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| **Minutes of the Patient Group Meeting****03rd April 2013****St Ives Business Centre****Attendees:** |
| **Patient Members**Russ McLean (RAM)Harri Pickles (HP) Ashraf Karbhari (AK)Mavis Williams (MW)Dee Morley (DM)Shirley Corbally (SC)Pamela Pickles (PP)Anne Ray (AR) |  |
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| **WELCOME** |  |
| Mr McLean opened the meeting at 1400 and extended a very warm welcome to all. |
| **APOLOGIES** |  |
| Received from Glenda Feeney, Norman McColl and Yasmin Feroze. |
| **MINUTES OF LAST MEETING** |  |
| The minutes of the last meeting, held in February 2013 were proposed by Mr Harri Pickles as a true and accurate record of what transpired at that meeting.

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| **MATTERS ARISING** |  |

Mr McLean reported that he had written a letter of support to Mrs Sharon Shaw and all the team at the Rossendale Minor Injuries Unit, on behalf of all patients who had used the service. The Minor Injuries Unit had celebrated its’ first birthday – having been opened 1 year on April 1st 2013. Mr McLean told those present that he had written to the Commissioners regarding Virtual Wards and that they had accepted an invitation to attend the next PVG meeting in on 5th June 2013. Caroline Marshall had met with him in February to discuss virtual wards and was keen to have PVG involvement.Mr McLean told members that in reference to the minutes of the last meeting – matters pertaining to Healthwatch – 111 – the Acute Visiting Service would be discussed in the Agenda today.The Dementia consultation had concluded and there appeared to have been a hold put on the transfer of services to Blackpool. Mr McLean said that he was happy that the BwD CCG had written a strong letter to LCFT – against the transfer of services. The general consensus of opinion across East Lancashire is that Dementia Services should stay local.Mr McLean said that he and the group should keep a close eye on developments.

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| **ACUTE VISITING SERVICE** |  |

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| Mr McLean explained to members that GPs in Blackburn with Darwen are improving patient choice by helping people at risk of emergency hospital admissions to be treated in their own homes instead, where appropriate. They are launching an innovative new scheme called the Acute Visiting Service (AVS) that will enable them to refer patients with acute - or urgent - symptoms that may need hospital treatment for a home visit.The service will provide two dedicated GPs who will visit patients living in Blackburn with Darwen who have been referred to the scheme to assess them and provide immediate advice, treatment and prescriptions.The scheme has been developed as a pilot by Blackburn with Darwen Clinical Commissioning Group, the new GP-led organisation that will take responsibility for planning and buying local health services from the Care Trust Plus from April 1st 2013.He told members that this is one of a number of schemes that the CCG has been working on to help patients receive treatment in the right place and improve their experience of NHS services.North West Ambulance Service (NWAS) has also signed up to the Acute Visiting Service. It means that paramedics will be able to assess patients from Blackburn with Darwen who have dialled 999 and, where appropriate, refer them for an AVS home visit as an alternative to a hospital admission.The CCG, and ELMS will deliver this service on behalf of all GP practices across Blackburn with Darwen and all practices will be able to refer into it.ELMS will provide two dedicated GPs, who will be available to make acute home visits within three hours of referral where practices have identified patients who are at risk of an unplanned admission.This scheme is for unplanned home visits where there is an unexpected, urgent medical need. GPs will continue to do routine, planned home visits.AVS is being run as 13 month pilot scheme. It is estimated that up to 30 home visits will be made each day but the pilot will be continuously monitored and adjusted if necessary.AVS is one of a number of schemes being introduced to help patients get the right treatment in the right place. Mr McLean told members that the scheme had only just been introduced and that he had been unable to obtain figures to present to the group. He has written to Jillian Wild Head of Unscheduled Care and Mrs Wild has promised to provide data for our next meeting.**Resolved: Mr McLean to meet with Jillian Wild**

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| **111** |  |

Mr McLean told members of the PVG that a soft launch of the service had been catastrophic. The 111 service was rolled out Nationally 3 days ago on 1st April 2013 – over Easter. He explained that he had serious reservations about the system and that he had written to Dr Mike Ions – Dr Chris Clayton and Mr Joe Slater to express his concerns on behalf of patients across East Lancashire. The National and Local Press – Newspapers, Radio & TV had all run stories relating to the problems with 111 and now the General Medical Council and the Royal College of GPs had made their concerns known.Mr McLean has written to Jillian Wild, John Rotherham and Chris Endersby and asked for an explanation – which was yet to be forthcoming. He told those present that he had also written a letter of concern to Nicola Williams – Regional Director of NHSD and asked for assurances that there would not be a reoccurrence of the problems. His emails had been neither acknowledged nor responded to. 111 is a standing agenda item and Mr McLean said that he would submit a further request for information.**RESOLVED: Mr McLean to meet with Jillian Wild and Nicola Williams to discuss. PVG to obtain data relating to the “soft launch.”**

