**FORUM QUESTIONS TO THE LAS BOARD – JANUARY 30TH 2018**

**1) LAS Strategy: Will the Board ensure that the LAS Draft Strategy is subject to formal public consultation before the final strategy is agreed by the Board?**

21.2.1 Large parts of the LAS strategy will be about the internal workings of the organisation and would therefore be inappropriate for a public consultation.  However, the Trust wants service users to ensure it is improving the outcomes and experiences of its patients. This will be done in different ways that best meet their needs, and will provide the richest feedback possible.

 **2) Patient Recontact Audit: Will the Board ensure that the LAS undertakes regular clinical recontact audits of Hear and Treat patients and III patients (111 to 999 and 999 to 111)**?

21.2.2 The LAS recontact audit looks at patients who recontact LAS within 24 hours of initial contact for the same condition. Some patients who initially contact 111 are advised to contact 111  for a further clinical assessment – a proportion of these patients will be referred back to LAS for an ambulance attendance – these are not recontact as they are part of the initial episode. When the second call indicates a significant deterioration in condition the case is referred to the Serious Incident Group for review. For 111 managed patients the standard is to review if a patient contacts 111 three times or more in 96 hours and LAS 111 remain compliant with this review.

**3) ARP: Is the Board satisfied that the standardisation of 2 and 3 hour waits under the ARP system (rather than 20 or 30 minutes) are not causing harm to patients?**

21.2.3Since the introduction of the new ambulance standards in November 2017 there is, for the first time, a 90th centile reporting standard for response rates for all categories of patients which ensures oversight of any long waits for responses. To maintain safety the clinical hub oversees the patients waiting in all categories and monitor for deterioration in condition.

**4) EOC:  What action will the Board take to deal with the severe recruitment**

**problems in EOC?**

21.2.4 The risks associated with the Trust’s ability to recruit into the EOC and the actions in place to mitigate these have been included in detail in the Trust’s BAF.