

# Quality Accounts 2011 - statement

## Patients' Forum Ambulance Services (London) Ltd

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### Forum Officers

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# **LAS Quality Account - June 1st 2011**

## **Public Involvement**

We welcome the LAS's strong and continuing commitment to public involvement in service improvement and development.

## **Sickle Cell Crisis**

We are concerned about the recent death of a woman in Barking who was suffering from a sickle cell crisis. We are also concerned about statements made by members of the Sickle Cell Society about the poor care they sometime receive when they are in crisis. We welcome LAS's approach to working with the Sickle Cell Society on this issue to seek service improvements. We would like to see evidence on a continuing process of education and training for all front line staff on the care and treatment of people in a sickle cell crisis.

## **Shift Work**

The Forum is concerned about the impact of 12 hours shift on staff and the consequent impact on patient care. We would like to LAS to carry out a study of the impact of long shifts on the care of patients and health of staff.

## **Diversity of the LAS workforce**

The Forum has raised on many occasions the fact that about 94% of front line staff are white. We are concerned about the lack of data about disabilities of LAS staff. We would like to see evidence that the LAS is committed to diversity and inclusion amongst all of its staff. We recommend that the LAS seeks expert advice from the CHRE and other specialist sources, to address this problem and initiate a programme of work to transform the ethnic composition of staff and Board members. The LAS should be seen as an employer and organisation of choice by all communities in London.

## **Staffing levels**

Reports that staffing levels will be cut in the LAS concern the Forum. We would like assurance that services to patients will not be cut and that in line with the contract with the commissioners for 2011-12 that the quality of services will be enhanced.

## **Patients Safety and Patients Complaints**

We recommend a better process for combining RCA reports for incidents, with work on complaints investigations. The HSC statement 'Driving improvement and learning from NHS complaints information' provides a bridge for learning from incidents, accidents and complaints. Evidence of outcomes and enduring improvement is essential and must be placed in the public arena.

## **The Mid-Staffs Test**

We would also like to see the introduction of a 'Mid-Staffs assurance test' demonstrating to the public that the LAS is a safe organisation. This will be important before and after the Mid Staff Inquiry publishes its report.

## **Patient Safety Alerts**

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We congratulate the LAS on completion and implementation of all Patient Safety Alerts.

### **Being Open**

We would like to initiate a joint project with the LAS to demonstrate evidence that people are informed when something has gone wrong with their treatment or care.

### **Quality standards for Patient Transport**

We would like to work the LAS to improve the quality of PTS through the adoption of our patient led 'quality standards for patient transport'. These include waiting times, quality of care, training of staff and appropriateness of vehicles.

### **Collaboration Mental Health Services**

We are concerned that patients with a mental health crisis should receive adequate and appropriate care. We recommend that the LAS carries out an audit of the effectiveness of services provided to patients with acute mental health conditions. and invites users of mental health services, their community mental health teams and GPs, to regularly comment on the quality of and access to care provided by the LAS. We welcome the setting up of a mental health committee in the LAS.

### **Joint clinical meetings with A&E departments**

We recommend that front-line LAS staff regularly attend meetings with A&E clinical staff to review the outcomes of the clinical care they have provided to acutely ill patients who are admitted through A&E departments.

### **Public Involvement and Joining the Foundation Trust as a Member**

We would like much more collaborative work between the LAS, Patients Forum and LINKs on user involvement and encouraging service users to recommend improvement to services. We recommend a campaign to ensure that local people know why is it worth joining the LAS FT as a member in terms of enhancing patient care. It is not clear at the moment to many people what the value is of joining and FT is.

Joseph Healy  
Chair  
Patients Forum LAS

1/6/2011