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| **Minutes of the Patient Group Meeting****14.00 26th February 2014****St Ives Business Centre****Attendees:** |
| **Patient Members**Russ McLean – Chair (RM)Anne Ray – (AR)Mavis Williams - (MW)Pamela Pickles – (PP)Dee Morley – (DM) | **ELMS Management**Glenda Feeney – Corporate Scs Director**Staff Members**Alison Pettinger - (AP) |
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| **14.12 WELCOME** |  |
| Mr McLean opened the meeting at 14.05 and welcomed everyone to ELMS |
| **14.13 Apologies** |  |
| Apologies received from Harri Pickles, Saf Ali, Shirley Corbally, Yasmin Feroze, Chris Nolan, Janet Harbord |
| **14.14 Minutes @ Matters Arising** |  |
| Minutes to be amended to show that the proposed visit to the GUM Clinic did not go ahead as planned

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| **14.15 Chair Report** |  |

 * Mr Mclean has been busy organising and officiating at the St Ives Business and Training Centre. Opened by the Right Honourable Mr Jack Straw, Labour MP for Blackburn, the event was also attended by Dr Mike Bewick, Deputy Medical Director of NHS England and many of the GP’s who founded the OOH service. The event saw ELMS celebrating 20 years in Primary Care and the launch of the ELMS App.
* Mr Mclean has worked alongside Mrs Glenda Feeney to produce the new company booklet and with Mrs Sandra Waddingham on the new Company Complaints Leaflet. Both now in circulation.
* Mr Mclean and the PVG will continue to engage patients at all OOH Sites on a new survey devised by Mr Mclean and Mrs Feeney. Receptionist are handing out the survey @ Burnley PCC, Blackburn PCC, Clitheroe OOH, Pendle Community Hospital and Rossendale Primary Care.
* Mr Mclean has had meetings with commissioners and Jim Birrell, interim CEO at ELHT. He has also attended ELHT’s PLACE (Patient Led Assessment of the Care Enviroment)
* Mr Mclean continues to attend Healthwatch, CCG meetings in BwD and East Lancashire.
* Mr Mclean met with the new Chair of ELHT, Prof Eileen Fairhurst who attended ELMS opening event.

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| **14.16 Terms of Reference** |  |

The group unanimously agreed to adopt the changes to the Terms of Reference |
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| **14.17,18,19 OOH/AVS/AVHAC** |  |

All services reporting to be fully utilised. NWAS has taken over the contract for 111 and will deliver these services for the next 16 months. Mr Mclean reported to the group that the A & E Department have met their targets over the last 2 months. Mr Mclean believed that this was due in no small part to the Acute Visiting and additional GP in the UCC department supplied by ELMS

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| **14.20 Complaints** |  |

Mrs Pickles and Mrs Morley updated the group on the complaints that they were scrutinising.

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| **14.21 AOB** |  |

The group discussed problems accessing GP appointments. Mrs Morley reported that the situation was getting worse at her surgery. The group agreed that there were several contributory factors including immigration, inappropriate attendances, education, lack of resource and funding.Mr Mclean informed the group that the GMC were clamping down on GP’s whose first language was not English and more robust screening of GP’s who wish to take on roles in the NHS.Mrs Ray shared information regarding patient participation surgeries being held at Barbara Castle Way where there was an opportunity to discuss practice matters

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| **\*\*\*\*\*\*\*\*\*\*AGENDA ITEMS & FUTURE APOLOGIES\*\*\*\*\*\*\*\*\*\*** |  |

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| 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.infoMembers 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 or by phone 24hrs on 01254 752130. |
| **Date/Time/Venue for Next Meeting** |  |
| Wednesday9thApril@19**.**00**Future 2014 PVG Meeting Dates**21st May @ 14:0002nd July @ 19:0013th August @ 14:0024th September @ 19:005th November@ 14:0017th December @ 12:30 (buffet lunch provided) |