**ACTION LOG – SEPTEMBER 11TH 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.** |
| **LEARNING FROM STAFF** | **Members suggested that a feedback group was needed so that all staff could feedback their ideas and concerns to the LAS, to promote service development and receive feedback on how their ideas have changed services.** | **Issue to be raised with Trisha Bain** |
| **COMMAND POINT OUTAGE**  **Jan 1st Outage. Single death identified. Inquest in September** | **Update requested on progress with recommendations from the IT report. Risk register associated with these recommendations requested** | **Response awaited from Ros Fullerton.**  **Inquest imminent.** |
| **COMPLAINTS CHARTER**  **A Complaints Charter being developed in Hackney was offered to the LAS as a potential signatory.** | **Discussions continue on appropriate wording and presentation.** | **Draft Charter to be represented to Gary Bassett and Trisha Bain** |
| **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. Report to follow.** |
| **Cat C RESPONSES – DOWNGRADING OF TARGET.** | **LAS and Commissioners have changed the Cat C targets in a way that substantially reduces response time for patients and falsely shows the LAS as achieving much higher levels of response against Cat C Targets, whereas in practice performance is much worse.**  **The Forum is concerned that the lower targets will cause harm to patients by delaying patient care.** | **Meeting held with Chair of CQRG Dr Johal and Elizabeth Ogunoye, Deputy Director for LAS Commissioning and NWL Provider Performance on August 15. No explanation for downgrading of targets. Report on meeting is attached.** |
| **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** | **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 changing slowly following discussions between Chris Hartley Sharpe and Adrian Bremner, Head of Safety and Governance, Boots UK has explained Boots stance.**  **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** |
| **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.** | **a)Meeting to be arranged with Jackie Lindridge and Roz on August 10th to update on progress.**  **b) Invite those service users who attended in November to return for meeting with Jackie Lindridge and DUK to receive progress report.**  **d) Training of front line staff accelerated re diabetes care completed.** |
| **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 – very poor response.**  **b) Newsletter about ambulance queues distributed widely.**  **c) Mayor invited to attend joint public meeting on ambulance queuing.**  **d) Organised meeting for STPs and Mayor to attend, plus assembly members.** |
| **CQC REPORT ON THE LAS –** | **SPECIAL MEASURES** |  |
| **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 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. Equality and Diversity Committee now disappeared.**  **b) New head of HR Patricia Grealish agreed to attend Forum meeting in September to discuss: "LAS progress towards race equality and compliance  with the WRES"** |
| **ELECTIONS TO PF STEERING GROUP** | | |
|  | **a) Members invited 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) Nominations received by August 4th and voting to take place in September.**  **d) Two new members have joined the EC and one has left.** |
| **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. 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) Forum members visiting the complaints team in July and August 2017**  **c) Confidentiality document to be completed and then arrange new dates for visits.** |