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| **Minutes of the Patient Group Meeting****Wednesday 15th January 2014****St Ives House****Attendees:** |
| **Patient Members**Russ McLean – Chair (RM)Anne Ray – (AR)Chris Nolan - (CN)Mavis Williams - (MW)Pamela Pickles – (PP)Shirley Corbally – (SC)Yasmin Feroze – (YF)Safraz Ali – (SA)Harri Pickles – (HP)Janet Harbord – (JH) | **ELMS Management****Staff Members**Alison Pettinger - (AP) |
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| **Apologies/ Minutes & Matters arising/Election of Chair** |  |
| Agenda Item 14.1 – Meeting opened at 19.10 by RMAgenda Item 14.3 - Apologies received from Dee Morley and Glenda FeeneyJanet Harbard was introduced and welcomed into the group as a new member.Housekeeping issues coveredNotification of 2 resignations from the PVG - Mr Norman McColl & Mr Ashraf Kabhari, the group wishes them well.Due to Mr Kabhari’s resignation, Mrs Shirley Corbally and Mr Chris Nolan were nominated to be involved with the Complaints Sub CommitteeAgenda Item 14.2 – There were no expressions of interest to stand for ELMS Patient Voices Group Chairman, therefore Mr Russ Mclean stands as re-elected to this position for another 3 year term.East Lancashire Medical Services Ltd extends their thanks to Russ for his tireless work and wish him continued success over the next 3 years.Agenda Item 14.4 – The minutes of the last meeting held on the 4th December 2013 were proposed by CN as a true and accurate record. |
| **Chair Report/Terms of Reference** |  |
| Agenda Item 14.5**Chair Report**RM is going to be a regular presenter on Radio Lancashire which will give him opportunities to promote East Lancashire Medical Services.Over the Christmas Holidays RM was accompanied by the Chief Executive, Diane Ridgway on a tour of the ELMS sites to personally thank staff and extend best wishes for 2014ELMS Federated Practices Patient Voice Groups each now have 12 members and it was suggested that all the groups meet up once or twice a year.Mr Jim Birrell was named as the newly appointed Chief Executive of East Lancashire, RM will write to Mr Birrell welcoming him into the position, there is already a meeting planned between the two for the 20th January 2014.The appointment of Professor Eileen Fairhurst as the new Chair of East Lancashire Hospitals NHS Trust was confirmed on the 15th January 2014The newly arranged Company Profile Booklet was handed out for the members to peruse.Agenda Item 14.6**Terms & Conditions**This item was discussed in some detail regarding the current Terms & Conditions in place.There are too be a number of exclusions and inclusions including:1. Membership - It was agreed for the AVHAC should be excluded as they now rung their own PVG
2. Frequency of Meetings – Bi/monthly meetings and or as frequently as necessary
3. Reporting Mechanisms - To include: Directors and Senior Managers, ELMS Council
4. Review – January 2015

All members has input to changes and agreed on the outcomes. |
| **OOH/AVS/AVHAC/Plan 2014 / AOB** |  |
| Agenda Item 14.7**OOH Contract**The OOH Contract, currently held by East Lancashire Medical Services Ltd until March 2015 has been confirmed as a tenderable contract. The tender process will begin in September/October 2014.RM stressed that it will be extremely important to participate in patient engagement over the next few months, repeating a similar project undertaken three years ago. The questionnaire will be revised.A mock-up of a new complaints procedure leaflet was given to each member to peruse in their own time and to feedback any comments or suggestions at the next meeting.PP talked the attending group through 2 of the complaints that the subcommittee had discussed. The group need to be assured that the patient is happy with the outcome of the findings of the initial complaint, not that ELMS have deemed it to have been resolved in an appropriate manner.Agenda Items 14.8 & 14.9**AVS/AVHAC**The Group decided to park these two items due to time limitsAgenda Item 14.10**Plan 2014**Patient engagement to be aimed specifically at OOH Sites.A better understanding/view of each serviceMeeting venues to be alternatedRaising profilesAgenda Item 14.11**AOB**CN brought to the groups attention the massive sporting event to be held in the North West in early July 2014:The Tour de FranceThis cycling event is envisaged to have over 1 million spectators over the 2 days of July 5th & 6th; there are over 25 organised events along the route. This, without doubt, will have massive impact on the roads, towns & villages that it passes through. The two main roads it will affect are the A56 & A59 and it had already been speculated that roads could be closed for up to 7 hours, major planning from local authorities is well underway. |
| This information will be passed on to our Operational Manager, Mrs Morag White as this will inadvertently affect our OOH Service. |
| **Date, Time & Venue for next meeting & 2013 Meeting Schedule** |
| **Date/Time/Venue for Next Meeting**  |  |
| Wednesday 26th February 2014St Ives House14.00 |