****

**ACTION LOG – JUNE 12th 2017**

|  |  |  |
| --- | --- | --- |
| **OBJECTIVE**  | **PLAN** | **PROGRESS** |
| **MENTAL HEALTH****a)Police and Crime Act 2017 –** **Noted that this Act requires the police when detaining a person under the s136 of the Mental Health Act to seek advice and support from mental health professionals.** **b) Achieve parity of esteem for patients in mental health crisis.**  | **The role of the LAS’s mental health nurses, and potentially of specially trained paramedics who are experts in mental health care, will be of increasing importance, as the duty of ‘parity of esteem’ between mental and physical health becomes embedded in NHS care and treatment.**  | **Issue raised with Briony Sloper and Elizabeth Ogunoye. Paper to be prepared for Clinical Quality Review Group.**  |
| **QUALITY ACCOUNT** | **Submission made to the LAS and available on Forum website with June 2017 papers.**  | **Discussions with Trisha Bain regarding collaborative work on QA and Forum priorities.**  |
| **Cat C RESPONSES – DOWNGRADING OF TARGET.** | **LAS had changed the Cat C targets in a way that claims a much higher level of achievement against the target, whereas in practice performance is much worse. The LAS advised the Forum that the change was made in response to a very significant rise in pressure on the LAS. The Forum is concerned that the lower targets will cause harm to patients by delaying patient care. EO agreed to examine their 2016/17 contract with the LAS to determine if the contract allowed for a major transformation of the Cat C response time (has now changed for a period of 10 months).**  | **Issue raised with LAS and Commissioners. Elizabeth is checking contract. Refer to CQRG for advice.**  |
|  | **>50% response in 60 minutes** | **>50% response in 60 minutes** |  |  |
| **C190% response in 20 minutes** | **63.3%** | **>50% response in 45 minutes** |  | 74.16% |
| **C290% response in 30 minutes** | **67.21%** | **>50% response in 60 minutes** |  | 77.47% |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| 1. **Support parliamentary Bill re defibs.**
2. **) Campaign to encourage Boots to install defibs in their stores.**
 | 1. **Ask MP for Lewes when Bill will be taken back to House of Commons**
2. **Boots responded but refused to install unless 3rd parties pay.**
3. **Arrange defib installation and training at English Martyrs church and Westminster.**
4. **Arrange CPR training for members of Forum X 12**

**f) Encourage Council in London to install defibs in schools and colleges. Dave Payne leading campaign in Southwark.** **.** | 1. **Boots continue to refuse to install defibs unless community pay, but have agreed to pay installation costs. No defibs in Boots/London. Meeting arranged between LAS and Boots. Initiate poster and media campaign if response continues to be negative. Adrian Bremner, Head of Safety and Governance, Boots UK has explained Boots stance.**
2. **Defib installation complete in English Martyrs Church in Southwark.**
3. **CPR training for members of Forum on June 12th**
4. **Dave Payne has written to all Southwark Councillors re defibs in schools and a response is awaited from their leader Peter John.**
5. **Contact details for all London councillors collected ready for pan London campaign on defibs in schools**
 |
| **DIABETIC CARE** |  |  |
| **Joint meeting held with Diabetes UK and LAS in November and public meeting with high turnout.** **Objective to improve emergency care for patients with type one diabetes agreed** | 1. **Detailed report produced on outcome of joint DUK+LAS+Forum meeting.**
2. **Meeting held with Jackie Lindridge and Roz Rozenblatt on January 19th.**
3. **Issue re ketone measurement included in LAS clinical strategy.**
4. **Training of front line staff accelerated re diabetes care.**
5. **Other recommendations being implemented.**
 | **Meeting being arranged with Diabetes UK and Jackie Lindridge for progress report.** **Proposal to invite those service users who attended in November to return for meeting with Jackie Lindridge to receive progress report.**  |
| **STP Impact on Urgent and Emergency Care** | **STRATEGIC**  | **TRANSFORMATION PARTNERSHIP**  |
| 1. **Ambulance queues are growing outside A&E and alternative care pathways are rarely visible for front line crew.**
2. **Questions put to all CCGs and STPs regarding impact of STPs on LAS and emergency care.**

