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| **Minutes of the East Lancashire Patients Voice Group Meeting**  **Wednesday 16 December 2015 - St Ives Business Centre**  **In attendance:-** | | |
| **Patient Voice Group Attendees**    Russ McLean - PVG Chair (RMc)  Pamela Pickles (PaP)  Mavis Williams (MW)  Yasmin Feroze (YF)  Harri Pickles (HP)  Pat Pearce (PP) | **ELMS Staff Present**    Glenda Feeney - Corporate Services Director (GF)  Ros Wilding - Minute Taker (RW) | |
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| **Welcome** | |  |
| RMc opened the meeting at 19:00 and extended a warm welcome to those present. | | |
| **News Update** | |  |
| * RMc informed the group of Janet’s resignation following the last meeting held in October. Janet had hoped to attend tonight which would have been her last meeting but unfortunately has had to send her apologies. **Action:** RMc to write a letter of thanks to Janet for her invaluable contribution to the group over the years. * RMc introduced a new member to the group - Pat Pearce who lives in the Ribble Valley. | | |
| **Apologies Received** | |  |
| Shirley Corbally  Janet Harbord   |  |  | | --- | --- | | **Minutes of Last Meeting / Conflict of Interests / Matters Arising** |  |  * *Minutes of the last meeting*   Held on 14 October 2015 - proposed by RMc and seconded by PaP as a true and accurate record of what had transpired.   * *Conflict of interests*   None declared.  *Matters arising*   * Clinical Navigation Hub presentation: **Action:** RMc to write and thank Brenda Re. * New members: On-going. * NWAS invitation: Due to other pressures within NWAS this item is shelved for the present.  |  |  | | --- | --- | | **Chair Report - Russ McLean** |  |     RMc has been busy working on behalf of the patients of East Lancashire – see Chair Report attached. RMc continues his excellent relationship with ELHT and with its leadership of Kevin McGee (Chief Executive) and Eileen Fairhurst (Chair). | | |
| |  |  | | --- | --- | | **Complaints / Compliments** |  |   *Complaints Sub-Committee reviews*  It was agreed to cancel the sub-committee review meeting for tonight due to a shortage of members (SC & CN). RMc asked PaP as the only member present if she is happy with the sub-committee meeting 30-mins prior to the main meeting. PaP responded that she is and is also happy with the random anonymised scrutiny process.   * Since 1st October 2015 to-date complaints have been received and reported to HSCIC   as follows:-  11 x Out of Hours  23 x Federated Practices  4 x Hub  1 AVH  RMc said that this low number reflects how well that ELMS, as an organisation, works hard to ensure patient focus is paramount. RMc asked GF to extend his thanks to the board.  It was agreed that patients increasingly have unrealistic expectations. Generally, people are naturally quick to complain but it was agreed that compliments should also form part of this item. **Action:** It was agreed that RW will attach a copy of the monthly compliments reports to the Minutes including reports in arrears back to July 2015.     |  |  | | --- | --- | | **ELMS Updates** |  |  * RMc receives reports for ELMS services and looks at the data from a patient perspective such as are ELMS performing/under-performing? GF said that numbers have continued to increase across all the services and planning for winter pressures is always a challenge. Doctors want to work less on out of hours due to increased costs to themselves; despite this ELMS still need to cover the additional shifts over Christmas and New Year and more doctors are needed than are required to ensure the needs of the services are met. * Both ELHT and ELMS continue to employ a large number of expensive agency staff. Agencies take a percentage from the fee before payment is made to the doctor. More and more doctors, nurses and other clinical staff are leaving full-time work to pick and choose where and when they work; this leaves hospitals and other NHS services in a difficult position as it takes 7-years to train a doctor and the ones that leave can’t be replaced quickly enough. * RMc meets with Kevin McGee monthly and uploads their discussions on to *youtube* with a particular concern from their last meeting that A & E are struggling with increased numbers. There is a national shortage of A & E staff but ELHT are recruiting nursing staff from the Philippines; Christine Pearson has flown out to meet with potential staff to ensure criteria such as language skills are in place before offering employment.   RMc has concerns but would prefer this option to that of expensive agency staff even if their command of English isn’t very good as it least it gives patients continuity of care that you don’t get with locums. They would be paid at staff rate; receive re-location costs; training and mentoring and have to pass English tests. However, this could result in them moving to larger cities such as London for higher paid jobs. It was acknowledged it’s a very difficult time in the NHS at present. Kevin is well-liked by patients and staff and is proving to be a better “front-man” than his predecessor and is working towards an improved service.  PaP asked if these positions would be permanent. RMc answered that they would but as he alluded to earlier, there is a real concern that they may ultimately leave. YF agreed that the trust continues to seek staff from abroad – it was Italy last year for example but it’s pointless when they leave to work elsewhere.  The media have stopped berating the NHS but it’s going to take around 5-7 years before the numbers are back to what they should be.  **Action:** GF will provide an abridged version of the Dashboard (national quality requirements) to future meetings.   |  |  | | --- | --- | | **ELHT Dietetics Engagement** |  |  * RMc reported that for the first time in 10-years ELHT has looked at its food and drink strategy for patients; staff; carers; parents etc. Vending machines are full of high fat and high calorie content with low nutritional value; typically, canteens/restaurants close early evening leaving a poor selection available. RMc asked PVG members if they would be interested in becoming involved over the next 3-months to collect data via questionnaires to assist with this strategy. It would involve going on to wards at East Lancs hospital sites so DBS checks will need to be in place and ID badges will need to be worn at all visits. It is asked that members are sympathetic to a ward environment and act accordingly as an ambassador for the PVG. PaP has looked at the information provided by RMc with the Agenda and confirmed her interest – it is asked that the rest of the members read it prior to submitting their names for involvement. However, RMc stressed that ELMS is to take priority over any ELHT tasks but it is hoped that the PVG’s involvement will help to raise its profile. Expenses of 40p per mile will be paid by ELHT on claim forms which will be issued by RMc. Kevin McGee has stressed that he doesn’t want anyone to be out of pocket.  |  | | --- | | **Any Other Business** |  * *PLACE Training*   The next PVG meeting will mainly be taken up with PLACE training.   * *2016 Meeting dates (all Wednesday evenings)*   3 Feb / 6 April / 8 June / 10 August / 12 October/ 14 December   |  |  | | --- | --- | | **General Information** |  |   The Patient Voice Group also has their own Website and email address. ELMS 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.info](mailto:Patient@ELPVG.info). | | |
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| **Date / Time / Venue of Next Meeting** | |  |
| **Wednesday 3 February 2016**  **Complaints Sub-Committee Members to meet at 18:00**  **Meeting to start at 19:00**  **St Ives House Business Centre**  **Accrington Road**  **Blackburn**  **BB1 2EG**  Members 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 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 | | |