

**Minutes of the meeting held on**

**WEDNESDAY JUNE 10TH 2015 - 5.30-7.30 PM**

**ATTENDANCE: Forum Members**

Audrey Lucas – Healthwatch Enfield

Carl Curtis –Southwark

Christine Kenworthy - Kent

Dave Payne – Southwark

Graeme Crawford - Ealing

Harbhajan Singh – Elderly Watch, Bexley and Greenwich

Janet Marriott – Richmond/Hounslow

John Larkin – Barnet – Company Secretary

Joseph Healy – Southwark - Forum President

Kathy West – Southwark

Leslie Robertson –Merton

Louisa Roberts - Tower Hamlets

Lynn Strother – City of London

Malcolm Alexander – Chair – Healthwatch Hackney

Robin Kenworthy - Kent

Sister Josephine – Croydon – Vice Chair

**GUEST SPEAKER**

**Nero Ughwujabo – Croydon BME Forum**

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**LONDON AMBULANCE SERVICE:**

Nil

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**COMMISSIONER:**

Elizabeth Ogunoye, Director of Commissioning for the LAS

**APOLOGIES:**

Alhajie Alhussaine – Lambeth

Angela Cross-Durrant –Kingston - Vice Chair

Anthony John - Tower Hamlets

Barry Silverman – Southwark

Catherine Gustaffe - Southwark

Colin Hill – Berkshire

Hiliwona Soloman – Healthwatch Wandsworth

Inez Taylor – Southwark

Kay Winn-Cannon – Healthwatch Waltham Forest

Michael English – Healthwatch Lambeth

Natalie Teich – Healthwatch Islington

Pat Duke –Southwark

Rashid Laher – Kingston

Zoe Packman, Director of Quality and Nursing

1. **MINUTES OF THE MEETING HELD MAY 13TH 2015**
   1. Minutes were agreed a correct record.
2. **MATTERS ARISING**
   1. **SERVICE USER INVOLVEMENT IN PARAMEDIC EDUCATION**

Members had been sent forms for offers of assistance to Vince Clarke, to be involved in training and development for staff who want to become HCPC registered paramedics. Electronic version of form located at: <http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/screen_shot_2015->

04-17\_at\_15.24.46.png. Vince Clarke has been asked to update the Forum.

* 1. **COMMISSIONER’S CQUINS FOR THE LAS**

Commissioners were due to hold a service planning meeting with the LAS in May to discuss the new performance framework for both the quality schedule and CQUINs. Katy Neal asked for update and whether Forum can attend the joint Commissioner:LAS Clinical Quality meetings. Response was as follows and a further update is awaited:

“The proposal is that the responsibility for monitoring CQUINs will fall to the LAS Commissioning Team with authorisation through the CQRG. CQUINs will be monitored on a monthly/ quarterly basis in line with the mechanisms agreed under each initiative.  CQUINs will be considered achieved or otherwise on a quarterly basis following receipt of the required evidence from LAS and discussion with a working group of clinical commissioners. CQUINs will be formally agreed as achieved at CQRG meetings a month in arrears of the end of each Quarter. Formal correspondence will be sent to CCGs to inform them of progress. Monthly meetings will be held between LAS and the LAS Commissioning team to provide on-going update on a variety of performance metrics incl CQUINs to ensure early warning and mitigation against issues of impact.

**2.3 FALLS TEAMS**

Alan Hay (LAS) reported that when patients have falls that in some boroughs they are referring directly into either borough falls teams or ‘single point of access’ teams who forward on. This is happening in Wandsworth, Kingston and Richmond, Merton and Sutton, and Enfield”. The LAS are also in discussion with colleagues in Barking and Dagenham, Havering, Redbridge, Lewisham and Lambeth and there evidence of a significant increase in referrals from front line staff to falls teams in these boroughs.

* 1. **EQUALITY AND DIVERSITY**

Noted that Malcolm is preparing a report on diversity issues amongst paramedics in the LAS. The report will be discussed with the LAS in July.

* 1. **THE ROLE OF THE TRUST DEVELOPMENT AUTHORITY [TDA] SEAN OVERETT**

Noted that Sean’s presentation is on the Forum website: http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/presentation\_introductiontda\_april2015 (so).pptx. Sean agreed to attend June Forum meeting to respond to questions in person but was unwell. Written response was attached to the minutes of the June meeting.

* 1. **QUESTIONS TO THE LAS BOARD**

Responses to the Forum questions are attached to the July minutes.

**2.7 PARAMEDIC PRESCRIBING CONSULTATION:**

Members were encouraged to complete the survey online – closing date 22 May 2015. Tim Edwards from the LAS Medical Directorate to speak at July forum meeting to discuss paramedic prescribing. <https://www.engage.england.nhs.uk/consultation/independent-prescribing-paramedics>

* 1. **ATTENDENCE AT FORUM MEETINGS**

A survey of members was being carried out to find how they would like to improve the way that the Forum is organised. Natalie Teich agreed to analyse results of the survey.

