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| **Minutes of the Patient Group Meeting**  **St. Ives House – 16TH April 2012**  **Attendees:** | | |
| **Patient Members**  Russ McLean  Harri Pickles  Mavis Williams  Ann Ray  Trish Taylor  Dee Morley  Norman McColl  Ashraf Kabarhi  Aziz Hafiz  Chris Nolan | **ELMS Management Team**  Glenda Feeney – Corporate Scs Director  Diane Ridgway - CEO | |
|  | **Staff Members**  Alison Pettinger | |
| **Apologies/New Member Welcome/Minutes & Matters arising** | |  |
| Meeting opened at 14.15 by Chairman Russ McLean.  Apologies received from Shirley Corbally & Pamela Pickles  All meetings as listed in “Any Other Business” from last meetings minutes went ahead, the meeting with Mr Ron O’Keefe ended with him being very keen to be involved. | | |
| **111/Localised Commissioned Service** | |  |
| Russ has received responses to his Freedom of Information request from the PCT, NHSD & NWAS.  The ongoing problems with mobile phone connections to the 111 service have been addressed by NHSD,NWAS & FCMS and have resulted in the main cellular providers erecting new transmission masts.  Diane Ridgway went on to present figures from the NHS 111 Minimum Data Set. (Copy attached)  These figures having been received from National who are aware that there are some glitches in their numbers and may not be 100% accurate  ELMS Call volume has gone up by 60% in November, 62% in February and statistics show a 53% increase in patients attending our Treatment Centres.  Russ commented that it had been made very clear to him by patients attending our treatment centres that they were disillusioned by the outcome of their call to 111, from this a number of question were asked, Diane answers:   * “Is this because non clinicians are using the Pathway?”   “Yes! And its costing a fortune. Pathways is a very safe system to use, however, adding a non-clinical person into the equation means that factors which are noted by professionals are missed which makes the call taker very risk averse”   * “Has the quality of the information improved”   “In the main, yes. However it will be 6 months before permanent fixes are made to the system ensuring a continuity of detailed/correct information. There was evidence that there was no consistency in call takers for NHSD & NWAS”  Russ showed concern regarding the inconsistency and suggested that the Patient Voice Group invite representatives from NHSD,FCMS & NWAS to attend one of our meetings   * “Non clinicians answering calls, do they have a medical background”   “The cost would be too high”   * “Have there been any problems caused by process systems”   “Yes, probably, but we have no problems with the ELMS systems”   * “In your professional role, what are you doing”   “I am on the board of Regional Clinical Governance, which views complaints, significant events, updates and gaps in the system”  Diane is also part of the NHS Alliance, which she uses as she thinks it is beneficial to “have a conflict of interest” | | |
| **ELMS Patient to Patient Survey Results/On line Patient Survey** | |  |
| The Patient Survey 2011/2012 ended on the 31st March and over 350 surveys were completed. Russ received thanks from Diane Ridgway which he passed on to each and every member of the group  (All results in attachment)  Russ was keen to suggest future projects with the group, including:   * Road Shows * Fetes * Mosques * Schools and Galas * Large Supermarket chains   The feasibility of giving cards to patients that attend Treatment Centres and who are visited in their homes, to complete online patient surveys was discussed by the Group, this discussion was also mindful of patients without internet access.  Encouraging electronic responses will in no way replace postal surveys, but with increasing postage charges and delays within the postal service, was seen to be a move forward in communicating with the patients. Its added advantage would be an instant response.  Harri shared with us the the Patient Information Exchange used at his registered surgery known as “Pendle Pie”  It was suggested that a PVG Face Book page be set up, made administrative just for members to be able to BLOG!! | | |
| **Health watch** | |  |
| This item will be re-visited by the Patient Voice Group on a bi-monthly basis.  On 31st March 2013 a new regulatory body will be set up. Healthwatch will replace the current Local Involvement Networks. BwD has achieved pathfinder status, which means it will be one of the first places in the country to trial it and other parts of the country will learn from the experience Russ would suggest that the PVG keeps a close eye on developments, and the contacts to advise them that we would like an input into the processes. | | |
| **Rossendale MIU** | |  |
| Russ attended the opening of the new Rossendale Nurse Led Minor Injury Unit along with Diane, and offered his congratulations to ELMS for this fabulous achievement given the time frame.  The opening is wonderful news for the Patients of Rossendale and the PVG extends Good Luck and a warm welcome to Sharon Shaw (Lead Nurse) and her team. | | |
| **East Lancs CCG** | |  |
| The CCG will take over from the PCT and will be responsible for commissioning services, the Government believes giving control of the NHS budget to Gp’s will result in better patient care and choice.  Russ has been invited by Dr Chris Clayton to be involved.  The workings of the two PCT’s at the moment is very different, East Lancs meetings are held in public, BwD are not. Advertisements have been placed in local press for laypersons representative for all CCGs.  Each of the 31 practices has one GP sitting on the board who will work closely with the Care Trust Plus to agree the financial plan for 2012/2013.  The CCG will plan services, including Urgent and OOH Care, so ELMS could find themselves in a position where the OOH Contract is put out to tender, Russ proposes working with local CCG’s and have major input into their development.  It was suggested that an invitation should be extended to Dr Chris Clayton (BwD) and Dr Mike Ions (East Lancs.) to attend the next PVG Meeting.  For further information please visit:  [www.bwd.nhs.uk/board-meetings/health-and-wellbeing-board](http://www.bwd.nhs.uk/board-meetings/health-and-wellbeing-board) | | |
| **Healthcare Awards/Any Other Business** | | |
| Russ and Glenda have submitted an entry to the “Independent Healthcare Awards 2012”  The three categories entered are:  **Innovation**  **Primary Care**  **Healthcare Outcomes**  The awards will be held on the 18th September 2012 at the Marriott Hotel in London.  News of progress and the finalists can be found @:  [www.independenthealthcareawards.co.uk](http://www.independenthealthcareawards.co.uk)  Russ Mclean was elected Vice Chair of the Council at the last meeting, 8th March 2012, he has also been nominated by Diane for the “Pat on the Back Award”, in the volunteering and Health category.  Chris Nolan or a representative of Telemedicine Revolution was invited to do a presentation to the group to demonstrate its workings, currently in use at Airedale Hospital. | | |
| **Date, Time & Venue for next meeting** | |  |
| **Wednesday 13th June 2012**  **@**  **St Ives Business Centre**  **19.00** | | |