



**Patients' Council
26^h March 2008
12 – 4pm, Masonic Hall**

Present

Anna Sidebottom
Dave Sweeney
David Cartwright
Elizabeth Lynskey
Gareth Thompson
Hazel Healey
John Ruane
Marie Douglas
Mick Ainsworth
Olwen Fish
Pat Walmsley
Paul Mainwaring
Ray Howlett

Rosemary Donnelley
Vera Tansley

In attendance

John Eastwood
Liz Hudson
Nicola Crosby
Rosie Kingham

Absent

Ken Ratcliffe
Yvonne Ratcliffe
Val Bayliss-Brideaux

Apologies

Barbara Allen
Caroline Powell
Jean Frankell
Kamaran Rafiq
Ken Holt
Maggie Doyle
Saeed Anwar
Sue Curzon
Sue Wallis
Valerie Horwood

1. Council business

1.1 TOR

Members were advised that the sub group need to meet to finalise the TOR.

Members were informed that the Chair is currently looking into offices to provide the Patients Council with a base to work from.

Members discussed the possibility of setting up a Pensioners division of the Patients' Council along side the Youth Council division and the Parent and Baby division.

Obtain concerns relating to healthcare from the Civil Service Pensioners Alliance and forward to the Chair.

2. Notes of the previous meeting

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

3. Matters arising

See updated Action Log (March 08).

Action 270208/04 – It was agreed that the Readers Group would be split into two groups; short term group and long term group.

Action 270208/08 – Members discussed the response received from the Making It Better team in relation to carrying out a survey to identify any travel/transport problems that parents with children/babies may encounter. The Making It Better team do not believe that women with children or pregnant women would be undertaking any additional journeys using public transport as a result of the consultation and therefore asked that the Patients' Council reconsider undertaking the proposed piece of work.

ACTION

John Eastwood
16th April 2008

4. For Information

- 4.1 Patient Opinion Newsletter
- 4.2 Letter from Chair of Independent Patients' Forum in Middleton

5. Sub Groups

In order to ensure that future meeting are more manageable it was agreed that each sub group Chair would provide Liz Hudson with an update report ten days prior to the monthly meeting. This will allow Liz Hudson to distribute the update report with the agenda one week prior to the meeting so that members can raise any concerns/queries at the meeting relating to the sub group update reports. A copy of the Patients' Council Sub Group protocol was distributed to all members.

5.1 Reading Service

Kite Mark Conditions and Rules – Members were given a copy of the Kite Mark Conditions and Rules to read and refer to when proof reading future documents. Members were advised of the scoring system which is detailed in the Patients' Council Reader's Rules Document. Once a document has been approved by the Patients' Council the Patients' Council Kite Mark can be displayed on the approved document and a unique reference number will be issued to the PCT/organisation. It was therefore agreed that the following people would provide updates on the following sub groups;

Carers – Anna Sidebottom
Diabetes – Gareth Thompson
Education – Dave Sweeney
Hospital Infections – Hazel Healey
LIFT – PPI Leads for each PCT area
Mental Health – Barbara Allen
Obesity – Gareth Thompson
Readers Service – Paul Mainwaring
Transport – David Cartwright
Working Partners – Paul Mainwaring

Members of the Readers Group agreed that it would be beneficial to have training in relation to the scoring system for proof reading documents.

Arrange a training date for the Readers Group in relation to the proof reading scoring system.

5.2 Transport

Members were advised that in April the Transport Business Plans will be available for consideration.

Members discussed the issues surrounding PTS and felt that the situation was not improving, particularly the issue relating to patients waiting to be collected from the hospitals. It was therefore felt that it would be useful to invite a representative from the Discharge Strategy Group to come and give an update on PTS discharge within the Pennine Acute and to advise what they are currently doing and what we can expect in the future.

Liz Hudson
16th April 2008

Invite a representative from the Discharge Strategy Group to give members an update on discharge policies for PTS and to advise members of any future plans.

