

**ACTION LOG – APRIL 9th 2018**

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| **OBJECTIVE** | **PLAN & UPDATE** | **PROGRESS** |
| **Access to LAS Board Papers hard copy withdrawn before meetings. Board papers often not on site until day before Board meeting.** | Forum has repeatedly asked LAS to improve governance of Board meetings by providing papers 5-7 days before Board meetings. Not possible for Forum to prepare for Board meetings in advance. | Chair refuses to provide Forum with hard copy before Board meetings, but agrees that papers should be on website 5 days before meeting. |
| **CPR Training for Forum members** | 24 members to be trained/retrained. This will require two sessions. | June 11th for first session and July 9th for second. |
| **Gender Equality in the LAS:** Noted that the LAS must publish details of their gender pay gap by March 31st 2018. | Write to Patricia Grealish, Director of Organisational Development | Issue raised at Equality and Inclusion Committee. Report available. |
| **Winter Pressures Review and Ambulance Response Programme** | Invite Paul Gibson to address the Forum on this issue later in the year | To be arranged. |
| **Do Not Resuscitate Notices – DNA** | Policy regarding LAS response to DNARs, i.e. confirming that they have the consent of the patient and that the document is accurate and the latest version. | Raise with Briony Sloper for details of governance and updating process. |
| **AMBULANCE QUEUING**  **a)Ambulance queues outside of A&E continue to grow over xmas period**  **b) Forum committed to abolition of all ambulance queues.**  **c) Campaign needs to be extended and expanded during 2018 to achieve Forum’s objective.** | a)Data shows significant deterioration at 14 A&E across London cause potential harm to patients who are queuing in ambulances or waiting for ambulances after road accidents or at home with serious health problems.  b) Daily dataset obtained showing daily breaches. Now refused access to this data.  c) Commissioners have concealed information produced by the LAS about ambulance waits from Forum.  LAS is looking at methods of releasing patients by transferring them to seats instead of trolleys – which may put patients at greater risk and reduce that level of care that they received. Patients are also to red flagged in A&E to identify those who are most in need of emergency care. | * 1. PUBLIC MEETING ON ISSUE AT CITY HALL ON APRIL 9   2. Issue raised with Mayor of London’s health team –on December 8th Joseph Healy and Malcolm Alexander attended with Garrett Emmerson. Report provided for December meeting of the Forum.   3. Compile a data set of local information on breaches   4. Ask Assembly Members for their support and to refer to the Mayor’s Health and Wellbeing duty and raise the issue with: * Local Healthwatch * AGMs of London’s CCGs * GLA Health Committee * London Councils (pan London representative body) * Overview and Scrutiny Committee of most affected boroughs and with joint OSCs * Jeremy Hunt   E) Issue highlighted in national news, programme and widely in NHS support movement. |
| **CQC Inspections of the LAS** | Inspection is complete including Well Led Review. Forum review sent to CQC and meeting with two CQC Inspectors. | Update on Forum review to be provided to the CQC and CQC invited to June or July meeting of the Forum. |
| **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.  Joint PPIP website developed  PPIP – Patient and Public Involvement Panel | 1. Six responses have been received and training provided. More to be invited. Gender inbalance. 2. Next stage is to teach the principles of public involvement to students. 3. Joint meeting with Academy to be held on April 10th |
| **Emergency Operations Centre observation visits** | Nine members participated in observation shifts of the EOC. Draft report published and discussed with Pauline Cranmer, Deputy Director of EOC. | Recommendations to be progressed with Pauline Cranmer. Meeting on April 3rd  EOC presentation set for May 14th 2018 meeting of Forum. |
| **COMPLAINTS CHARTER** | Board agreed Charter in principle on October 31st 2017. Executive Board finalized Charter | Charter now on LAS website. Will be widely distributed.  Alex Bass, LAS Communications is developing Charter consistent with the NHSE Accessible Information Standard. Reminder sent. |
| **LAS STRATEGY** | Forum met the LAS on October 17th 2017 to discuss their strategy. Provided a response to the strategic intent document in December. An LAS PPI meeting on the strategy held on December 7th. Forum met Strategy team on December 19th. Follow up document produced by James for the Forum also submitted important response. | MA met strategy team in March and reminded them that engagement, involvement and consultation on strategy had been very poor.  NO RESPONSE EVER RECEIVED from strategy team to Forum’s submission. Angela Flaherty wrote on Feb 6: “We have been working on a detailed response to your first sets of comments and are working through the second submission. We will follow up with a more detailed response. Strategy team claim involved thousands of people though tweets!!!!!!!!!!!!!!!!!!!! |
| **STROKE – Expert by Experience**  **COLLABORATION WITH LAS** | Meeting requested to discuss the recording of clinical data from stroke patients on E-PRF. Courtney and Malcolm to attend. | 1. Meeting being considered by Neil Thompson, Med Director. Also proposal to elevate to London Stroke Group. 2. Proving very difficult to get meeting. 3. Arrange joint public meeting with Stroke UK |
| **REVIEW OF COMPLAINTS SYSTEM** |  |  |
| **LAS Complaints Audit** | LAS agreed to enable 3 Forum members to examine complaints as part of the process of independent assessment. However, the LAS have been unable to agree a process which enables adequate and appropriate governance arrangements to be put in place. | Confidentiality document completed. Awaiting completion of process and then arrange new dates for visits. Long delay. **DELAYS CONTINUE. NO EXPLANATION!!!** |
| **MEMBERS PROPOSALS FROM NOVEMBER MEETING** | 1) Restart the alcohol awareness work and the ‘alcohol bus’.  2) Work with Public Health in Kingston to create more effective and responsive services for elders, e.g. through the Partnership Reference Group.  3) Focus on the needs of particular culture and language groups, e.g. the Portuguese community in Lambeth.  4) Publicise the Forum’s work better through a Twitter Account, articles in HSJ, getting articles into the HSJ a regular newsletter. | This is now becoming a national priority.  Joseph Healy working on Twitter Account |