**MEETING WITH TRISHA BAIN – MAY 16 - 2019**

**CHIEF QUALITY OFFICER – LAS**

1. **Draft Co-Production Charter**

Has been presented to the LAS Board, Heather Lawrence and discussed briefly with the Chair and CE at the Forum meeting on May 13th. Modifications have been made since the meeting with the LAS Board in private and the Board has asked two non-executive directors to prepare a report on public involvement in the LAS which will be finalised in June and presented to the Forum. The names of the NEDS are unknown.

1. **Mental Health Care in the LAS**
2. The report on the MH car is awaited and will be presented to the LAS Board in May. The LAS would like to roll out the MH car to other parts of London. Forum members would like it to be provided in north west London.
3. It is expected that a significant funding stream will be created from the MPS to the LAS to fund the care of people who might be detained under s136. Angela Flaherty is leading on this funding source. MA will write to Angela to request briefing note on this funding source.
4. Mental Health Week. MA has written to Carly Lynch about LAS activities for MH week but has had no response.
5. **Health Inequalities and LAS Performance**

Noted that the London Assembly would like the LAS to be more involved in addressing health inequalities in London and improving access to services. Forum member Archie Drake gave an excellent presentation to the Forum meeting on May 13th on LAS performance and the Inverse Care Law. Garrett and Heather were present during the presentation. The presentation is on the Forum website. Garrett was critical of the Forum’s approach to examining a link between LAS performance and deprivation/health inequalities. It is hope that Archie will be able to give a full presentation by skype from Canada at the next meeting of the Forum on June 10th. Action: find out if the main screen in the conference room can be used for skype.

1. **Forum Meeting – May 13th 2019**

Malcolm reported that the meeting was intended to be a high level meeting on the LAS strategy and Pioneer services. It had been widely advertised that Garrett and Heather would be updating the Forum on this issue and 25 people had attended to hear their presentation.

The Forum had also asked them to update the Forum on the following issues in relation to the LAS strategy:

* Delivery of the LAS strategy in relation to BAF Risk 55
* Progress in relation to leadership and good governance
* Patient empowerment
* Empowerment of front line staff
* Success with promoting cultural change
* Influence of the LAS within the STP network.

However, at 7pm Garrett and Heather left without saying anything about the Strategy, Pioneer services or the issues above.

Malcolm said he had written to Heather and Garrett on May 14 asking for a written statement on progress with the Strategy and Pioneers services but had received no response them. However, Adam Levy, on behalf of the Strategy team had written to assure the Forum that a report would be produced.

Trisha said that a Strategy evaluation document would be submitted to next LAS Board meeting on May 28th

LAS BAF Risk 55 concerning negotiations between the LAS and CCGs in relation to underfunding of the LAS by £8m is still open. Negotiations between finance directors continue in relation to funding of Pioneer services and Cat 2 calls.

1. **End of Life Care**

Forum members Angela Cross-Durrant and Lynne Strother are working very successfully with the LAS End of Life group and report that development are very positive including the growth and development of Connect my Care – CmC. Trisha said that funding for End of Life care was secure.

1. **Heart to Hart**

The Forum report on HART is in the final draft form and has been sent to Trisha and Mark Rainey. Trisha advised sending it to Brian Jordan, Business Manager to the Director of Operations to get answers to Forum questions.

1. **Tethering Project in North London**

This project was abandoned. No report is currently available. It was designed to equalise the availability of ambulance resources.

1. **Emergency Operations Centre and 111 Visits**

Current visits to EOC and 111 are going very well and a report will be produced for the Forum’s meeting in June.

1. **Diesel Engines**

Noted ambulance screens which connect the front line crew with the EOC use the diesel engine as the power source. The engine must therefore be left on when ambulances are parked in London streets.

The issue will be raised further to discover if a battery source could be used instead.

1. **STP Indicators/KPIs**

KPIs for the ambulance service are shown below.

1. **Prison Health – Access for Ambulances**

MA is awaiting responses from the Home Secretary and Justice Minister. The London Assembly has agreed to take the issue forward.

MA has discussed issue with Lyn Sugg who is renegotiating the Memorandum of Understanding with the prison service. Discussions to be picked up on the possibility of a member of staff off normal duties collecting prison performance data.

1. **New Posts in the LAS**
2. A Director of Communications and Engagement will be appointed on May 17th
3. A Director of People and Culture will be appointed.
4. **Advertising for Staff**

The banners intended to advertise for staff that were to be put up at Waterloo and Bow have still not appeared a year later. New MPS campaign for young staff looks very positive. MA suggested the LAS should follow this model.

MA will write to Patricia Grealish.

1. **Patient Specific Information - leaflet**

MA has sent Tricia some amendments for the leaflet. He will send again for communications to amend.

**End**

Dear Malcolm,

Regarding the KPIs we use to monitor LAS performance, please see the table below.

**Summary of KPIs**

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| --- | --- |
| **KPI** | **Measure/Description** |
| **National Ambulance Response Programme (ARP)** | These are a set of National standards set by NHS England to measure Ambulance response times depending on the type of response required and the timeframe in which the patient needs to be seen. |
| **Call Answering** | Measure performance on the number of calls received and the time taken to answer the call by the LAS |
| **Clinical Quality Indicators** | Measures performance on a range of both national and local clinical quality indicators |
| **ED  Conveyance Reduction** | Measures the number of conveyances to an ED department |
| **Hear and Treat** | Measures the number of calls closed with telephone advice provided to the patient/caller |
| **Productivity and Efficiency** | Measures performance on a number of productivity and Efficiencies |
| **Patient Handover** | Measures the time taken from transferring the patient’s care to hospital to being available for their next call out |
| **Alternative Care Pathways (ACP) Utilisation** | Measures usage of alternative care pathways by the LAS |
| **Digital Enablers** | Monitors and measures a range of digital tools /systems/ aids to assist LAS in operating more efficiently. |

For information Malcolm, as it stands, the current month 1 performance for this year has not been through governance yet and our year end 2018/19 is in the process of being closed.  We will be able to update once this has formally been taken through our contact and performance management process.

North West London Clinical Commissioning Groups