**ACTION LOG – MAY 13th 2019**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **Elections to the Forum**  | Nominations sought from members for the positions of Chair, Vice Chairs and EC members. An election will follow and it is expected to finalise the results by the June 2019 meeting of the Forum.  | **ELECTION TO TAKE PLACE FOR EC MEMBERS IN MAY 2019** |
| **CPR and Defibrillator Training** | Members will be invited for annual training on June 10th 2019.  | **12 places available** |
| **Co-Production Charter** | The Charter was developed by Hackney Healthwatch and has been redesigned for use by the LAS and Patients’ Forum. Ask all HW in London to sign up | The Charter has been shared with NHS Improvement and discussed with Heather Lawrence, the LAS Board, LAS PPI Committee and shared with the Association of Ambulance Chief Executives (AACE) and Healthwatch England. |
| **Quality Account Response for 2019-2020** | The Forum’s response has been sent to Trisha Bain together with a list of Forum achievements. This will be published in June 2019.  | **Trisha Bain and Kaajal Chotai spoke April Forum meeting.**  |
| **End of Life Care** in prisons to be highlighted, especially in relation to the prisoner’s ethnicity and faith.  | Suggested that paramedics may need additional training to deal successfully with these issues and  | Raise at the LAS End of Life Care group either Lynn or Angela. |
| **Complaints** **by Phone** | Suggested LAS should record calls from complainants and copy the transcript and tape to the complainant to ensure accuracy. This approach would give confidence to the complainant that all of the issue they have raised will be fully investigated.  | **To be discussed with Kaajal and Gary Bassett** |
| **Complaints Quality Performance****Performance of the complainants department** **Developing themes from complaints as opportunities for learning** | Set against specific quality standardsSet up a working group to examine the ways that complaints are investigated and to propose ways of improving the service. Get more information about how Datix system is used to process data about complaints and enables the triangulation of data and learning across the organisation. Access to thematic reports about complaints showing both incident type and frequency of each type of incident and Quality Report that goes to Board and the CCG (CQRG)  |  |
| **DRUG SAFETY** | Investigate how well the two signatures system works for accessing drugs at station hubs, e.g. if only one person is present.  In the next phase of medical management, drugs bags will be introduced, which are sealed. The new national modular bag will be placed on vehicles by the Make Ready Teams. Investigate legal duties placed on Make Ready Teams. | **Issue raised with Trisha Bain.** **Discuss with LAS Pharmacist and paramedics.**  |
| **MENTAL HEALTH CARE**1. **Outcomes of the Mental Health car - 3 month review and evaluation –**
2. **Promote development of mental health car service to north west London –**
3. **Substantially increase the level of training for from line staff in MH care to match level of need and demand –**
4. **Provide more public information about mental health care provided by the LAS –**
5. **Review questions asked by EOC about whether a person with mental health problems is violent –**
6. **Obtain information about long waits for patients in cars and ambulance outside places of safety and A&E –**
7. **Investigate current situation about the use of spot purchasing of mental health beds leading to long waits in A&E –**
8. **Development of specialized care for patients detained on s136 with the support of mental health nurses and Advanced MH paramedics –**
 | **REQUESTED FROM CARLY LYNCH****DISCUSS WITH TRISHA BAIN – MAY 16****DISCUSS WITH TRISHA BAIN - MAY 16 AND ARRANGE MEETING WITH CARLY LYNCH.****DISCUSS WITH TRISHA BAIN****QUALITY ACCOUNT – RESPONSE FROM TRISHA BAIN AWAITED.****DISCUSS WITH CARLY LYNCH****DISCUSS WITH BRIONY SLOPER AND STEVEN PIDGEON, HEALTH LONDON PARTNERSHIP****PROPOSE TO NHSE/I AS PART OF 10 YEAR PLAN** |  |
| **BULLYING AND HARASSMENT OF STAFF**The CQC report on SECAMB drew attention to bullying and harassment of front line staff. The annual LAS staff survey data indicated a lower level of bullying and harassment at the LAS and the Director of People and Organisational Development, Patricia Grealish has focussed on this issue.  | Ask Derek Prentice, head of Unison for their national perspective on dealing with bullying and harassment. Contacts have also been made with local union leads. Agreed to consider holding a future meeting on the annual staff survey and invite Patricia to present. The Forum will also obtain information from Professor Duncan Lewis, who publishes research on workplace conflict, bullying, discrimination and destructive leadership.  | **Issue raised with Patricia Grealish with a suggestion of a meeting and a look at annual staff survey data.** **MEETING ARRANGED FOR MAY 16th at 2pm** |
| **WORKING WITH LAS COMMISSIONERS**LAS Commissioners, which represent all CCGs in London are no longer providing opportunities for the Forum to influence the commissioning of the LAS. This was previously made possible through CQUINs, but there is now no opportunity to exert an influence.  | The matter has been taken up with Mark Easton, the Accountable Officer for North West London who arranged for Forum members to meet with Katy Neil and Lizzy Bovill to discuss resolution of the issue.  | From Katy Neil: LAS CommissionerCQRG would like to confirm the invite the Patients Forum to the meeting scheduled for 28th May 2019 at 5.45pm. |
