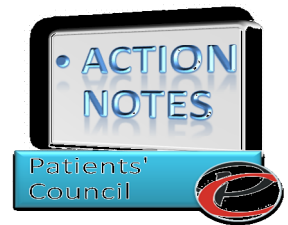


NE Sector Greater Manchester Patients' Council
24th September 2008, 12 – 4pm, Masonic Hall



Present

Anna Sidebottom
Barbara Allen
Dave Sweeney
David Cartwright
Elizabeth Lynskey
Gareth Thompson
Hazel Healey
Jean Frankell
John Ruane
Marie Douglas
Mick Ainsworth
Olwen Fish

Paul Mainwaring
Rosemary Donnelley
Rosie Kingham
Saeed Anwar
Vera Tansley
Valerie Horwood

Apologies

John Eastwood
Liz Hudson
Ray Mallinson

In attendance

Gemma Cresswell
Ginni Jones
Sue Curzon
Nicola Crosby
Vicki Jackson

1. Apologies

As above.

2. Bury Primary Care Trust: World Class Commissioning

David Latham who is the Programme Director at Bury Primary Care Trust gave a presentation on the developments being undertaken in Bury as a result of World Class Commissioning. Part of the process of this is developing a strategic plan and he asked for any comments the Patient's Council had to be sent to Jackie Rothwell at BPCT no later than 9th October 2008.

Pennine Acute Estates Presentation

Graham Lord (Head of Estate Development for Pennine Acute Hospitals NHS Trust) Presented the site development control plans which showed each of the four hospital sites and the proposed estate reconfiguration and rationalisation of the four acute sites. There was a question and answer session and Graham Lord assured the Patients Council that he would look into the long stay parking tickets across the four sites.

3. Notes of the previous meeting

The notes of the meeting held on 27th August 2008 were approved.

4. Matters Arising

See updated action log (September 2008).

5. Council Business

Members were informed that the Healthy Futures programme has 12 weeks as of 26/09/2008 to complete the service delivery models for the 49 workstreams and that Sir Jonathan Asbridge has requested that PM is to invite the IRP back.

PM informed members that there is new administration support in the office and also the new office should be ready to move into shortly providing space for members to work from if needed.

ACTION

Members discussed the lack of information regarding the free bowel cancer testing kits and the free phone number and that it should be put onto the Patient's Council website.

Action: Locate the free phone number for bowel cancer testing kits and add this to the Patient's Council website.

Liz Hudson
29/10/08

Members raised concerns about a company called Synergy who are sending letters out regarding the flu jab, and that the patient concerned should book an appointment with Synergy to have it done. This is nothing to do with GP's and the Patient's Council will send a letter to PALS to make them aware that this is confusing some members of the public.

Action: Write to the PALS informing them of Synergy and the confusion it is causing them. Also get 'Involve' involved by offering them the Patient's Council reader service.

?
29/10/08

6.1 Recruitment of Members

Members were informed that more general members were needed for the Patient's Council especially from Manchester and Bury.

6.2 Mileage Allowance

Members were informed that mileage allowance for Patient Council members would be reviewed at the Reconfiguration Programme Board (RPB) meeting and PM will update.

Action: Update members on the outcome of the RPB on getting an increased mileage rate for members who travel by car.

Paul Mainwaring
29/10/08

6. Divisions

6.1 Carers – Members were informed that the Carers division on the Patient's Council website now has the 10 issues that are currently being worked on.

AS has written to Marion Carroll asking for a copy of the feeding policy used in hospitals for patients who cannot feed themselves. The reply she got was not specific enough so AS will write back asking for more specifics. Stepping Hill Hospital have their own feeding policy so AS to set up a meeting with the cares group there to discuss how it works and if it is successful.

Action: AS to write to Marion Carroll regarding being more specific on the hospital feeding policy. AS to set up a meeting with Stepping Hill cares group regarding their feeding policy.

Anna Sidebottom
29/10/08

Action: GC to obtain a copy of the DoH feeding guidelines and forward to LH to pass to the carers group.

Gemma Cresswell
29/10/08

Action: LH to confirm that there is a stand available for the cares group at the Links event on the 5th December 2008.

Liz Hudson
29/10/08

6.2 Public Panel – Members were informed that there a number of activists who may raise their profile with regards to Paediatric services and maternity moves.

6.3 Parent and Baby – Members were informed that Pennine Acute Hospitals Trust has started to issue new information regarding Parents and Baby but nothing says NHS on it. The group needed a chair person and agreed MD to take on this role.

