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| **Minutes of the Patient Group Meeting****St. Ives House – 13th June 2012****Attendees:** |
| **Patient Members**Russ McLeanHarri PicklesMavis WilliamsAnn RayDee MorleyNorman McCollAshraf KarbhariChris NolanPamela PicklesShirley Corbally | **ELMS Management Team**Glenda Feeney – Corporate Scs Director |
|  | **Staff Members**Alison Pettinger |
| **Apologies/ Minutes & Matters arising** |  |
| Meeting opened at 19.10 by Chairman Russ McLean who thanked everyone for their attendance.Apologies received from Trish TaylorThe minutes of the last meeting were agreed as a true and accurate record.Russ Mclean to liaise with Chris Nolan to arrange for Telemedicine presentation |
| **111 (Standing Agenda Item until March 2013)** |  |
| The problems experienced by patients trying to access the 111 service using a mobile phone are still causing some considerable disruption. Russ has followed this up with Nicola Williams (NHSD) and Chris Endersby (Commissioner) after hearing that one of our PVG members had difficulty in contacting the service. Ashraf Karbhari did receive a reply to his complaint from Andy Smith, ICT Consultant @ NHS Direct. In short, details of Ashraf’s complaint have been forwarded to the DH voice team and there will be an investigation into this matter, results of the investigation will be shared with the group when received.Casual observations by the Local and National press have reported that the Emergency and Urgent Care Departments of our hospitals have been under a deluge of patients. Better education of Staff and Patients is paramount to avoid inappropriate use of these services, and an improved pathway would direct patients to more appropriate services.Since the roll out of 111 ELMS has seen massive increases in the volume of calls across the board & certainly over the 4 day Bank Holiday period, resources were under a huge strain.Glenda reported that the comparison for the Royal Wedding Bank Holiday against the Jubilee Bank Holiday weekends had seen a 41% increase in the number of calls. The main pressures being realised at the Blackburn Primary Care & St Peters Centre.The PVG are aiming to raise the profile of ELMS, but the service needs to be accessed correctly for the right reasons, patients need to be directed down the correct pathway for the most appropriate care.It was suggested that the group try to obtain figures from another similar organisation who do not receive their calls through the 111 service and compare figures for the same period. The triage system used needs real attention, including patient education and it was suggested that Russ write to FCMS, NWAS and 111 and invite representatives from each to attend one of our meetings. |
| **Online Patient Survey / Rossendale Minor Injuries Unit Survey** |  |
| At the April PVG Meeting, the artwork for the Online Patient Survey Cards was authorised and these have now been printed. The cards contain a web address which will direct Patients to an online survey. Russ will work with Neil Harwood (IT Manager) and this will hopefully go live in August. A request came from the Commissioners to compile a patient satisfaction survey for the new Rossendale Minor Injuries Unit at Rawtenstall; this survey template is now complete (copy attached) and Russ will liaise with the units Manager, Sharon Shaw. The MIU is open 08.00 – 20.00, 365 days. Results will be shared with the group periodically. |
| **Health Watch / CCG’s** |  |
| In April 2013, Local Healthwatch will be established replacing Local Involvement Networks (LINks). This will be an independent corporate body, its aim to employ its own staff and involve volunteers to have a stronger voice to influence and challenge health and social care services.What will it do??1. Local Healthwatch will have a seat on the new statutory health and wellbeing boards
2. Enable people to share their views.
3. Alert Healthwatch England to concerns
4. Provide information to patients about their choices
5. Signpost people to information
6. Provide evidence based feedback
7. Local Healthwatch will reflect the diversity of the community it serves.

A report has been produced which looks at proposals for Healthwatch in Blackburn with Darwen. The report is critical of current arrangements. As the chair of the PVG, Russ has indicated to Mr Kenneth Barnsley, Head of Corporate Research at BwD and Margaret McLeod, Healthwatch Transitional Alliance, that the group would like to have input into and support the formation of our Local Healthwatch.Russ has been in contact with the Chair of BwD CCG, Dr Chris Clayton & East Lancs CCG Chair, Dr Mike Ions. Both Leads were keen to attend a PVG meeting, but their availability is limited. A selection of dates were put forward and it was agreed by the group to move their August meeting to accommodate the attendance of the 2 GP’s, therefore the next PVG meeting will be held on Wednesday 22nd August @ 9.00. |
| **Independent Healthcare/ Health Service Journal/Pat on the Back Awards** |  |
| An entry into the Independent HC Awards has resulted in a Finalist place. Glenda and Russ will attend the awards ceremony in London on September 18th.An entry will be put submitted to enter the 31st HSJ Awards – An award given to individuals/organisations that are recognised for their work to raise the standard of health care.ELMS PVG were awarded Runners Up for Pat on the Back Awards, the group was nominated by ELMS CEO, Diane Ridgway. A prize of £300.00 will be used for the group to further their aims.Many suggestions were made for promotional items by the group, including:* Pens
* Keyrings
* Pads
* £1 token for use in supermarket trolleys.
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| **Marketing ELMS/Patient Engagement/St Peters Centre/PVG for other OOH Providers** |  |
| Russ is actioning contacting various sources to promote PVG and ELMS. The key is to engage our local community. A discussion followed with suggestions of where to exhibit:* Supermarkets
* Road Shows
* Mosques
* Colleges
* Schools
* Galas

During our collation of Patient Surveys at St Peters Centre, a number of comments were made regarding the signage, lighting and access. Russ has met with the Centre Manager, Dawn Willis, unfortunately Mr Blair Fotheringale who was to represent Eric Wright, the building owners, failed to arrive. Russ received a report back from Dawn. The results were as follows:Signage was quite clear on the approach to St Peters, but further afield LCC had failed to use adequate signage, Russ was informed by David Bloomer at LCC who agreed that the signage was poor, but , any additional signs would have to be purchased by St Peters CentreSeveral signs within the grounds clearly indicate the OOH entrance. The entrance is round the side of the main building, this was within the original design to enable the OOH to have their own entrance which allowed CCTV observation, a must, when the leisure centre is closed.Eric Wright Management had replaced all exterior lighting in the previous 2 months so this was no longer an issue.It was agreed by Members that Russ could research other Patient Groups to hopefully make contact and meet to share best practice. |
| **AOB** |
| Ann Ray – Blood DonorsRuss explained that although an interesting subject, it was out of PVG Remit, however Russ provided useful information on venues around the local area where blood could be given. For more information you can log on to:[www.blood.co.uk](http://www.blood.co.uk)Harri Pickles – Dates for ELMS EventsThere are no fixed dates yet. |
| **Date, Time & Venue for next meeting**  |  |
| **Wednesday 22nd August 2012****@****St Ives Business Centre****09.00am** |