|  |  |  |
| --- | --- | --- |
| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 7 June 2017 - St Ives Business Centre**    **In attendance:** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Pamela Pickles (PaP)  Yasmin Feroze (YF)  Shirley Corbally (SC)  Sarfraz Ali (SA)  Chris Nolan (CN) | **ELMS Staff**  Ros Wilding - Minute Taker (RW)      **Guest Speakers Topic: ELMS Over 75’s Service**  Lynette Callaghan - Community Matron  Yaz Feroze - Community Nursing Assistant | |
|  |  | |
| **Welcome & Apologies** | |  |
| RMc opened the meeting at 19:05 with a warm welcome to those present and introduced the guest  speakers for tonight’s meeting, Lynette Callaghan and Yasin Feroze of the ELMS Federated Practices  Over 75’s Service.  Apologies were received from Glenda Feeney, Pat Pearce, Mavis Williams, Harri Pickles | | |
| **Over 75’s Service Presentation - Lynette Callaghan & Yasin Feroze** | |  |
| Lynette gave a presentation of the Over 75’s Service *(see attachment below)* which was set up in 2015 and  is funded until 2018. The team has visited over 1000 of East Lancashire patients over the age of 75;  they have also recently started to see Accrington Victoria Health Access Centres 200+ patients who are  aged over 75. The aim of the service is:-   * to identify high risk patients who have “slipped through the net” for regular healthcare; Yas carries out the initial in-depth assessment * try to keep patients out of hospital wherever possible and provide best practice for the patient     RMc said that at present it only covers East Lancs and he  would like to see it rolled across Pennine Lancashire as BwD patients would greatly benefit from a  service such as this. In East Lancashire, patients are funded at £5 per head of the population which  hardly covers the service that Lynette and Yas provide in terms of how their service benefits the health  economy in money saving terms and moreover, reducing significantly the number of admissions to  hospital. ***Questions were opened up to the group*:**  **RMc** raised the issue of DNACPR’s in the Muslim community and their strong cultural beliefs; Lynette  replied that it is a very difficult and emotive subject to broach with anyone but said you have to view  each case on its own merits; a patient’s own GP can over-ride a decision for what is in the best interests  of the patient for their care. East Lancs and BwD CCG’s are engaging with patient groups around this  issue especially in multi-cultural areas.  **RMc** asked how long the initial patient assessment takes; Yas said at least 1-hour but each patient has  different needs and some are more complex than others.  **PaP** asked if there are any national guidelines applied to the service; RMc said that at £5 per patient  head, it was important to decide how best to deliver the service and meet the needs of the patients;  ELMS had to develop their own service.  **SA** asked how frequently patients are seen; following initial assessment, patients can ring to be seen or  a visit may already have been arranged.  **RMc** said how frustrating it is that this service is not available for BwD patients as they would greatly  benefit from the care that the service can provide, as would the CCG’s in terms of saving money for  reduced hospital admissions.  **CN** feels that some elderly patients are reluctant, even frightened, to contact their GP’s for fear of  hospital/care home admission.  With no further questions raised, RMc thanked Lynette and Yas for their time this evening and also  thanked ELMS and both Lynette and Yas on behalf of patients for the gold standard service they clearly  deliver in a caring and compassionate manner.  Short 5-minute break followed. | | |
| **Minutes of Last Meeting / Conflict of Interests / Matters Arising** | |  |
| * ***Minutes of the last meeting held 5 April 2017***   Proposed by RMc and seconded by PaP.   * ***Conflict of interests***   Russ McLean *(Non-Executive Director - ELMS Board),* Chris Nolan (Pennine Medical Earby Patients Group Member)   * ***Matters arising***   Following the Pharmacy Presentation, Roger Parr was to send a status update on the withdrawal of  some medications to RMc and RMc was to write to both CCG’s seeking assurances as to their  proposed actions.     |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |   See attachment below for June 2017 Chair Report    RMc commented that Kevin McGee has made a huge difference since taking on the role of ELHT’s  Chief Executive stating that *“he’s a people person”* | | |
| |  |  | | --- | --- | | **ELMS Service Report - Glenda Feeney** |  |     ***ELMS Out of Hours patient contacts report April - July 2017***  In the absence of GF, RMc went through the figures which show increased patient contact year on year  but without any financial increases as its paid on a block contract. RMc said that Berkshire & Windsor  Out of Hours receive £28 per patient, but staggeringly, East Lancashire only receive £5 per head of  population. Why should this be allowed to continue? Why are MP’s not canvassing the Dept of Health  as to why East Lancashire doesn’t have the same access to funds that the more affluent South of  England receive? RMc asked the members to raise this with their MP’s.   |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     **C*omplaints Sub-Committee reviews***  The 4 x anonymised complaints reviewed by RMc (stand-in for PP), SC, SA and CN were:-   1. 1292 - reviewed by CN: not upheld as ELMS did everything correctly as per protocol. The problem was with the deceased patients own GP surgery. 2. 1286 - reviewed by SC: upheld due to lack of information and poor customer care given by the receptionist. 3. 1313 - reviewed by PaP; not upheld; the response letter was very good. 4. 1303 - reviewed by RMc on behalf of PP: upheld but it was noted that the clinician has not been given any further shifts following the reporting and investigation of this incident.   RMc asked for his thanks to be noted to the complaints sub-committee as they review the complaints  with common-sense and level headedness.    ***Friends & Family Test Compliment Reports (April, May & June 2017)***      ***Out of Hours engagement***  It is planned to carry out more face to face patient engagements. RMc is working with GF to design a  new survey form for evening and weekends at all out of hours sites to benchmark what patients think  about the service. Its hoped to start this in August. Help from the group members to facilitate this would  be very much appreciated. RMc will send out further information in due course.   |  |  | | --- | --- | | **Any Other Business** |  |      * ***Hearing Aid Recruitment***   There is currently a consultation underway by both CCG’s who are looking for hearing aid users as they are trying to improve audiology services *(see attachment below for their poster)*    Open days are planned for 23 June (Blackburn), and 26 June (Nelson) with a view to gaining valuable feedback from patients who use audiology to look at improving access to services.  PaP commented on the poster using *“an old person”* which she feels is inappropriate as impaired hearing affects all ages. RMc said that they usually seek ask for comments and engage with patient groups but they don’t seem to be actively involving patients anymore; he suggested that PaP feeds back her comments to Lucy Higham at BwD CCG.     * RMc asked the group if there is a particular organisation or person they would like to invite to speak at any future meetings. None were forthcoming but has been left with the group to consider. * SA asked for it to be noted he’ll be away on holiday so is unable to attend the next meeting on   6 September.   |  |  | | --- | --- | | **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/> | | |
|  | | |
| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 6 September 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 24hrs 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) | | |