

# Older Person's Strategy - LAS

From Claire Garbutt

----- Original Message -----

From: patientsforumlas@aol.com

To: PatientsForumLAS@aol.com

Sent: Thursday, October 02, 2008 3:56 PM

Subject: Older Person's Strategy

Dear Malcolm,

Thank you for your comments on the strategy. Once agreed by the trust board the actions will be dropped into existing work streams and project managed separately - I will however be maintaining an overview and carrying out status reports. Once these have been slotted into work streams and a responsible person is assigned further work will need to be done on detail for implementation.

In response to your points:

Agreed - however we have a slight difficulty in influencing other service providers. We need to best determine how to do this within the implementation.

Agreed

The strategy is currently on the risk register for the clinical governance committee and status of implementation of actions will be reported to the group.

Engagement with patients and the public is a key strand of the strategy. With the implementation of new ways of working we have excellent opportunities for increased local engagement. Methods of engagement will be determined locally rather than centrally by outlining these methods in the strategy to ensure we are best meeting local need and addressing inequalities. I will be liaising with staff locally to assist in identifying groups to engage with - particular those who have contributed to the development of the strategy.

Many thanks  
Claire Garbutt

Chair: Malcolm Alexander PatientsForumLAS@aol.com

8th September 2008

Claire Garbutt,  
Policy Manager  
LAS, 220 Waterloo Road, SE1

Dear Claire,

## Older Person's Strategy

I am writing to raise a few issues with you concerning the Older Persons' Strategy.

1) Members want to emphasize the critical role of the PTS in meeting the needs of older people and ensuring that access is fair and equal in all communities.

Ensuring that user's of PTS can express their views about the quality of the service without anxiety is of great importance.

- 2) The use of the 'message in a bottle scheme' was emphasized by Forum members as good practice that should be extended to more older people.
- 3) When the Strategy was first published there was inadequate governance with respect to the implementation of its recommendations. We would like your assurance that all recommendations will be embedded in a system of accountability, ultimately to the Clinical Governance Committee and the public, to ensure that delivery of the recommendations.
- 4) For implementation to be successful it is essential for the LAS to enter into a Compact with the 'voluntary sector' ([http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4005635](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4005635)).

This needs to include:

- a) Borough based 'pensioners' forums' and 'pensioners' action group'.
- b) Age Concern and Help the Aged at a Pan-London and local level.
- c) Greater London Forum for Older People. (Lynn Strother).
- d) The National Pensioner's Convention - London Section (Dot Gibson).

We look forward to receiving your comments.

Best wishes

Malcolm Alexander  
Chair