* **Encourage members to return questionnaire**
  1. **CQC INSPECTION OF THE LAS**

Noted that a Report had been produced for the CQC inspection based on member’s comments. The report had been given to the CQC and is on the Forum website. The Forum will be invited to the CQC summit when the draft report is ready.

**2.10 SPIRITUAL SUPPORT FOR FRONT LINE STAFF**

Margaret Luce asked for details of the LAS approach to providing spiritual

support for staff.

**3.0 EXECUTIVE COMMMITEE REPORT**

**3.1 The following issues were discussed**

* + AGM will be held in October. Plans for a large meeting at City Hall. Joseph Healy to book room if possible. Invite David Prior (Minister for Emergency Services) and Liz Kendal who was previously closely involved in ambulance service development.
  + Forum Priorities for 2016-7. Begin process in July and finalise in September 2015.
  + CQC Summit date awaited.
  + Quality Account statement has been presented to the LAS. Meeting will be arranged to discuss adoption of quality improvement proposed by the Forum.
  + Non Executive Directors. Agreed to seek meeting with them to discuss Forum priorities.
  + Review process re declarations of interest for Board members.
  + Restraint. Noted that paramedics are not trained in restraint techniques. This is the role of the police.
  + Diversity of paramedic staff – discussed with Elizabeth Ogunoye re possible future CQUIN.
  + Contact Bernard Hogan Howe re MPs plans re. increasing diversity of police officers.

**3.2 LAS – VIP AWARDS**

Sister Josephine and Malcolm attended the VIP awards ceremony at the

House of Commons celebrating the achievements of people using

defibrillators and CPR to save lives.

**3.3 AMBULANCE DESIGN**

Noted that 100 new ambulance would be available in the near future

with a new design, funded by CCGs. Agreed to check on whether

the ambulance were suitable for bariatric patients. Also check on

training re care and treatment of bariatric patients.

1. **PRESENTATION BY NERO UGHWUJABO – DIRECTOR – CROYDON**

**BME FORUM.**

* 1. Nero raised the following issues:
* Nero had been a member of the CUH Trust Board but resigned.
* The patient’s voice has diminished in Croydon University Hospital because of dwindling numbers of activists and the age spectrum of active people.
* Ambulance waits outside of A&E are still long and the organisation of the A&E department is not adequate to provide and effective service to patients.
* Patients with sickle cell have major concerns about the effectiveness of service and there are many complaints about the service. The service ‘collapsed’ after the person leading the specialist service left the hospital.
* Many BME elders feel isolated, partly because younger people have busy lives and not enough time to support the elders.
* Ambulance delays are putting patients’ lives at risk.
* The BME Forum has developed a Community Development project to engage the community more effectively.
* Focus groups have been used to hear local voices, but it is difficult to get people to attend.
* People are reluctant to raise concerns.
* Patients experiencing poor services.
* Lack of patient voice
* Often ask not to be taken to Croydon Hospital.
* Staff survey suggested that staff would not take their families to Croydon Hospital for treatment.
* Healthwatch has problems with contacting and hearing local communities. It is essential to hear people experiences and new approaches are needed.
* National BME Forum will meet in July and will be a good source of advice and information.
* Croydon NHS has 60% BME staff – why has the LAS only got 5% on the front line.
* Important to discuss problems at CUH with the Trust Development Authority and the CQC.
* Are the CUH Board failing to show due regard to reports from the TDA and CQC? Board does not appear to have influence.
* Can the tide turn for Croydon’s NHS?
* Health and Wellbeing Board not functioning well.
* CCG failing to commission effective services.
* CUH should be in special measures.
  1. Proposal: Joint BME Forum and Patient Forum meeting in Croydon proposed to encourage more people to participate. Invite Croydon HW, CQC, TDA, local advocacy organisations, Cllr Maggie Mansell – Chair of Health and Wellbeing Board, Action against Medical Accidents, MPs and the Overview and Scrutiny Committee.
  2. Lynn asked if there had been a PLACE assessment and if so what the results were? (independent community inspection of the hospital)
  3. Members asked if Lewisham could be a valuable model for community involvement in their local hospital.

1. **REUSE OF BLANKETS OF FRONT LINE STAFF**

5.1 Noted that despite repeated requests from the Forum, that the LAS

are still reusing possibly infected blankets, which have the potential to

infect other patients with MRSA, C.difficile and other infections. The

Chief Medical Officer of the DH, Sally Davies advised in 2013 that this

practice was unacceptable. Janet expressed her disgust that this

practice was continuing. Agreed to raised issue with the LAS Board and

the LAS commissioners. If response is not adequate raise issue with

Simon Stevens, NHS England.

1. **FOR INFORMATION:**

**6.1 The following documents were received for information:**

* **LAS Performance Data – April 2015**
* **Handover Waits – 30 and 60 minutes**
* **Recruitment report**

**The meeting ended at 7.30 pm.**