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| **Minutes of the Patient Group Meeting****St. Ives House – 16TH February 2012****Attendees:** |
| **Patient Members**Russ McLeanHarri PicklesMavis WilliamsAnn RayTrish TaylorPamela PicklesNorman McCollAshraf KabhariAziz Hafiz | **ELMS Management Team**Glenda Feeney – Corporate Scs Director |
|  | **Staff Members**Alison Pettinger |
| **Apologies/New Member Welcome** |  |
| Meeting opened at 19.00 by Chairman Russ McLean.Apologies received from Chris Nolan, Dee Morley & Shirley Corbally.Claire Haddock has resigned from the PV Group and Russ would like to thank her for her time and wish her well for the future.A warm welcome was extended to Mr Norman McColl as the newest member to join the Group. |
| **111/Localised Commissioned Service**  |  |
| Russ introduced Mr James Bibby – Business & Performance Manager for ELMS who went on to give a PowerPoint presentation. (attached)He began with asking the group a number of questions:1. Has anybody in the group had to use the services of 111?
2. Has anybody contacted/attended the pharmacy for medical advice?
3. Who perceived NHSD & 111 are the same?

James referred to the 111 leaflet that is being delivered to thousands of homes and is receiving radio and TV advertising. Some of the information contained in the leaflet seems to be very misleading, offering services that are not accessible through the 111 freephone number, i.e. District Nursing and Dental services. These services may very well be available in the future depending on cost and the successful integration into the 111 system.There are also a number of other differences between the two services and James aimed his PowerPoint presentation at the way the call is handled.James’s presentation raised a number of questions:Q:”Why is NHSD still operating?”A: 111 is a on a Pilot Period and evidence suggest that as people get used to ringing 111, the calls to NHSD will reduce and eventually be de-commissioned.Q:”Who is responsible for the quality of care?”A: Both parties involved, 111 & ELMS are responsibleThere have been numerous and varying complaints regarding the 111 system including problems accessing the service from a mobile phones, this was followed up on behalf of the PVG by Russ McLean and was informed by Nicola Williams, NHSD Regional Director, that they were aware of the technical problems being experienced by patients using the “3” network, she re-assured that this would be followed up with their technical department and would report back. In view of the difficulties being experienced, resulting in 2 untoward incidents in the Lancashire area Russ McLean has written to Jillian Wild and Chris Endersby, Unscheduled Care Commissioners for BwD & East Lancashire respectively to share the 111 information that they receive weekly.There were also concerns around the software being used that omits clinical detail. The chairman will raise these concerns with Nicola Williams |
| **Minutes of Last Meeting and Matters Arising** |  |
| The minutes of the last meeting were accepted as a true and accurate record with no matters arising.111 has been agreed to be an ongoing agenda itemRuss has written to ELMS CEO, Diane Ridgway on the 30th Dec 2011 to thank her for her efforts resulting in the tender withdrawal. |
| **Patient Experience Network Awards 2012/ELMS Patient to Patient Survey Results to Date/Text Surveys/Patient Association** |  |
| The finals of the Patient Experience Network National Awards took place in Birmingham on the 18th January – The ELMS Patient Voice Group were represented by Diane Ridgway, Glenda Feeney and Russ McLean. Unfortunately on this occasion ELMS were unsuccessful, but gained some invaluable experience and contacts.Russ would like to personally thank Glenda for the considerable amount of time and effort put into the development of the picture boards and PowerPoint presentation.ELMS & other entrants scores can be viewed at: [www.patientexperiencenewtwork.org/innovate/PENNA/finalists2011.htm](http://www.patientexperiencenewtwork.org/innovate/PENNA/finalists2011.htm)Pamela asked if the group would be entering the awards again, and it was agreed that that decision would be taken by the group.In our efforts to raise ELMS Company profile Circa 250 Patient Surveys have been completed and the gathered information entered into a database set up by Craig Winters, a member of ELMS IT Staff. The results are encouraging and highlight the excellent service offered, however, any negative feedback is followed up.It was evident that the members, who carried out surveys at St Peters Centre, had numerous comments made about the entrance to the OOH – Russ would write to the Estates Dept sighting the Patient Survey. Ros Wilding is collating all the information and this will be reviewed at the end of March – Russ extended his thanks to Craig and Ros.In view of the enormous volumes of PSQ (Patient Satisfaction Questionnaires) sent through our postal system, Russ suggested the group consider text surveys. A service that could be used for marketing purposes. No medical or confidential information would be contained in the messages; however consideration would need to be given to the legality of using patient’s mobile phone numbers.ELMS are now also a member of the nationally recognised group: The Patient Association.They use their knowledge to campaign for real improvements to health & social care service across the UK.There is a huge amount of resources on the internet for patients.Contact No: 0845 608 44 55Web Site: [www.patients-association.com/](http://www.patients-association.com/)A number of publications are available, including: You & Your Doctor, How to make a complaint & How to make a living will.Its presidents include Angela Rippon & Sir Richard Branson - Russ will commence training as a “Patient Association Ambassador” and will keep us posted. |
| **PVG Chairman Reporting Lines** |  |
| ELMS council meetings are held quarterly and Russ will report to them as the PVG Chair.The report will include PVG activity, PENNA awards, survey & results. All meeting attended by the PVG Chair. |
| **Meeting Attendance Fee/Expenses from new Financial Year** |  |
| It was agreed that the rate of expenses would be reduced from April 2012, this is due to the economic climate and inequitable group members involvement. If any additional work is done by members then this will be recognised and any expenses covered/  |
| **Any Other Business** |
| To raise ELMS profile, Russ has set up a number of meetings:* Mr Ron O’Keefe – Chair of the Children, Health Overview & Scrutiny Committee
* Lancashire Link Meetings
* Ken Barnsley – Head of Corporate Research BwD
* Attendance at the “Winter Warm Summit” – Monday 5th March 2012

The meeting was closed at 21.30 – The Chair thanked everyone for the attendance |
| **Date, Time & Venue for next meeting**  |  |
| **Monday 16th April 2012****@****St Ives Business Centre****14.00** |