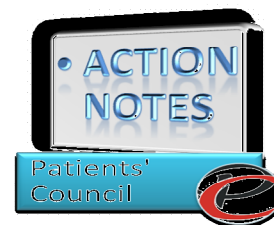


**NE Sector Greater Manchester Patients' Council
27th August 2008, 12 – 4pm, Masonic Hall**



Present

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

Paul Mainwaring
Rosemary Donnelley
Vera Tansley

In attendance

John Eastwood
Liz Hudson
Gemma Cresswell
Dave Brown

Apologies

Barbara Allen
Ken Holt
Sue Wallis
Valerie Horwood
Ray Howlett
Pat Walmsley
Saeed Anwar
Jackie Rothwell

1. Apologies

As above.

2. Notes of the previous meeting

The notes of the meeting held on 25th June 2008 were approved.

3. Council Business

Members were informed that Ray Mallinson was currently ill and that he may be absent for a while. Members sent their best wishes.

Members were introduced to Dave Brown, North West Regional Representative of the Civil Service Pensioners Alliance, who was a guest at today's meeting.

Action: Invite Dave Brown NW Regional Rep of the Civil Service Pensioners Alliance to attend future Patients' Council meeting as a guest.

3.1 Meeting Agenda Structure

A document outlining sections of a meeting was distributed to all members for their information to ensure that people understand the structure of the agenda.

3.2 Structure of the Patients' Council

Members were given a document detailing the structure of the Patients' Council.

3.3 Purpose of the Patients' Council Divisions and Recruitment of each Division

Members were informed that the Patients' Council Executive Board is in place to oversee all regional boards, such as; NE sector of GM Patients' Council and Blackburn with Darwen. The Patients' Council Executive Board aims to expand into further regions over time. Patients' Council Divisions are in place to allow people with certain criteria other than that of having a health conditions for seven or more years to sit on each of the five divisions; public panel, carers, parent and baby, youth council, staff. Each of the five divisions will require members to have experience relevant to the said division, i.e. a member of the carers group must be a carer or be involved in caring for people in some way. All divisions will be a consistent item on the monthly agenda.

Members agreed that we need to expand membership on each of the divisions and

ACTION

**Liz Hudson
Ongoing**

start recruiting further members with relevant experience. It was agreed that membership for each of the divisions needs to include one or more representatives from each of the four PCT areas, and have a chair for each of the divisions. Currently Anna Sidebottom chairs the Carers Group and Paul Mainwaring chairs the Public Panel.

Action: Arrange for Paul Mainwaring to meet with members that he feels have relevant experience to chair the following divisions; Parent & Baby, Youth Council, Staff Side.

Liz Hudson
24/09/08

Sub-groups are in place for temporary issues that are brought to the attention of the Patients' Council and these may change on an ongoing basis.

3.4 Behaviour in guest presence

Members were reminded that when representing the Patients' Council to act in a professional manner and that when attending a presentation/event to ask questions once invited to and do not interrupt guest speakers.

3.5 Administration Costs

Members were advised, due to the number of phone calls the office is currently receiving, to keep phone calls to a minimum. As a result of an increased attendance to events, to only use taxis when no other form of transport is possible.

Members requested a review on the mileage rate for those that travel by car.

Action: Look into getting an increased mileage rate for members who travel by car.

Paul Mainwaring
24/09/08

4. Matters Arising

See updated action log (August 2008).

5. Patients' Council Website

Members were shown the new updated Patients' Council website and each web page was explained and discussed.

Members suggested producing;

- a hard copy version of the website for people without access to the internet that could be available upon request
- a website user guide for people who are not computer literate

6. Sub Groups

6.1 Diabetes – The question of self testing at home was raised as this is not consistent throughout the PCT's.

Action: Write to the four PCT's requesting their policies on self-testing kits for diabetes.

Paul Mainwaring
24/09/08

Action: Obtain NICE guidelines on diabetes self-testing kits.

Paul Mainwaring
24/09/08

6.2 Education – Members were informed that an application to the Arts Council has been made for money to fund Spiral Dance to educate people on service changes within Healthy Futures.

6.3 Hospital Infections – Members raised concerns around bed proximity on wards and the need for further education on hand washing at hospitals. Members discussed visiting each hospital location and monitoring the usage of hand wash at visiting every night and make a record of how many people use the hand wash stations versus how many people walk past the station.

Action: Write to Marion Carroll asking for clarification of the position of the HCAI group in which Patients' Council representation used to be present and enquire why the Patients' Council are no longer involved.

Paul Mainwaring
24/09/08

6.4 LIFT – Members requested an update on what services each LIFT centre will provided.

Action: Obtain LIFT information pack for all members for next meeting.

