided a powerful tool to the company. This is to be an ongoing project and the results would be interpreted month by month. The information already collected would be available to peruse in January. |  |
| **Tender Withdrawal** | **Action** |
| This was said to be “A triumph for common sense”Russell asked the group if they were in agreement to him writing a letter to Diane Ridgway,CEO to commend her for her hard work and efforts in securing the OOH contract until 2013. All the training and development of the business were now back on track. |  |
| **PEN Awards 2012 / Patient Survey / Addresses / Photos** |  |
| Following on from the entry put forward by Glenda and Russ, the PVG representing ELMS has found itself with a place in the final along with 6 other candidates.The final is to be held in Birmingham on the 18th Jan 2012 and anyone interested in the final entry can contact Glenda. Good Luck!!Russ gave personal thanks to those who had taken time out to participate in the Patient Survey and there are over 70 completed questionnaires.Availability sheets handed out for the next available sessionsTo regulate with the Data Protection Act, members were asked for permission to share other member’s details.Members were kindly asked to produce a short biography for the ELMS website; these would be accompanied by a photograph. |  |
| **Dates for Next Years Meetings** |  |
| Thursday 16th February 2012 @ 19.00Monday 16th April 2012 @ 14.00Wednesday 13th June 2012 @ 19.00Tuesday 21st August 2012 @ 14.00Friday 19th October 2012 @ 19.00Thursday 13th December @ 12.30 (Lunch Provided) |  |
| **Any Other Business** |
| Mr Pickles concerns regarding early discharge from hospital would be referred to the Link by RussMrs Rays question relating to the newspaper article “Paupers Funerals” would be taken up by Russ at one of the Critical Friends Meetings, he would report back to the PVGThe PVG Chairman wishes everyone a very “Merry Christmas” |  |
| **Date, Time & Venue for next meeting**  |  |
| **Thursday 16th February 2012****@****St Ives Business Centre** |  |