| **MEETING WITH ONKAH SAHOTA**[**www.london.gov.uk/sites/default/files/london\_ambulance\_report\_final.pdf**](http://www.london.gov.uk/sites/default/files/london_ambulance_report_final.pdf) | Follow up issues raised in Dr Sahota’s report and correspondence.  | **Arranged meeting with Fred Jerrome for May 16th at 12.30pm at City Hall** |
| **LAS STRATEGY** **Questions for Heather and Garrett who will speak to May meeting of the Forum.**  | 1) Concern that LAS intend to substantially decrease conveyances to hospital, whilst their vehicles are stuck outside A&Es because of bed shortage and discharge delays - when demand on the LAS is continuing to rise exponentially.2) Are Pioneer Services funded? DISPUTE WITH CCG.3) Are STPs signed up to Strategy? Heather said that CCG are signed up to strategy. 4) Are there KPIs regarding re conveyancing targets? 5) Are there conveyancing targets?  | **Heather Lawrence and Garrett Emmerson invited to May 13th meeting of Forum to discuss Strategy and other key issues, e.g. leadership, governance, patient empowerment, empowerment of front line staff, cultural change, delivery of the LAS strategy and the influence of the LAS within the STP network.**  |
| **AMBULANCE QUEUING BY BOROUGH AND LEVEL OF INEQUALITY** | Re variation of ambulance response times between London boroughs - important to align with inequality data for each borough, to determine whether need and demand for urgent and emergency care were related the level of inequality and whether, if demand was related to the level of inequality, LAS resources matched local need (Inverse Care Law). Archie Drake working on this data analysis. | **Newsletter to be produced demonstrating current problems, e.g. rising problems with one hour plus waits for A&E handover by the LAS. 900+hours in February.****Archie Drake will make a short presentation to the May Forum at 5.50-6.00. Then he is leaving for Canada so may skype in June.**  |
| **FOUR HOUR A&E TARGET** | Noted that the Royal Society of Emergency Medicine has written to Simon Stevens to condemn the support of NHSE for the abolition of the four hour target, which is contained in their 10 year plan.  | **Write to NHSE to oppose the proposed abolition of the 4 hour target.**  |
| **FUNDING OF FORUM** | Onkah Sahota asked to support funding of the Forum by the GLA - administrative staff or staff to carry out research. Staff would considerably increase the capacity of the Forum to scrutinize the LAS.  | **Meeting with Fred Jerrome on Thursday May 16th at 12.30pm.**  |
| **MATERNITY PIONEER STEERING GROUP** | **Forum asked to provide member to sit on LAS maternity services development group.****Unable to get meeting dates.**  | **Jan Marriott agreed to represent the Forum on the LAS maternity committee. Beulah agreed to attend as second representative.****Amanda Mansfield and Stacy Robinson asked for meeting dates.**  |
| **CARE FOR HEAVILY INTOXICATED PATIENTS AT RISK OF HARM** | a) Contact All Party Parliamentary Group on Alcohol Harm – in progress.c) Request information from A&Es and RCEM re impact of heavily intoxicated patients. | **Part of Forum’s annual priorities.** **Will be raised with CQRG on May 28th**  |
| **SOUTH EAST 111 SERVICE****NORTH EAST 111**North East London 111, Maritime House 1 Linton Road Barking , IG11 8HG  | Members observations to be carried out in March and April 2019Also Focus Group and joint work with Healthwatch pan-London to be planned | Members agreed to attend visit to 111 centre in Croydon during March/April/May. Visits to be extended to North East London in June and July 2019.Report due in June 2019. |
| **EMERGENCY OPERATIONS CENTRE**FUTURE VISITS | Visits to EOC run on a Tuesday, Wednesday and Friday alternating weekly between Waterloo and Bow 9-1pm or 1-5pm – 2 Visitors per day 1 in the morning/ 1 afternoon. | Theme: care in a mental health crisis. Met with Charlotte Mitchell from Mind to discuss questions. Report due in June 2019. |
| **EQUALITY AND DIVERSITY IN THE LAS** | Formed Equality and Diversity Task Group.Terms of reference agreed.Data requested on racial diversity of Emergency Ambulance Crew during the past five years, and those EAC that are currently studying to become paramedics through the LAS Academy and other routes (question from Audrey) | Data requested from LAS re EACs from Chris Randall. Full data set awaited. Future meeting of the Forum’s Equality and Diversity Task Group being planned.  |
| **PRISONS AND SECURE ENVIRONMENT****Access to Prisons and Immigration Removal Centre for Emergency Call** | LAS data not available which records the time taken from arrival to patient contact and leaving prison or IRC.FOIs to prisons, IRCs and youth offender centres re time for ambulances to reach seriously ill patients. Very poor response from Prisons, IRC. One response from YOI.Contact Department of Health re policy on use of the 111 service by detained people. Dov provided DH contacts (Jacqui Jedrzejewski and Debrah Al Sayed).  | **Wrote to Lyn Sugg in EOC for update on MoU and ARP****“This would not necessarily be about ARP: call from Prisons where information is available are triaged as with any call.  Where that information is not available, the calls are CODE1 – Blue, which is a CAT1 and Code 2 Red, which is a CAT2.  Most such calls are CODE Blue”** **Letters sent to Home Secretary and Prison Minister requesting data and action to ensure rapid access to patients in prison.** **Forum has requested a 3 month project to collect data using a combination of PRF (patient report form) information, which front line staff routinely fill out, and additional requests to staff to send in information on time of patient contact.** |
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