**ACTION LOG – MARCH 11th  2019**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **DEFIBRILLATOR BILL**  The excellent response from Dr Phillip Lee MP was noted. Many members have written to their MPs and received positive responses, but it was recognised that encouraging MPs to be present during the next reading of the Bill in Parliament. on March 15 was the priority. | **Ask members to contact their MPs re support for the Bill when it returns to parliament on March 15.** | Contact members asking them to write to MPs again.  Joseph to tweet. |
| **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) | The Mayor will formally respond to the issues raised in the Health Committees report on the LAS in February/March 2019 –  Onkar agreed to write to the LAS CE re Brexit issues.  Concerns about impact of Brexit on the NHS and the consequent impact on ambulance services.  e.g. handover delays. | Get copy of Mayor’s response  It was agreed to raise these issues with Professor Willet at NHSE. |
| **LAS STRATEGY** | Concern that LAS intend tol 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.  Are Pioneer Services funded?  Are STPs signed up to Strategy?  Are there KPIs regarding re conveyancing targets?  Are there conveyancing targets? | Invite Garrett Emmerson and  Heather Lawrence to May meeting of the Forum to discuss Strategy. |
| **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). | Data to be sought on this issues from Athar Khan and King’s Fund |
| **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. | Onkah agreed to raise this issue with the Mayor’s team to see if funding could be made available. |
| **MATERNITY SERVICES DEVELOPMENT** | **Forum asked to provide member to sit on LAS maternity services development group.** | Jan Marriott agreed to represent the Forum on the LAS maternity committee. Beulah agreed to attend as second representative. |
| **CARE FOR HEAVILY INTOXICATED PATIENTS AT RISK OF HARM** | a) Obtain review of the Soho project (requested from Fenella Wrigley and CARU). Not available.  b) Enquire from NHSE re national funding of alcohol recovery projects.- OK. Done  c) Contact All Party Parliamentary Group on Alcohol Harm – in progress.  d) Request information from A&Es and RCEM re impact of heavily intoxicated patients.  e) Ask LAS how their leave at scene policy relates to heavily intoxicated patients (Question put to Garrett Emmerson and Angela Flaherty, Director of Strategy) – response received from CE of LAS | Detailed response obtained from CCG to FOI and summary from LAS AGM and from Garret Emmerson. Attached to minutes of February meeting.  CARU research papers received.  Issue included in Forum priorities for 2019 |
| **BULLYING AND HARASSMENT OF STAFF** | Mike Roberts raised issue of bullying of staff, which has been highlighted at the South Coast Ambulance Service. Suggested a meeting with the LAS union to discuss this issue, and to identify if they are satisfied with the action being taken to deal with bullying of staff. | Meeting sought with Unison |
| **SOUTH EAST 111 SERVICE** | Members observations to be carried out early in March 2019  Also Focus Group and joint work with Healthwatch pan-London to be planned | 10 members agreed to attend visit to 111 centre in Croydon during March. Centre covers south east London. Theme is mental health care. |
| **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) | Meeting to be held on March 8th Dora Dixon-Fyle to chair. Contact being made with organisations demonstrating good practice and will feed into the LAS Equality Committee in March. Plan work programme.  Data requested from LAS re EACs |
| **ACCESS TO LAS BOARD PAPERS** | Full response to FOI awaited from Philippa Harding head of governance for the LAS. | Heather Lawrence has agreed to supply hard copy to the Forum, but they were not provided for the January meeting of the Board.  Next meeting in March. |
| **EMERGENCY OPERATIONS CENTRE**  FUTURE VISITS  New set of visits to be arranged for alternative sites. Requests sent to members. | 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. | Six members signed up to attend in March. Theme mental health crisis. Met with Charlotte Mitchell  from Mind to discuss possible questions. |
| **PATIENT SPECIFIC PROTOCOLS– PSPs** | PSP leaflet ready for distribution. | Awaiting publication of leaflet by the LAS. In the final stage of presentation. Elaina has distributed to her local 111 |
| **FORUM ANNUAL PRIORITIES - 2019** | Priorities agreed and being actioned. End of life care section may need slight revision by Angela and  Care of people with epilepsy – it was agreed to examine this issue in more detail with Forum members who have personal knowledge of the condition. | Allocate priority areas to members of the EC and other Forum members. |
| **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.  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”  Responses from FOIs very poor.  They have been sent to Min Justice and Home Office. They are using FOI Act as a defence mechanism against answering our questions. |
| **LAS COMPLAINTS AUDIT** | **Review of Complaints**  Beulah East, Adrian Dodd and Malcolm from the Forum, Heather Lawrence, Chair of the LAS, Gary Bassett, Head of Complaints and Kaajal Chotai, Deputy Director of Quality, Governance and Assurance. | Reviews are taking place more regularly and the Forum has access to the complaints two days in advance of the meeting with Heather, Gary and Kaajal. |
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ADD NEW ONES