

**ACTION LOG – JULY 9th 2018**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
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| **To find why so many BME staff are leaving the LAS** | Raised at June meeting at 3.31 | **Answer awaited from Melissa Berry, Equality Consultant for the LAS.** |
| **DISABILITY IN THE LAS** | Response received from Patricia Grealish | Joseph Healy and MA to meeting Patricia to move forward. |
| **CPR Training for Forum members** | 29 members applied. Two sessions so far. LAS will provide training to Forum members | June 11th for first session and July 9th for second.  A third session on a Friday is being sought. |
| **Mental Health Units (Use of Force) Bill** | The status of the Maudsley-LAS video on mental health care needs to be reviewed because of its promotion of poor practice. Rashid Ali asked also for reflection of the practices within police stations in relation to people with mental health problems. | agreed to hold a meeting on mental health crisis care, and invite Steve Reed, mental health charities, service users and the mental health lead for the metropolitan police. |
| **LAS work with homeless people** | Forum will hold a meeting on responding to the need of homeless people through Samad’s work and that of the LAS and voluntary sector. | Invite a representative of NHSE to speak at the meeting, Samad Billoo, LAS and a homeless person’s charity. Schedule for September 2018. |
| **Videoing of LAS Board meetings** | Noted that South East Coast Ambulance Service audio record their meetings and place them on their website: [www.secamb.nhs.uk/about\_us/board\_meeting\_dates\_and\_papers/meeting\_recordings.aspx](http://www.secamb.nhs.uk/about_us/board_meeting_dates_and_papers/meeting_recordings.aspx) | Agreed to write to the Chair of the LAS requesting that LAS Board meetings are in future videoed and placed in the public arena.  Response awaited |
| **Bow EOC could be better advertised so that local people could see that jobs are available there in the EOC.** | Raise issue with Patricia Grealish and Pauline Cranmer | Large posters or banners outside the EOC building could be very successful in recruiting local staff.  Patricia Grealish has confirmed that this matter is in progress and delivery will be in near future. |
| **Equality and Diversity Committee** | Noted that the an Equality and Diversity Committee meeting had been cancelled and that Patricia Grealish was not at the most recent meeting and that the attendance was very low. As minutes had not been available for a previous meeting MA provided notes for the committee that he had taken. | Write to Patricia Grealish and Melissa Berry to find out why the committee is not functioning well.  Committee will now meet n July 13th to be attended by Beulah and Audrey. Minutes of meeting held May 8th attached. |
| **Working with LAS clinical quality groups** | More members are needed to participate. | Request to be put out to Forum members plus role spec. |
| **PATIENT SPECIFIC PROTOCOLS** | Patient input needs to be strengthened. Raised  With Trisha Bain | In progress. Patient’ Centred leaflet to be written. Also send to GPs via local Healthwatch |
| **Performance Data by the CCG Commissioners and the London Ambulance Service** | Data is now being supplied to the Forum by the LAS through Athar Khan on handover breaches and Brent CCG on performance. | ARP data is not easy to understand for lay people and more detailed information is needed for borough based performance. Currently data is available on STP area performance.  Data at CCG has been requested from Athar Khan at the LAS. |
| **LAS Academy**  **Forum members are participating actively in the work of the Academy** | Invitation sent to members to attend as mock patients to assist selection and training of students. Ten responses have been received. | Next stage is to teach the principles of public involvement to students. Dates agreed with Angie. **Haringey HW has joined Forum and members will participate in training of paramedics. PH, JM and MA observing selection process for new students and providing feedback.** |
| **Emergency Operations Centre observation visits** | Report published and has been sent to those who participated. | **New set of visits to be arranged for alternative sites. Requests sent to members.**  Recommendations to be progressed with Pauline Cranmer. |
| **COMPLAINTS CHARTER** | LAS has agreed Charter with the Forum  Beautifully designed by LAS Communications. | Sent to CCGs + HW + all members |
| **LAS STRATEGY** | Follow up issues in Strategy. | Questions put to Jaime O’Hara, Head of Strategy. Attached with reply to July papers. Details of Croydon Pilot requested. |
| **STROKE - ASPHASIA** | Meeting held to discuss the video recording of stroke patients. Courtney and Malcolm to attend. | 1. Meeting held with Neil Thompson, Med Director and Courtney Grant. 2. Agreed Courtney will assist with video for staff training. 3. Team visited Courtney’s home and will use video for staff training. |
