

**COUNTY DURHAM LINK**

**PALS WORKING GROUP MEETING NOTES**

**12 April 2010 Bowburn Community Centre**

LINK members attending

Michael Dalton, Syd Duggan, Malcolm Harrison, John Hudson

Apologies: Michael Hemingway

Facilitator Liz Greer

	<b>NOTES</b>	<b>ACTION</b>
1.	<p>Notes from the last meeting</p> <ul style="list-style-type: none"> <li>Liz circulated updated contact info for the PALS/Complaints leads in each Trust. All agreed how confusing it was to have different named leads in the same Trusts. Some Trusts appear to be considering merging these roles/functions. NEAS publish their reports on their website in very easy to read format- can others do this? Agreed we'd try to establish if there was any national framework/structure for how information should be presented/collated. Michael offered to try his contact at the SHA to find out who co-ordinates PALS at regional level-Liz &amp; Malcolm to attend a meeting together with Michael if feasible</li> </ul> <p>Key questions are</p> <ul style="list-style-type: none"> <li>➤ What is the difference between PALS and a complaint?</li> <li>➤ Can we have some case examples</li> <li>➤ Why is there no common reporting framework?</li> <li>➤ What guidance is available to patients/public &amp; how do they get directed to the Ombudsman if not satisfied?</li> <li>➤ Different formats make it very difficult for lay people to interpret/compare/understand information</li> <li>➤ Is there a regional network of PALS/Complaints leads?</li> <li>➤ Is the SHA doing any regional mapping of trends? Use Michael's mapping using our thematic framework as example as an example</li> <li>➤ How has the new system bedded down?</li> </ul> <ul style="list-style-type: none"> <li>Agreed John to make contact with PALS lead at TEWV Trust to include asking if their reports could include 'categories' of complaints to help us identify common themes</li> </ul>	<p>Liz/Michael D/Malcolm</p> <p>John Hudson</p>

	<ul style="list-style-type: none"> <li>• Agreed to establish what if anything Darlington LINK are doing on PALS/Complaints in their Trust</li> <li>• Liz to follow up on Syd's contact Jill Salkeld at D &amp; D Foundation Trust re meeting up about LINKs</li> </ul>	Liz  Liz
2.	<b>Date of next meeting June 4<sup>th</sup> Bowburn Community Centre 1-3 pm</b>	

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