

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

December 10<sup>th</sup> 2019

## North West London CCG - Breach of the Health and Social Care Act - Formal Complaint

Mark Easton,  
Accountable officer,  
North West London Collaboration of Clinical Commissioning Groups,  
mark.easton5@nhs.net.

Dear Mark,

I have raised with you on a number of occasions the very poor leadership in your LAS commissioning team, on matters relating to Patient and Public Involvement. As you know we previously had an outstanding relationship with the LAS CCG commissioning team, which provided opportunities for joint work leading to service improvements for patients. Unfortunately, when Elizabeth Ogunoye left the organisation, nobody was able to consistently take over the public involvement role.

Our requests to re-establish regular meetings with the commissioning team are ignored, as are attempts to influence to commissioning process. We cannot access any documentation relating to your commissioning intentions, and it is a struggle even to get information and documents from the CCG-LAS CQRG. On the rare occasions when we have joined CQRG meeting there is clearly no interest in the views of patients and the public. The Forum's most recent presentation to the CQRG, can be seen at: [www.patientsforumlas.net/co-production-in-the-las.html](http://www.patientsforumlas.net/co-production-in-the-las.html)

The CCG used to provide monthly LAS performance data, but now we have to request the information through the FOI Act. CCGs receive performance information on a regular basis, and it is therefore strange that it should be denied to patients and the public, without going through a drawn-out bureaucratic process.

Unfortunately, as a result of these issues the relationship with NWL CCG has diminished, which is not in the best interests of the CCG or the Forum and those we represent.

We would like to re-establish a high quality relationship with the CCG commissioning team, but it seems that the knowledge and understanding of the importance of

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patient and public involvement is lacking, and staff urgently need training in this aspect of their work.

It is also important that the commissioning team understands the statutory duties, in relation to PPI, of the bodies they commission. I have personally taught Masters courses in PPI in health and social care at Westminster University for a number of years and so am well acquainted with the standards that are required.

**I therefore wish to make a formal complaint that the CCG has breached the following statutory duties contained in the Health and Social Care Act, and its own Constitution.**

### COMMISSIONERS FOR THE LAS - BREACH OF STATUTORY DUTIES

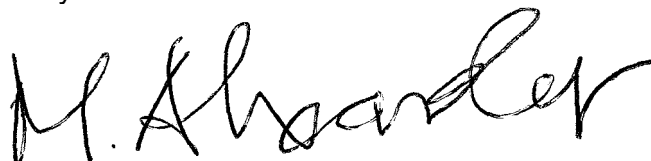
- 14P Duty to promote NHS Constitution
- 14U Duty to promote involvement of each patient
- 14V Duty as to patient choice
- 14Z2 Public involvement and consultation by CCGs

[www.legislation.gov.uk/ukpga/2012/7/notes/division/5/1/3/3?view=plain](http://www.legislation.gov.uk/ukpga/2012/7/notes/division/5/1/3/3?view=plain)

Could I suggest that once you have investigated this formal complaint, that we arrange a meeting with you and your CCG colleagues, to discuss how you will involve patients and the public in the development of your commissioning intentions for the LAS, and then plan for monthly meeting with CCG commissioning team so that we can re-start the process of public involvement in commissioning process for the LAS.

I attach our Public Involvement Handbook to assist your investigation.

Very best wishes



Malcolm Alexander  
Chair  
Patients' Forum for the LAS  
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