A number of members advised that they had heard that the snack box available upon request to patients in hospital may no longer be available.

Send e-mail to enquire if the snack box is still available at all four Pennine Acute Hospital locations.

It was also agreed that a letter should be send to the Chief Executive of the SHA in relation to the Patients' Council concerns regarding PTS not been addressed.

Send letter to the Chief Executive of the SHA in relation to the Patients' Council concerns regarding PTS not been addressed.

Jean Frankell
16th April 2008

Paul Mainwaring
16th April 2008

Paul Mainwaring
16th April 2008

5.3 LIFT

Heywood, Middleton and Rochdale – Members were advised that the Deeplish LIFT centre is one month ahead of schedule, the Alkrington centre is now open and planning permission for the Wardleworth and Heywood sites has been obtained.

Bury – Members were advised that a meeting re the colour schemes and signage within the centre Radcliffe LIFT centre had recently taken place. Members were also given a newsletter on the development of the Townside Fields Development Primary Care Centre.

Oldham – Members were advised that the Integrated Care Centre is one month behind and is anticipated to be open by spring 09. A site in Royton has been obtained. A site has also be obtained in Werneth and GP's have agreed to go into the LIFT Centre but transport plans need to be looked into.

North Manchester – no update.

5.4 Hospital Infections

Members were advised of an article "Clean up your act!" that was in the Prestwich and Whitefield Guide re members of the public not using the hand wash stations despite the new signs erected by the Patients' Council. Members agreed that the voice machine needs to be constantly working and the supply of hand wash needs to be maintained to ensure effective use of the hand wash station at Fairfield General Hospital before rolling this out at the remaining hospital locations. A copy of an e-mail that Paul sent to Vic Crumbleholme of the HCAI Board was distributed to all members and members agreed to await a response.

Supply a copy of the "Clean up your act!" article to all members.

5.5 Carers

Members were given an update on the progress of the carers group. Members were informed that Paul Mainwaring and Anna Sidebottom had recently met to discuss what information is going to be placed on the Patients' Council website relating to carers and Anna is going to supply Paul with ten top carers items for the website.

5.6 Working Partners

Liz Hudson
30th April 2008

Members were advised that the Blackburn with Darwen Patients' Council has now been developed and that some members would be invited to attend the North East Sector Patients' Council to get an idea as to how the meetings are run.

6. Equitable Access

A presentation was given on Equitable Access in Primary Care by Nicola Crosby. A copy of the presentation was given out to all members present.

Members agreed that they would all like to be involved with the Equitable Access Consultation and attend events and focus groups.

Send members contact details to Nicola Crosby so that she can inform them of any events relating to the Equitable Access Consultation

Forward positives and negatives re the Equitable Access Consultation to Liz Hudson and Paul Mainwaring to forward to Nicola Crosby.

Liz Hudson
16th April 2008

Members
28th March 2008

7. Telephone Protocol

Due to the number of telephone calls the Patients' Council are now receiving and the increased workload it was agreed that members phone only between the hours of 9am and 12 noon, Monday to Friday.

8. PAHT Board Papers

Under action 270208/06 Pennine Acute Board Papers were obtained and there was no reference to the recent GP out of hours service provided within the Sainsbury's shopping centre.

9. AOB

LIFT Awards

Members congratulated Bury and Oldham PCT on their recent success of winning a LIFT award.

Mission Equality Event

Members were informed of forthcoming Mission Equality Events that are taking place in five different locations to develop a single equality scheme for HMRPCT. A copy of the poster advising the event was distributed to all members.

Members to inform Liz Hudson if they wish to attend any of the Mission Equality events.

Government Report on Public Toilets – A copy of a government report on public toilets that was published on 6th March 2008 was distributed to all members. The report states that the cost of using a public toilet will go up to 20p.

Produce a formal response from the Council in relation to the government toilet plans.

Members
4th April 2008

Dave Sweeney
16th April 2008

10. Date of Next Meeting

The next meeting will be held on Wednesday 30th April 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 23rd April.