



**COUNTY DURHAM LINK**

**PALS WORKING GROUP MEETING NOTES**

**4 June 2010 Bowburn Community Centre**

LINK members attending

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

Pamela Gwynn & Yvonne Atkinson, PALS & Complaints Managers Patient Experience Team  
County Durham and Darlington Community Health Services

Facilitator Liz Greer

	<b>NOTES</b>	<b>ACTION</b>
1.	Welcome to our contributors, Pamela & Yvonne, from the Patient Experience Team at County Durham and Darlington Community Health Services and a round of introductions	
2.	<p>Pamela &amp; Yvonne outlined the work of the team. There are 3 PALS managers &amp; 2 Complaints Managers who 'triage' call/requests which come into the service to see if they are about community services (district nursing, midwives, podiatry etc) and whether they can be resolved easily &amp; informally or need further investigation. The Team present a quarterly report to their Board about complaints and have been recognised for the quality of their process by the PCT. The Team also run mandatory customer care training for staff which has resulted in a significant drop in complaints. Where trends in complaints <b>are</b> spotted then the Team recommend action plans which are monitored and reported to the Clinical Quality Committee meeting. We discussed the difference between complaints and concerns and the view of the Working Group about the need for standardised reporting formats to enable comparison of performance across all health care providers in County Durham.</p> <p>Pamela &amp; Yvonne circulated copies of their new literature about their Team which is being widely distributed in community setting. Agreed that LINK may wish to put an item about this in their newsletter. Liz to follow up.</p> <p>Agreed to invite other Trust PALS/complaints managers to future meetings to build relationships</p>	<p>Liz</p> <p>Ongoing</p>
3.	<p>Notes from the last meeting</p> <ul style="list-style-type: none"> <li>We established from our discussions with Pamela &amp; Yvonne that the SHA</li> </ul>	

	<p>network of PALS managers is more about education than policy so it's probably not the right forum to raise issues about standardisation.</p> <p>Agreed instead that we would contact Maureen Grieveson at the PCT to establish their view on standardisation of reporting in summary form- otherwise we cannot establish if the citizens of Durham are getting a consistent level of service. Pamela also said that there was a Health &amp; Social Care Network of Complaints Managers –co-ordinated by Margaret Madden at Stockton BC – also interested in customer care training. Liz to follow up.</p> <p>We also realised we were unsure who the Complaints Lead is in Durham county Council and that we receive no reports from them at all. Liz to follow up on both points and invite to a future meeting. Agreed we needed to know what the Ombudsman has to say about complaints in social care</p> <ul style="list-style-type: none"> <li>• John reported on his meeting with Pauline King at TEWV</li> <li>• Liz has established that PALS/Complaints isn't currently a priority area for Darlington LINK</li> <li>• Agreed that for our next meeting it would be useful to see a copy of the relevant Dept of Health standards-Mike to supply</li> </ul>	<p>Liz</p> <p>Liz</p> <p>Liz</p> <p>Liz</p> <p>Mike D</p>
4.	<b>Date of next meeting: Friday 9 July 10-12-venue TBC</b>	

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