**c) Few STPs have finalised strategic plans.** | **a) Responses from CCGs and STPs FOI being analysed. Most are appalling. Quality too poor to produce a report.** **b) Sent all CCGs the Forum’s strategy and priorities for 2017.** **c) Attempted to gather information on strategy used by LAS to influence STPs – but no response that demonstrates strategic approach.**  | **a) Offers from two STPs to speak at Forum meeting.****b)Publicise impact of STP related cuts to acute services, e.g. west London – Ealing and Charing Cross and LAS services and rising number of ambulance queues and delays.****c) Inform the GLA Health Committee and the parliamentary Health Select Committee of the Forum’s concerns and seek information about any investigations of STPs that they have carried out.**  |
| **AMBULANCE QUEUING** |  |  |
| **Forum committed to abolition of all ambulance queues.**  | 1. **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.**
2. **Daily dataset obtained showing daily breaches.**
3. **Elizabeth Ogunoye, for commissioners has assured Forum that this is a major priority for NHSE.**
4. **Daily tele-conferences by NHSE, LAS and LAS commissioners to discuss ambulance queuing.**
 | 1. **Begin major campaign in 2017. Forum members asked to participate in monitoring of ambulance queues. Healthwatch will be asked to participate in ambulance queue analysis by speaking to paramedics in ambulance queues outside A&E’s across London.**
2. **Raise issue with Mayor of London**
3. **See Paul Woodrow’s presentation given April 10 (on website).**
4. **May 22 to May 28 – 2017**

**877 hours wasted ambulance queuing over 15 minutes – including:** **-Northwick Park – 89.4 hours****-Royal Free – 77.3 hours****-North Middlesex – 68hours** |
| **Access to Patients Records** **Other health care professionals, e.g. nurses and doctors can access patients’ records but paramedics cannot. LAS have no access to NHS numbers which creates another barrier re access to information about patients.**  | **a)LAS failed to achieve the 2016/7** **CQUINS on development of frontline access to clinical data and enhanced comms with the NHS.** **b) LAS claim heavy costs associated with project including cost of licenses.** **c) West Midlands Ambulance Service (WMAS) has achieved connectivity to give paramedics access to clinical data and direct access to NHS services.**  | **a) Contact WMAS re their progress. Request made to Mark Docherty, WMAS – no response****b) Ross Fullerton appointed as chief info officer for six months. Will lead IT developments for the LAS towards a fully integrated and competent frontline communication system, that works effectively with other parts of the NHS, to provide enhanced care for patients and access to summary care records. Hand held devices should be available to all paramedics by December 2017** |
| **CQC REPORT ON THE LAS –**  | **SPECIAL MEASURES** |  |
| 1. **CQC re-inspected LAS in February 2017.**
2. **Quality Improvement Plan produced showing achievement following the CQC inspection and Special Measures. Poor quality data.**
 | **1)http://www.londonambulance.nhs.uk/about\_us/how\_we\_are\_doing/care\_quality\_commission\_inspec.aspx****2) CQC notice to LAS re governance of drugs used by paramedics.****3) Meeting held with CQC inspectors.****4) Request made to CQC to join CQC summit in May 2017** | **a) CQC invitation to for Forum to Summit. Said: we anticipate to have more engagement time with providers and user groups from June onwards.****b) I would like to assure you that your report and information provided prior to the London Ambulance inspection was most helpful and was included as part of our pre-data pack which was shared with our analyst team and inspectors.. Jane Brown, Inspector, Hospital Directorate – London****c) Quality Summit to be held on June 29th** |
| **EQUALITY AND INCLUSION (E&I)****IN THE LAS** |  |  |
| **a) Equality and Inclusion is a priority in the LAS/CQC Quality Improvement Plan. Long history of failure re equality and diversity with regard to race equality and most other protected characteristics.**  | **a) Meeting held with Melissa Berry and Mark Hirst re progress and report attached.****b) Concerns that progress will slip back when they leave LAS. New HR director appointed and Melissa will extend employment with the LAS.****c) Forum proposal for Race Equality VIP award not acted on.**  | **a) New Equality and Diversity committee met on May 24th 2017. Very positive report from Melissa Berry re race equality but other issues slipping. Poor attendance at meeting. See report on website.****b) invite new head of HR to Forum meeting either July or September.**  |
|  |
| **ELECTIONS TO PF STEERING GROUP** | **a) Invite members to stand for Chair, Vice Chairs and Steering Group.****b)Prepare statement of responsibilities****c) Ensure local Healthwatch is aware of election.** | **a) Members reminded to nominate themselves/others who would be interested in EC and Chair/Vice Chair. b) Reminded also that only those resident in a London Borough and with membership of the Forum eligible to vote.****c) Co. Secretary holds membership details.** **d) Dates and intervals between elections not currently specified in Forum Constitution and suggestion made this be added.****Add time intervals for elections.****e) Suggested nominations received by July meeting and voting to take place in September.** |
| **LAS COMPLAINTS LEAFLET AND INVESTIGATIONS****Comments received from the Forum**  **suggest that leaflet is too complicated and needed to be presented in much** **simpler language. The amount of time taken for LAS to deal with complaints needs to appear much earlier in the documentation. It is anyway a very lengthy process.** | **Meeting arranged with complaints team, Trisha and Briony re complaints investigation.** | **a)Meeting held on May 11th re complaints process with Trisha Bain, Briony Sloper, Jacqueline Dawson, Gary Basset, Amanda Mansfield, Jo –paramedic.****b) Report on website in June 2017 papers.** **c) Briony discussing our report with complaints team on June 12th**  |