Paul Mainwaring
24/09/08

6.5 Mental Health – Members were informed of a forthcoming Mental Health event.

Action: Circulate details of the forthcoming Mental Health event to the following members; DC, EL, OF, AS, MD and HH.

Liz Hudson
24/09/08

Action: Write to Chris O'Gorman to invite to a Patients' Council meeting to give a presentation on Mental Health Services.

Paul Mainwaring
24/09/08

6.6 Obesity – No update.

6.7 Reading Service – No update.

6.8 Transport – Members discussed the congestion charge consultation and the issue of no concessions.

Action: Contact David Bernasconi, Unison Rep for Pennine Acute, and request comments relating to the congestion charge consultation.

Gareth Thompson
24/09/08

Action: Draft a response to the congestion charge consultation incorporating concerns around concessions and LH to forward to members for their approval prior to sending a response.

John Eastwood/David
Cartwright/Liz Hudson
24/09/08

7. Choose and Book System

Members discussed issues relating to the Choose and Book system.

Action: Arrange for the Head of Choose and Book to attend a future Patients' Council meeting to update on the choose and book system and to answer queries that members may have regarding this system.

8. Consultation Exercise on Government Care and Support System

Members discussed the Government Care and Support System Consultation Document (distributed prior to the meeting) and it was agreed that members should forward concerns, in the form of short brief bullet points, to the Chair to produce an overall response to the consultation and send out to members for approval prior to sending in the formal response.

Action: Forward brief bullet point concerns relating to the Care and Support System Consultation to the Chair to draft a response on behalf of the Patients' Council. This will then be forwarded to members for their approval.

All members
24/09/08

9. Future Patients' Council Focus Groups

Members were advised that the Patients' Council had recently facilitated some focus groups for Oldham PCT.

Action: Supply members with copies of the Oldham PCT phase 1 and phase 2 outcome reports for their information.

Liz Hudson
24/09/08

Members were advised that one of the key findings was that there are no; Dermatology, Anti-coagulation or Chronic Kidney support groups in existence.

Action: Set up a Dermatology, Anticoagulation and Chronic Kidney Disease sub-groups.

Paul Mainwaring
24/09/08

Action: Set up meeting for Paul to meet with Jean Frankell to discuss chairing the Dermatology sub-group.

Liz Hudson
24/09/08

10. Patients' Council Diary of Events Form

Members present were given a copy of a Patients' Council Diary of Events Form which members are required to complete detailing; event title, date of event, author (who attended meeting) and give an overview of the event. Completed forms need to be sent to Liz Hudson by post or by e-mail (as indicated on the bottom of the form) to be added to the Patients' Council Diary of Events section on the Patients' Council website in order to keep the public informed on events/meetings that the Patients' Council are attending.

Action: Forward a pdf version of the Patients' Council Diary of Events Form to members on e-mail.

Liz Hudson
24/09/08

11. For Information

Members were given a copy of the Healthier Horizons Document produced by the NHS North West.

12. AOB

Newsletter

Members were advised that Hazel Healey, Dave Sweeney and Barbara Allen are currently working on producing a newsletter. Frequency, distribution and production of the newsletter needs to be discussed further.

Action: Forward a copy of the sample Patients' Council newsletter to all members.

Liz Hudson
24/09/08

Booth Hall and Pendlebury Service Moves

It was agreed that Gemma Cresswell, PPI and Comms assistant for the Healthy Futures Team, would produce a fact sheet on Booth Hall and Pendlebury service moves.

Action: Produce a fact sheet on the Booth Hall and Pendlebury service moves and forward to Liz Hudson to distribute to all members.

Gemma Cresswell
24/09/08

Maternity Ward Closures

Members discussed maternity ward closures.

Action: Request latest statistics on maternity closures within the Pennine Acute Hospital Trust from Sue Wallis of Making It Better.

**Paul Mainwaring
24/09/08**

HMRPCT Equitable Access

Members were advised that HMRPCT will shortly be at the stage where they will be interviewing the bidders for the surgeries and that they have requested that some Patients' Council members from the Heywood, Middleton and Rochdale area sit on the interview panel and contribute towards the evaluation of the presentation/interviews.

It was agreed that the following members would attend the following interviews:

Dave Sweeney - 23rd October 08 (Balderstone Scheme)
Vera Tansley – 27th October 08 (Central Rochdale Scheme)
Hazel Healey – 28th October 08 (Heywood Scheme)
Barbara Allen – 30th October 08 (Smallbridge Scheme)

Action: DS, VT, HH and BA to confirm their attendance to the above interviews.

**DS, VT, HH, BA
24/09/08**

13. Date of Next Meeting

The next meeting will be held on Wednesday 24th September 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 17th September 2008.