**MEETING WITH TRISHA BAIN – NOVEMBER 14th 2018**

**DRAFT NOTES**

1. **Oromorph Pain Control – Sickle Cell**

The LAS is modifying the way that paramedics carry Oromorph and is trying to estimate potential use of Oromorph by people with Sickle Cell Disorders. I contacted the Chief Executive of the Sickle Cell Society, who provided a figure pan London and will provide more detailed borough based information in the near future. Information is available for Lambeth, Lewisham, Southwark and some other borough.

1. **Emergency Ambulance Care in Prisons**

The LAS are unable to provide data relating to their access to prisons, e.g. time of arrival until they achieve direct patient contact, and direct patient contact to exit from the prison. They may be able to provide details of the number of ambulances called to prisons and Immigration Removal Centres.

**Action: Request numerical data from the LAS and ask prisons governors for precise data for each prison.**

1. **Rest Break Data**

Data should be available on the number of staff and vehicles available hour by hour.

1. **Patient Specific Protocols - PSP**

The final version of the jointly produced (LAS-PF) document for patients to advise them about their right to initiate a PSP, has been sent to Alex Bass in LAS Communications. Hopefully it will be completed within two weeks and we can then distribute to Healthwatch, CCGs and voluntary sector organisations.

“Paul, our designer, is off this week and I will be speaking to him when he is back on Monday to finalise the design and will send this over to you before my last day next Friday”.

1. **Complaints Charter – Jointly produced by the LAS and Patients Forum**

Although completed and on the LAS website the Head of Complaints Gary Bassett has refused to distribute the Charter to people who make complaints to the LAS. I also asked the PPI team if they could distribute the Charter to the thousands of people on their membership list and they decided not to distribute it, but instead the communications department would prepare a newsletter for the LAS members which would include a section on the Charter.

1. **New PPI Strategy**

A new strategy has been written by Margaret Luce, Head of PPI and will go to the LAS Executive Team in the near future. The document will focus on engagement, involvement and working with ‘stakeholders’.

I asked if it would be subject to public consultation, but was told that was not the intention.

Trisha agreed to ensure the document was sent to the forum for comment. The strategy will follow guidance provided by NHS Improvement.

**Action: Margaret Luce to send revised document to the Forum – completed.**

1. **Complaints Investigations**

MA to meet Kaajal, Chatai, Deputy Director of Quality, Governance and Assurance to discuss the development of complaints investigation methodology. This would include random sampling and inclusion of Forum members in the audit of complaints. I requested access to the redacted complaints two days in advance of the audit meeting. Trisha invited the Forum to nominate two more members to participate.

We also discussed proactive calling of complainants to determine whether they are satisfied with the outcome of the investigation of their complainants and action plans arising from complainants’ investigations.

**Action: Invite Forum members to attend audit meeting.**

1. **Live Streaming of Board Meetings**

Noted the success of live streaming of the LAS AGM. The Forum has requested this be extended to all LAS Board meetings. The request has been put both Heather Lawrence and Trisha Bain.

1. **Access to Board Papers**

Noted that the LAS Board is continuing to refuse access to hardcopy Board papers prior to LAS Board meetings. The Forum has submitted FOI requests regarding LAS policy and practice on this issue. A partial reply has been received which claims that a set of Board papers would cost £50 to produce with is not consistent with local evidence of photocopying costs.

1. **Forum Meeting – December 10th 2018**

The first part of the meeting will be focussed on identifying Forum priorities for service improvement in 2019. At 6.30pm Trisha will join the meeting to hear about our selected priorities and discuss development of the annual Quality Account which is used to promote enhanced service quality.

1. **Ambulance Quality Indicators - AQI**

These include data on performance and response/outcomes of care and treatment provided to patients who have suffered cardiac arrest, stroke and sepsis. See:www.england.nhs.uk/statistics/wp-content/uploads/sites/2/2018/11/20181108-Ambulance-Quality-Indicators-Statistical-Note.pdf

Trisha said that the LAS objective is to reduce variation between London boroughs.

1. **Pioneering Services**

Trisha said in relation to pioneering services: falls, mental health care, maternity, end of life and urgent care that the LAS were reaching their targets. **Action: Obtain details of targets and performance.**

1. **Advanced Paramedic Practitioners - APP**

We discuss the possible development of APPs for each of the pioneering services. At the moment they are focussed on responding to cardiac arrests.

**There are two types of APP as below:**

**APP Critical Care - targeted to high acuity calls such as cardiac arrest, prolonged seizures, acute behavioural disturbance, major trauma etc.  They have additional drug therapies and surgical procedures that they can use.  They are not solely a cardiac arrest resource by any means.  There are circa 30 wte**

**APP Urgent Care - targeted to lower acuity by high complexity calls in order to prevent admission avoidance.  They have additional diagnostic and point of care testing equipment and also an expanded drug formulary to promote management at home.  There are circa 20 wte at present, with a plan to expand to circa 75.**

1. **System Wide Meetings**

There are system wide meetings that include acute services, SLAM and

 the police used to determine where service developments are required.

1. **Mental Health**
2. The LAS latest development is a car with both a mental health nurse and paramedic which will be launched on November 19th 2018 in north east London. 6 paramedics have been chosen to work in the MH car.
3. There are now 7 mental health nurses in the Control Centre.
4. Mental Health Committee – I asked Trisha about the re-establishment of the Committee which has lapsed since the departure of Briony Sloper to NHSEngland. Carly is expected to take over the running of the committee.
5. **Equality and Diversity Resolution**

I informed Trisha about the resolution passed by the Forum on November 12th: Motion to establish a Patients' Forum Equality and Diversity Task Group

**“The Patient's Forum mindful of the progress made towards equality and diversity** **in the LAS, agrees to establish an Equality and Diversity Task Group, to promote collaboration** **with the LAS to further develop the LAS as an organisation which is able to demonstrate** **continuous improvements in relation to diversity, equality and inclusiveness”.**

 The Task Group will make recommendations based on proven best practice and success that can be offered to the LAS in the spirit of enhancing their efforts to increase the proportion of the workforce (at various levels) and Board Members from BME heritages and propose the enhancement of services focused on the diverse needs of the population served by the LAS.

MALCOLM ALEXANDER

CHAIR

PATIENTS’ FORUM FOR THE LAS