**ACTION LOG – MAY 8th 2017**

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| **OBJECTIVE**  | **PLAN** | **PROGRESS** |
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| **CLINICAL STRATEGY** | Forum commented on Final Draft | Agreed by LAS Board. Forum have agreed to collaborate with implementation of the Clinical Strategy. See notes of meeting with Trisha Bain and Briony Sloper |
| **Emergency Operations Centre Visits**10 Members agreed to participate in visits to the EOC | Questions and report style shared with members on April 14th  | Questions and report style to be circulated after current Forum meeting.**Ok – May 2nd. Guidance, Questions and confidentiality form sent out. Natalie and Adrian visited on April 4th. Reports awaited.**  |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| a)Support parliamentary Bill re defibs. b)Forum had asked Public Health England and the LAS medical director, Fenella Wrigley to discuss how PHE could support the defibrillator.c) Campaign to encourage Boots to install defibs in their stores. | a) Boots responded but refused to install unless 3rd parties pay. b) Initiate poster and media campaign if response is negative d) Boots Pharmacy–Agreed to check whether Boots were making sufficient profit to install defibs in all their UK stores.e) Arrange defib installation and training at English Martyrs church and Westminster. Date of meeting 17/5/2017.f) Training to be arranged in CPR and use of defibs at June 12th Forum for 12 members- 12 people signed up.g) Level of profits checked. Boots in very strong financial position. | a)This Bill was expected to have its second reading debate on Friday 12 May 2017. However, as a General Election has now been called and Parliament will be dissolved from 3 May 2017, the Bill falls and no further action will be taken.b)Boots continue to refuse to install defibs unless community pay1. Campaign leaflets to be produced before Forum meeting by MA.
2. Draft letter sent to all Forum members.
3. More support needed from members via MPs.
4. Adrian Bremner, Head of Safety and Governance,Boots UK has explained Boots stance:

1) Supports the installation of defibrillators on the outside of stores, but will not make any financial contribution to their cost or installation or maintenance. 2) Unable to tell the Forum where defibrillators have been installed on Boots stores. 3) Support suitable requests from third parties to install public access defibrillators on your stores. 4) Will make sure there are adequate governance arrangement for defibrillators, including ambulance service liaison, maintenance and testing, by requiring the organisation that funds the defibrillator to make these arrangements.  5) Require 24 hour access to all defibrillators fitted on your stores and the identification of local responders - but do not require your own CPR trained staff to act as local responders. |
| **DIABETIC CARE** |  |  |
| Joint meeting arranged with Diabetes UK and LAS in NovemberObjective to improve emergency care for patients with type one diabetes. | Meeting with Diabetes UK and LAS. High turnout - many valuable recommendations.  | 1. Detailed report produced on outcome of joint DUK+LAS+Forum meeting.
2. Meeting held with Jaqui Lindridge and Roz Rozenblatt on January 19th. Report to follow.
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.
6. **Update to follow.**
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| **STP Impact on Urgent and Emergency Care** | **STRATEGIC**  | **TRANSFORMATION PARTNERSHIP**  |
| a) Ambulance queues are growing outside A&E and alternative care pathways are rarely visible for front line crew. b) 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 being analysed. Most are appalling.b) Send CCGs the Forum’s strategy and priorities for 2017. Sent to all CCGs**c) Gather information of strategy used by LAS to influence STPs** | a) Publicise impact STP related cuts to LAS services and rising number of ambulance queues and delays.b) Responses to FOI to CCGs and STPs will be presented to the May Forum meetings.**Deferred**c) Offers from two STPs to speak at Forum meeting.**TBA M.A.** |
| **AMBULANCE QUEUING** |  |  |
| Forum committed to abolition of all ambulance queues.  | 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.  | 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. **TBA**
2. **Raise issue with Mayor of London**
3. Elizabeth Ogunoye, for commissioners has assured Forum that his is a major priority for NHSE.
4. Daily tele-conferences by NHSE, LAS and LAS commissioners to discuss ambulance queuing.
5. **See Paul Woodrow’s presentation given April 10-attached. Hard copies will be included in papers for May Forum meeting.**
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| **Access to Patients Records** **W**hat steps are being taken to enable paramedics to access patient 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.  | LAS Chief Information Officer, Steve Bass working on this project, and that it had also been a component of the 2016/7 CQUINS. There are heavy costs associated with project including cost of licenses. The West Midlands Ambulance Service (WMAS) are leading on this project and have achieved connectivity to give paramedics access to clinical data and direct access to NHS services.  | 1. Contact WMAS re their progress. Request made to Mark Docherty, WMAS
2. Written to Steve Bass for update- available for May meeting.
3. Obtain outcomes for E-ambulance CQUINS for 2016-7 - requested
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| **CQC REPORT ON THE LAS –**  | **SPECIAL MEASURES** |  |
| 1. CQC 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.aspx2) 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 requested six months minutes from the Forum. b) Response awaited re invitation to CQC Summit: Please accept my apologies for the lack of communication in recent months, I can assure you it was not intentional. Both myself and Robin have had an unprecedented level of work, with some very difficult inspections that have required our full attention. We anticipate to have more engagement time with providers and user groups from June onwards.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. I look forward to further communication with yourselves in the very near future. Jane Brown, Inspector, Hospital Directorate – London |
| **EQUALITY AND INCLUSION (E&I)****IN THE LAS** |  |  |
| 1) Equality and Inclusion is a priority in the LAS/CQC Quality Improvement Plan. 2) Forum report on Equality and Inclusion submitted to LAS and CQC – 12 year study. On website | a) Progress with equality and diversity shown in report to January 2017 meeting.b) Meeting held with Melissa Berry and Mark Hirst re progress and report attached.Concerns that progress will slip back when they leave LAS. New HR director appointed and Melissa will extend employment with the LAS.d) Forum proposal for Race Equality VIP award not acted on.  | a) New Equality and Diversity committee to meet on January 31st 2017 and March. Very positive report from Kathy West.Objectives needs clarifying.b)Further meeting held with Mark Hirst for update on progress. **c) Next Equality and Diversity meeting to be held on May 19th. Kathy and Malcolm to attend.** |
| **BARIATRIC CARE** |
| a)Included in CQUIN for 2016/7b) Forum to suggest ways of monitoring bariatric care from patient’s perspective. Other member sought to join committee. Contact is:  | MA attended Bariatric Working Group on October 5thled by Kevin. Members attended meeting on Bariatric care on October 20th. | Report from LAS on progress with bariatric care development now received and sent to members.**Members to submit comments to M.A.**None received. |
| **Elections to the Forum Steering Group** | Invite members to stand for Chair, Vice Chairs and Steering Group.Prepare statement of responsibilitiesEnsure local Healthwatch is aware of election. | Members reminded to nominate themselves/others who would be interested in EC and Chair/Vice Chair. Reminded also that only those resident in a London Borough and with full membership of the Forum eligible to vote.Co. Secretary holds membership details. There are 29 members/Affiliates so far who have renewed their membership. The remainder are asked to do so ASAP. Dates and intervals between elections not currently specified in Forum Constitution and suggestion made this be added.**Add time intervals for elections.****Suggested that nominations received by July meeting and voting to take place in September**. |
| **LAS Complaints Leaflet.** 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. | **Arrange meeting with complaints team and Briony re content of leaflet.**  | Meeting with Briony – she is aware of the issue and that changes are needed. **Meeting to be held on May 11th re complaints process with Trisha Bain, Briony Sloper, Jacqualine Dawson, Gary Basset.**  |