6.4 Staff Side – Members were informed that Healthy Futures and Making It Better will make a delivery launch at the end of October 2008. Members raised concerns about the new uniforms, particularly men's shirts as they have no NHS signage making it unclear as

to whom to approach for help and are worried about patient safety.

Action: JF to write to John Saxby regarding the Patient's Council's concerns about the new uniforms.

**Jean Frankell
29/10/08**

6.5 Youth Council – Members were informed that the website is currently being developed and when complete a member of the youth council will give a presentation to the Patient's Council.

Action: PM to arrange a presentation to the Patient's Council on the new Youth Council's website when complete.

**Paul Mainwaring
29/10/08**

7. Sub Groups

7.1 Diabetes – Members were informed of a change of venue for the diabetes group they now meet in Oldham Swimming baths.

7.2 Education – No update.

7.3 Hospital Infections – Members raised concerns around the lack of information released on C-Diff versus MRSA. Members discussed visiting each hospital location and using a map of the hospital wards to map where every gel wash and sink are and also to note whether the gel wash is full or empty in each hospital.

Action: PM to send map layout of hospital sites to each person undertaking this task.

**Paul Mainwaring
29/10/08**

7.4 LIFT – Members were informed that Deeplish LIFT centre is now open and named Nye Bevan House by the Secretary of State for Health, Alan Johnson. Members discussed the opportunity to visit all the LIFT centres in the area.

7.5 Mental Health – Members were informed that patients who have experienced mental health and maternity were concerned that the pathway was not being followed correctly. PM now has a copy of the pathway.

Action: PM to look into the pathway for maternity/mental health.

**Paul Mainwaring
29/10/08**

7.6 Obesity – No update.

7.7 Reading Service – PM informed members that the reader service needs pushing.

7.8 Transport – Members discussed the congestion charge consultation and the issue of no concessions. Members were informed that the Healthy Futures partnership will support the Patient's Council view on the congestion charge and that it is imperative that PTS and private hire vehicles and also staff and patients who need to use their cars get a discount. If this is not possible then the Patient's Council will be against the bid.

Action: PM to put a full transport plan together within the next three weeks to support a linkage service.

**Paul Mainwaring
29/10/08**

Action: LH to send members the transport congestion charge report

**Liz Hudson
29/10/08**

8. NHS HMR Provider Directory

This update is to be re-scheduled for next meeting if possible.

Action: Add NHS HMR Provider Directory as an item on the October agenda.

**Liz Hudson
22/10/08**

9. Patients Council Newsletter

Action: *LH to send out the last newsletter and to put the next newsletter into packs for next meeting.*

Liz Hudson
29/10/08

10. For information

Members were given a copies of the following documents:

- The latest Carers magazine
- Patient experience of care and influence of staff motivation document.
- Oldham PCT Phase 1 and Phase 2 reports
- Booth Hall and Pendlebury Fact Sheet
- Forthcoming AGM meeting dates

11. AOB

Mental Health

Members were informed that there has been no response to the letter written from the Patient's Council regarding Holistic Therapies at Hanson Corner in Middleton. The Patient's Council did get assurances that funding would be kept; however this is not the case, PM to chase.

Action: *PM to chase funding of Holistic therapies at Hanson Corner.*

Paul Mainwaring
29/10/08

Crescent Radio

Members were informed of a radio interview for Crescent Radio in Rochdale on 03/10/08, regarding Healthier Horizons and changes to local services in Rochdale. Members asked to attend were, PM, BA, SA and DS.

Action: *PM, BA, SA and DS to confirm their attendance to the above interview.*

PM, BA, SA & DS
29/10/08

Healthier Horizons

Members were informed that the SHA has 10 touchstones for the North West for overseeing World Class Commissioning. The Patients Council are to form a public panel and also help recruit for the public panel as well as feed into the group.

Regent Radio

Members were informed that PM had an interview with Regent Radio on Healthier Horizons and that GC will be speaking to Regen Radio more often and will be arranging radio opportunities for the Patients Council who will be asked to attend.

Moston LIFT

Members raised concerns about the different information given regarding a LIFT centre in Moston. Members were informed by LC that at present Moston is not getting a LIFT centre; however there are plans which are at a very early stage if there is funding available.

12. Date of Next Meeting

The next meeting will be held on Friday 24th October 2008, 12 noon – 4pm at the Middleton Masonic Hall. Agenda items and apologies to Liz Hudson (liz.hudson@patientscouncil.org.uk or 0161 763 5644) by 22nd October 2008.