| **PRISONS AND SECURE ENVIRONMENT** | Clock Stop times at Prisons / Secure Environments – Is a document available which provides details of the procedures followed and targets set when an emergency ambulance is called to a prison or other secure environment? | 1. Brian Jordan provided: MEMORANDUM OF UNDERSTANDING BETWEEN HMP Establishments in Greater London AND LONDON AMBULANCE SERVICE NHS TRUST. Further request made re Immigration Removal Centres. Response. Nothing available for IRCs 2. Business Intelligence have no data on responses to prisoners and those detained in IRCs, i.e. from arrival to patient contact 3. Raise issue with Home Secretary and NHSE the commissioners for prison and IRC services. |
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| **DEFIBRILLATOR CAMPAIGN**  **WORKING WITH VOLUNTARY SECTOR IN LAMBETH** | Meeting with 336 Brixton Road to install defib for 16 voluntary sector organisations. | Meeting held with Chris Hartley Sharpe and Manager of 336 Brixton Road. Costings supplied to weare336. Manager reluctant to support purchase. 16 charities asked to contribute. Persuasion continues. |
| **AMBULANCE QUEUING** |  |  |
| **A) Forum committed to abolition of all ambulance queues.**  **B) Campaign needs to be extended and expanded during 2018 to achieve Forum’s objective.** | **Situation re ambulance queuing February to June 2018.**  **June – 3779 hours lost across London**  **May – 4467 hours lost across London**  **April – 5026 hours lost across London**  **March – 7503 hours lost across London**  **February – 6199 hours lost across London** | Forum held a successful public meeting at City Hall on April 9th. Report to follow. Meeting held with Dr Sahota, Chair of the London Assembly Health Committee.  Meeting to be held on July 17th at City Hall, where this issue can be raised again.  **Northwick Park, Hillingdon and Queen’s Romford, King’s, Princess consistently worst performers re hours lost.** |
| **LAS Complaints Audit** | LAS agreed to enable 3 Forum members to examine complaints as part of the process of independent assessment, but later reneged on the agreement. | Confidentiality document completed. LAS reneged again. LAS chair offered to audit jointly with the Forum. |
| **Publicing the Forum’s work** | 4) Publicise the Forum’s work better through a Twitter Account, and regular newsletter. | Joseph Healy and MA working on Twitter Account  EC minutes will become the Forum newsletter. |
| **FLU EPIDEMIC AND VACCINATION**  **1) What being done to increase the number of the LAS front line who receive the flu vaccine?**  **2) What is the progress with current CQUINS?** | Dear HCPC, we monitor the London Ambulance Service, and are concerned about the low level of vaccination against influenza amongst paramedics. Our members have suggested that as paramedics have a duty of care towards their patients, that ensuring they are vaccinated against transmissable infections, to reduce the risk of infecting patients, and reducing the risk of becomming infected would seem to be a basic duty in line with the duty to:  "6.1 Manage risk Identify and minimise risk 6.1 You must take all reasonable steps to    reduce the risk of harm to service users, carers and colleagues as far as possible.    6.2 You must not do anything, or allow someone else to do anything, which could    put the health or safety of a service user, carer or colleague at unacceptable risk.    Should this duty of care to patients be more widely publicized to staff in view of risk of death from influenza during epidemics?  I would be most grateful for your advice. We are aware of the national CQUIN on this issue.  Evidence that many LAS staff have refused the flu vaccine on the assumption that it dosn’t work | Outstanding questions:   * Can HCPC duty of care to patients be more widely publicized to staff in view of risk of death from flu? [**ftp@hcpc-uk.org**](mailto:ftp@hcpc-uk.org)   The following have been sent to Public Health England.  1)What causes bad reactions to  flu vaccine?  2)What is long term WHO  strategy in relation to flu and how  does this impact on the work of  PHE  3)Is a long term flu vaccine being developed?  4)Does non-vaccine flu treatment work?  5) What has PHE done to challenge the widespread disapointment amongst NHS staff with last winter's flu vaccine?  **CQUIN Progress attached** |
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| **Memorandum of Understanding and Letter from Heather Lawrence** | James suggested an amendment to page two, section two, final bullet point. Add: “The LAS will provide performance data to the Patients’ Forum on a regular basis and on request for more detailed information. James suggested that the negative attitude of the Chief Executive towards to Forum was due to his inexperience of public involvement and his need to make a mark. He said that the Forum was of immense importance to the LAS and that each Borough Scrutiny Committee would be interested to know if the LAS were to undermine the work of the Forum. | Response awaited from Heather Lawrence. |