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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 20 September 2017 - St Ives Business Centre**    **In attendance:** | | |
| **Patient Voice Group Attendees**  Russ McLean - PVG Chair (RMc)  Mavis Williams (MW)  Pamela Pickles (PaP)  Yasmin Feroze (YF)  Sarfraz Ali (SA)  Chris Nolan (CN) | **ELMS Staff**  Glenda Feeney - Company Secretary (GF)  Ros Wilding - Minute Taker (RW) | |
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| **Welcome & Apologies** | |  |
| RMc opened the meeting at 19:00 with a warm welcome to those present and passed on apologies from  Pat Pearce and Shirley Corbally. It was reported that Harri Pickles is unfortunately in hospital following a  fall and the whole group wish him well and a speedy recovery. | | |
| **Minutes of Last Meeting / Matters Arising / Conflicts of Interest** | |  |
| * ***Minutes of Last meeting/Matters Arising***   RW apologised that the Minutes from the last meeting held on 7 June 2017 are not yet ready but  assured the group they will be sent out with the Minutes from tonight’s meeting within the next  week. Any matters arising will be discussed at the next meeting in November.   * ***Conflict of Interests***   Mavis Williams (BwD Healthwatch Member); Chris Nolan (Pennine Medical Earby Patients Group Member) | | |
| **Chair Report - Russ Mclean** | |  |
| * ***Pathology Lab Closures?*** RMc will find out how many blood samples the Royal Blackburn Hospital Path Lab processes in an average week; he will also keep a keen eye on any developments. **Action: RMc to look in to Path Lab figures** * ***ELHT Annual Fair:*** held at Blackburn Cathedral and was followed by their AGM. The Annual Report for 2016/17 can be viewed online from ELHT’s website as a pdf to download <http://www.elht.nhs.uk/about-us/publications.htm>  |  |  | | --- | --- | | **ELMS Service Report - Glenda Feeney** |  |   ***ELMS Out of Hours patient contacts report April - July 2017***  It was noted that overall OOH contacts have recently started to increase slightly. Pending the  forthcoming winter, pressures remain a concern especially with the continuing difficulties in securing  clinicians to cover shifts, especially during Ramadam and Eid festivals, along with escalating costs for  locum GP’s. Those GP’s working in daytime practices are becoming busier and more pressurised during  the day which often impacts on them not wishing to work additionally in Out of Hours. The Operations  Team at ELMS have commenced looking at the Christmas/New Year rotas in anticipation of these  problems. GP Advice calls, along with the daytime Acute Visiting Service and the Clinical Navigation  Hub all provide a valuable contribution to helping reduce the number of patients admitted in to hospital.  **Action: GF to amend July’s GP Advice calls from 133**  The walk-in contract at Accrington Victoria Hospitals Health Access Centre has been extended to assist  with the anticpated winter pressures. On behalf of the PVG Group, RMc extends grateful thanks to the  staff whose continued loyalty and hard work is a credit to them through these recent difficult times.  It’s still not been disclosed where the new hubs will be located and staff haven’t yet been recruited.  When the HAC does close, it will have a severe impact on A & E attendances; in fact, in recent times,  Blackburn’s A & E was reported as being the worst performer so this doesn’t bode well for the future. | | |
| |  |  | | --- | --- | | **Complaints / Compliments / ELMS Updates** |  |     **C*omplaints Sub-Committee reviews***  The 4 x anonymised complaints reviewed by RMc, SA and CN were:-   1. 1322 reviewed by CN; upheld due to poor customer service from receptionist 2. 1346 reviewed by SA; partially upheld as patient informed clinician of his allergies 3x 3. 1355 reviewed by SC; upheld as complainant should have been able to access a GP 4. 1364 reviewed by SA; upheld as its never acceptable not to communicate with anyone.   It was agreed that most of the complaints that ELMS receives are around communication. CN asked  for it to be recorded that ELMS deal with complaints swiftly and correctly and that a *“well done”* needs  passing on.  ***Number of Complaints Year-to-date***  31 complaints received between 01.04.17 - 01.09.17  ***Compliments Report (July & August 2017)***    ***Patient Surveys***  RMc reported that the PVG are to further assist ELMS with patient surveys. He and GF have devised a  survey form for Out of Hours patient engagement; this is as a result of the last CQC inspection where it  was reported they wanted to see more site specific patient engagement. RMc needs to speak with the  OOH Supervisors and is intended to commence tomorrow (Thursday 21 Sept) for a 3-month period.  RMc also asked for volunteers to attend OOH sites particularly at weekends to engage with patients to  complete the surveys.  **Action: RMc to speak with James Bibby to notify OOH staff & he will email PVG members for**  **volunteers to attend sites *(see sample survey below***)     |  |  | | --- | --- | | **Judging of ELMS Photo Competition** |  |     In the ELMS Summer newsletter, staff were asked to contribute landscape or wildlife photographs; the  12 best photos will be selected by RMc and the members were asked if they would judge the final 12  entries for an overall winner with calendars produced and sold for charity. The group all said they would  be very happy to take part.   |  |  | | --- | --- | | **Any Other Business** |  |      * CN said recent news articles regarding hospital referral panels are cause for concern; RMc said that whilst he’s aware of this, he’s not heard that this is happening in East Lancashire as yet, he agrees it is extremely concerning that panels may refuse referrals and treatment may possibly be delayed.   As always, RMc will raise at future meetings as this issue develops.   * RMc recently met with the Chief Exec of BwD Over 75’s; they discussed their concern that there are delays in patients going in to care homes in a timely manner with patients dying before this happens. RMc under the FOI act will ask what the death rates of patients in care homes was and what it is now; continuing care should be cheaper. * December’s meeting will include a Christmas buffet so RW will ask for confirmed attendances nearer the time for catering purposes.  |  |  | | --- | --- | | **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/> | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 1 November 2017**  **Complaints Sub-Committee Members Only to meet at 18:30**  **Main 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 24-hrs 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) | | |