**ACTION LOG – NOVEMBER 13th 2017**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **TETHERING****Could the ‘tethering trial’ potentially put patients at risk because ambulance queuing would not allow the release of vehicles in some areas, causing even longer delays for patients?** | **How will tethering deal with situation where demand is clearly rising, but a 2% reduction in demand is sought and that should EDs close in west London, that ambulance would have to travel even greater distance, for example to Northwick Park, Hillingdon and West Middlesex Hospitals.**  | **Meet Paul Woodrow to discuss Tethering project and issues raised by Forum members. No response from 9/10 email. Second sent on 9/11.** |
| **COMMAND POINT OUTAGE****Jan 1st Outage. Single death identified. Inquest on September 19th** | **Update requested on progress with recommendations from the IT report. Risk register associated with these recommendations requested. Ross unwilling to share outcome till Board meeting on October 2nd.**  | **Ros Fullerton updated LAS Board on October 3rd . Paper available on request. Inquest attended by Beulah East – report in papers for October meeting. Independent view being sought by Forum.**  |
| **COMPLAINTS CHARTER****A Complaints Charter being developed in Hackney was offered to the LAS as a potential signatory.**  | **All LAS amendments from Gary Bassett accepted. Board agreed Charter in principle on October 31st 2017.**  | **Final draft Charter to be discussed with Trisha Bain on November 10th to finalise.**  |
| **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) Campaign for parity of esteem for patients in mental health crisis.**  | **a) Promote employment of LAS Advanced MH paramedics.****b) ‘Parity of esteem’ between mental and physical health raised consistently by Forum with LAS and Commissioners** | **Meeting with the Healthy London Partnership August 29th attended by 16 members and LHW. Many issues raised including classifying long waits for patients requiring mental health care as Never Events. Case to be made to NHS Improvement. LAS developing new model of MH nurse and paramedic in car to support patients in a mental health crisis.**  |
| **AMBULANCE RESPONSE PROGRAMME** |  **Meeting on ARP to be held at Forum meeting on October 9th 2017. Stuart Crichton delivered presentation. On website. Further questions put to Fenella Wrigley and Stuart.** | **Comparative Data:** Can metrics be devised to compare the previous system’s performance with new ARP performance for a period of one year, based on several high profile medical conditions, e.g. strokes, heart attacks, major trauma and sickle cell disorders? This is consistent with an evidence based approach required by the LAS/CQC improvement trajectory.  Thanks for your message. The ARP represents a fundamental change in the way that clinical cases are coded and ambulance services respond. As a result it is not possible to directly compare the old and the new systems. However, we are currently working on a new set of enhanced clinical quality indicators to measure patient outcomes and assess the quality of ambulance care in a number of high-profile medical conditions, as you suggest. These will be published from April 2018 onwards. Best regards, Professor Jonathan Benger. **Stroke:** Has any work been carried out to estimate the possible delays, at different time of the day, in responding to stroke calls, and getting patients to stroke treatment centres? Treatment delays might be caused by road congestion and queues at treatment centres. Reducing the risks of brain damage associated with delays is obviously very important.**Clock Stop times at Prisons / Secure Environments –** Is the 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?  |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| **a) Campaign to encourage Boots to install defibs in their stores.****b) Campaign for all schools and colleges to install a defib and train students and staff, and for Councillors to be trained in CPR** | **a) Boots refused to install unless 3rd parties pay. Will pay for installation only****b) Arrange for installation and training at Westminster Cathedral.** **c) Encourage Council in London to install defibs in schools and colleges. Every council in London written to.** | **a) Boots position is rigid. Will not buy defibs.** **b) Invited Vice President of Boots to December meeting of the Forum but he refused. Draft poster sent to Board members.****c) Now running pan London campaign on defibs in schools and colleges. Every Council Leader, CE, Chair of OSC and HWBB, PH Director and local Councillor contacted on July 6/7. FOIs sent to non-responders. Data collected for most councils. Report with November papers.**  |
| **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. **Issue re ketone measurement included in LAS clinical strategy.**
3. **Other recommendations being implemented to be discussed.**
 | **Presentation to LAS AGM included details of this co-production work between the LAS and Forum. Also presented to LAS Quality Oversight Group. Issue re Ketometers raised with West Midland AS. Contact to be made with Consultant Paramedic Matt Ward.**  |
| **AMBULANCE QUEUING** |  |  |
| **a)Ambulance queues outside of A&E continue to grow****b) Forum committed to abolition of all ambulance queues.** **c) Campaign needs to be extended and expanded during 2017 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.** **c)Commissioners trying to conceal information produced by the LAS about ambulance waits from Forum.** | **a) Issue raised with Mayor of London –Followed up by assembly Member Pidgeon. Mayor agreed to meet Forum and LAS b)** Compile a data set of local information on breachesc)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**

**c) CCG and LAS have withdrawn access to data about long handover waits. No validated data available for public scrutiny.**  |
| **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) 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 in 2017 but LAS claims it will be in 2018** | **a) New Equality and Diversity committee to meeting on December 6. Audrey and Beulah to attend****b) New head of HR Patricia Grealish and Melissa Berry spoke at September Forum meeting. Letter sent to both re recruitment. No reply or acknowledgement.**  |
| **REVIEW OF COMPAINTS SYSTEM** |  |  |
| **Comments received from the Forum**  **suggest that complaints 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.**  | **Meeting arranged with complaints team, Trisha and Briony re complaints investigation.** | **Confidentiality document completed. Awaiting completion of process and then arrange new dates for visits. Long delay. LAS agreed Forum can have access for three members. Trisha Bain putting pressure on for resolution.**  |