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| **HEALTHWATCH** |  |

Mr McLean shared details of his teleconference this morning, with Ken Barnsley, Head of Corporate Research at BwD Council. Mr Barnsley had informed Mr McLean that Healthwatch in Blackburn with Darwen that a tender process had taken place and that the successful tender would be announced today (03/04/2013).The organisation will be in place from 8th April 2013 and the Carers Federation have been given a contract extension for a month, to enable a smooth transition. There will be a Healthwatch launch party in April – held at the Youth Zone. Mr Barnsley went on to say that the Healthwatch board will meet approximately 6 times a year. There will be a “National Standard” for Enter & View (which gives the organisation a statutory right to enter, view and inspect care environments, including GP surgeries, Hospitals, Care Homes, Pharmacies, Dentists etc). The current “shadow Healthwatch Board” will continue in an advisory capacity – the Healthwatch Board has yet to be appointed – and Mr Barnsley said it was likely that positions would again be advertised. Mr McLean told PVG members that he suspected that the Lancashire Healthwatch would be in a similar position and that board members would not yet have been appointed. Mr Karbhari told members that he had submitted an application for Lancashire Healthwatch but had been told that there has been an overwhelming response in terms of applicants and that he did not fit the criteria and those positions had been filled. Mr McLean said he was surprised by that response and that he would make enquiries.Mr McLean went on to tell the group about the Freedom of information request which he had submitted to Lancashire County Council, regarding members and structure of their Shadow Healthwatch Board. In their responses, LCC had completely misunderstood the request and had replied with information relating to the Shadow Health & Wellbeing Board. Mr McLean said that he was awaiting a formal response.The same Freedom of information request had been submitted to Blackburn with Darwen Council and Mr McLean shared the responses with the group. Mr Pickles said that there was another member of the PVG who had applied to be a member of Lancashire Healthwatch – but was not aware of the outcome.The Group were in favour of supporting Mr Karbhari in his application for Lancashire Healthwatch.Mrs Ray said that she was aware that members of the Shadow Healthwatch board had been asked if they would like to remain as members of the Blackburn with Darwen Healthwatch – and that several members had expressed an interest. Mrs Ray went on to say that members of the former BwD LINKs – who had completed “enter & view training” would now be known as the “Healthwatch Operations Task Group” Mrs Morley asked: as “Healthwatch was a new Group – shouldn’t all positions be advertised?” There followed a discussion between group members, which expressed complete surprise that former LINk members had already been appointed as an “Operations Task Group” even before the Board had been appointed. Mr McLean said that questions would need to be asked. Mr Karbhari explained that Healthwatch was keen to build on the legacy of the work of the LINk boards but that he was concerned at their apparent involvement with BwD Healthwatch.Mr McLean said that he would contact Mr Barnsley and ask him if he would attend the August meeting of the PVG and answer questions on BwD Healthwatch. Mr Karbhari added that by that time – a Chair should have been appointed – and to extend that invitation to the BwD Healthwatch Chair. Members agreed.Mr McLean told members that he had attended a seminar in Manchester at which the CEO and the Chair of Healthwatch England were present. He had spoken, at length, with officers and would attend another event on the 11th April 2013. The officers had assured Mr McLean that Healthwatch would be keen to work with groups like the PVG. **Resolved: Mr McLean to contact Ken Barnsley and clarify the position reference “Operations Task group” and invite Mr Barnsley and the Healthwatch Chair to a PVG meeting in August.**

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| **URGENT CARE STREAMING PILOT** |  |

Mr McLean gave members a brief overview again of the Urgent Care Streaming Pilot – where Patients who attended the Urgent Care Centre were triaged – and if it was felt they could be more appropriately treated in Primary Care – they would be deflected back into Primary Care (their own GP – Out of Hours – Pharmacies).Mr McLean told the group that he had requested information from Unscheduled Care Lead Jillian Wild – but this data was not available. Mrs Wilde did say that as soon as the data became available that she would share it with the PVG.Mr McLean said that the PVG should keep a close eye on this pilot and the way it impacted upon Patients and ELMS. He was particularly interested in obtaining data which showed numbers of Patients who had been deflected.The Urgent Care Pilot was another area which members agreed should be closely scrutinised. Mr McLean said that he had been approached and asked to attend a Radio Programme, to be broadcast LIVE on Radio Lancashire – where key members of the service delivery would chat about the pilot. Mr McLean told members that he was unable to attend – because he would be on leave – but asked interested parties to attend the Sally Naden Show on Thursday 18th April 11am to 1pm.Mr McLean told those present that he had posted messages on the PVG Facebook site and the PVG Twitter Feed – asking for patients to contact him, where they had recently used the Urgent Care Centre.**Resolved: Mr McLean to request data from Jillian Wild**

