

COUNTY DURHAM LINK

PALS WORKING GROUP MEETING NOTES

17 March 2010

LINK members attending

Michael Dalton, Syd Duggan, Malcolm Harrison, Michael Hemingway, John Hudson

Facilitator Liz Greer

	NOTES	ACTION
1.	Notes from the last meeting <ul style="list-style-type: none"> o Role of the Working group endorsed as outlined in the last meeting o Summary of Trust reporting schedule has been provided by PCP-see item 5 for actions 	
2.	Malcolm mentioned feedback from the Ombudsman about the handling of 'concerns' and 'complaints' and the way in which complaints are reported by Trusts. More info on the PALS website at http://www.pals.nhs.uk/CmsContentView.aspx?ItemId=2016 –copy to be circulated with the notes. We discussed how useful the distinction between 'concerns' and 'complaints' was but recognised that at present the only data we will be looking at concerns complaints.	Liz
3.	General feedback about the reports – inconsistent layout, terminology and presentation makes comparing performance in different Trusts difficult. John asked that print size be increased – especially those in landscape format. It would be helpful if TEWV Trust report included 'categories' of complaints to help us identify common themes. John to discuss this with his PALS contact at TEWV Trust.	John Hudson
4.	Discussed options where many several Trust reports have not arrived and lack of response to 20 day letter to Stephen Eames. Agreed to try individual approaches to PALS leads initially to identify what problems are & chase up - Group Members to liaise with their PALS lead as outlined below in 5.	
5.	Malcolm offered an overview of all the reports and summarised the categories he identified as part of this process. The highest number of complaints related to a) access to treatment & care b)access to services ie understanding what services can offer c) Dentistry d) staff attitudes e) interpreting services Group agreed that we would use Malcolm's categories as a framework for reviewing each Trust Report – Liz to write up and circulate with notes	Liz

	<p>Also agreed that individual members would take responsibility for a Trust report & apply the framework, bringing feedback to the next meeting as well as making contact with the PALS lead for each Trust .Liz will circulate relevant PALS contact details as soon as she gets them from PCP.</p> <p>Malcolm – NHS Co Durham Provider (NHS Darlington)</p> <p>John –TEWV Trust</p> <p>Michael H- NEAS</p> <p>Michael D – NHS Co Durham - commissioning</p> <p>Syd – Durham & Darlington Foundation Trust</p> <p>Agreed it will be a good idea to invite different PALS leads to future meetings. Initial approach to be made to Fiona Day. Also worth establishing if the PALS leads meet together-this may be an easier way of raising issues with them by the Working Group.</p>	<p>Liz</p> <p>Group Members</p> <p>Liz</p>
6.	AOB agreed to ask PCP to circulate <u>hard</u> copies of reports to individual members as they come in & to ensure print size is legible (some too small to read)	
7.	Date of next meeting Monday 12 April 1-3 pm Bowburn Community Centre	