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| **PATIENT ENGAGEMENT / PVG MEMBERSHIP & AFFILIATIONS** |  |

Mr McLean asked members for their availability for the next few months as it was his intention to commence Patient Engagement at the 4 practices: Horsfield, Pendle Valley Mills, Brierfield and Eagle Medical Practice in Accrington. Mr McLean told members that it was his hope to boost the “e-membership” of the Patient Voice Group. These members could be contacted in the future to give their views on ELMS and the services the company delivers. He handed out sample membership forms and all present agreed to progress the idea. Mr McLean asked members if they would supply him with a mini CV – which showed their experience of the Health economy – and to what organisations members were previously or currently affiliated. We could share this information with external organisations. Mr McLean, Mr Karbhari and Mrs Morley had recently attended PLACE (Patient Led Engagement in Care Environments) training – led by East Lancs Hospital Trust. The training would enable them to inspect care environments operated by the Trust. Mr McLean had written to Lancashire Care Foundation Trust – offering to attend their PLACE Training – but had received an email saying that positions had now been filled. Mrs Williams and Mr McLean had recently attended Dementia Training and Mr McLean has applied to be a Dementia Champion.Mr McLean asked members if they were interested in attending any future training – all members said that they were keen to progress and that they would grasp any training opportunities.Dee Morley, Ashraf Karbhari and Russ McLean have been approached to inspect Royal Blackburn Hospital. Mr McLean said he was not in a position to share the dates of these inspections – but would report back to the group once the inspections had been completed.**Resolved: Members to submit their affiliations to any groups – past or present – and details of any training attended. Mr McLean, Mrs Morley and Mr Karbhari to report on PLACE Assesments at the next meeting.**

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| **CHAIR REPORT** |  |

Mr McLean shared his diary with the group – which included:26/02 Meeting with Commissioners26/02 Met with Joe Slater Chair BwD CCG27/02 Healthy Living – Abdul Mulla28/02 Yvonne Nugent Caroline Marshall – Virtual Wards28/02 Meeting with Jill Nye – Re: Practices08/03 Critical Friends Walshaw House Nelson19/03 Dementia Training 19/03 ELMS Council Meeting21/03 PLACE Training27/03 Meeting Lawrence Dunhill LET Health reporter27/03 ELHT Board meeting08/04 Visit ELMS Practices10/04 BwD CCG11/04 Healthwatch Launch Manchester – Jeremy Hunt22/04 EL CCG23/04 PLACE RBH24/04 ELHT Board24/05 Karen Oddie – Pain Services25/04 Lyn Wisset ELHT29/04 Meet Practice Managers to discuss Patient Groups02/05 Meet Jillian Wild at St Ives to discuss 111 UC and AVSMr McLean continues to be an ambassador for ELMS and the Patient Voice Group – raising the profile of the organisations by engaging individuals and Groups.

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| **AOB** |  |

Mr McLean displayed to members, the new promotional materials for the PVG and Practice Patient Groups. He explained that the posters had been paid for by the “Pat on the Back” award and would enable the Patient Groups to promote themselves at ELMS Premises and during the summer, when he hoped that the PVG could carry out engagement at Summer Fetes, Galas and Shopping Centres.Mrs Morley asked about ELMS complaints and Mr McLean told members that a new Governance Manager (Sandra Waddingham) had been employed and that he had arranged a meeting with her. Mr McLean would present details of complaints, received by ELMS, at the next meeting of the PVG. He reminded members that the PVG would look at complaints regularly and that there would be an audit of complaints, by the PVG, every 12 months. |
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| **Date/Time/Venue for Next Meeting – 2013 Schedule** |  |
| Wednesday 5TH JUNE 20131900hrsSt Ives Business Centre**Future 2013 PVG Meeting Dates**Wednesday 7th Aug – 14.00Wednesday 2nd Oct – 19.00Wednesday 4th Dec – 12.00 (Christmas Lunch) |