

**ACTION POINTS – FEBRUARY 2016**

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| **KEY ISSUES** | **DETAILS** | **ACTION** |
| **HANDOVER WAITS AT A&E** | a) Seek meeting with NHS England to discuss action to stop unacceptable waits.  b) FOIs to all trust and CCGs with one hour plus waits requesting a copy of their Serious Incidents investigations into these waits. Request sent to Northwick Park. | a) Letter sent to Prof Keith Willett, NHS England, re long wait for patients in ambulances outside A&E departments. Response received and is attached.  Response to Forum’s FOI to Northwick Park Hospital received and information being analysed before further action. |
| **TRAFFIC DENSITY** | Impact of traffic flows on ambulances on blue lights – changes to the road infrastructure in London is affecting speed of ambulances in London including cycle lanes | Raise issue with Dr Sahota, Chair of the London Assembly Health Committee and Paul Woodrow, LAS Director of Operations. |
| **CQC–QUALITY IMPROVEMENT PLAN** | Now published by LAS. On LAS and Forum websites | a)Forum to follow-up achievement of CQC inspection requirements  b) Forum to work with LAS re mock inspections through ride-outs.  c) Will include monitoring cleanliness, equipment and ‘make ready’ service. |
| **AMBULANCE QUEUING** | Executive Committee to plan campaign to eradicate ambulance queuing in 2016 and include: close monitoring of ambulance waits; an action plan; advise candidates who stand for London Mayor: formal letters to Boards of relevant acute Trusts; publication of ambulance queuing figures. | Dr Andy Mitchell, Medical Director for London to speak at June PF meeting. |
| **SAFEGUARDING** | Current weaknesses include take-up of training for some sectors of LAS staff, e.g. PTS, Emergency Operations Centre and bank staff and the following:   * Recruitment policies * Training records * Disclosure and Barring Service (DBS) checks for paramedics from overseas. * Prevent training (Workshops on Raising Awareness of Prevent – WRAP) * Training of the LAS Board (only 74% had received safeguarding training. * Prioritisation of referrals for suspected cases of Female Genital Mutilation. | 1      Forum has seat on the Safeguarding Committee and will monitor implementation. Board training raised with Zoe Packman. |
| **SEPSIS** | Improvement and Governance of sepsis training re St John’s and Red Cross staff and private providers who work with the LAS  Blood cultures not taken before antibiotics are given by paramedics because so many different systems for blood culture in London. Taking blood before giving antibiotics is best practice, so this technique should be developed in the future. | Raise with Fenella Wrigley, Medical Director and NICE |
| **FRONT LINE STAFF MORALE** | Improved conditions of service for frontline staff to enable them to live in London. | Ask for support of the  London Mayor and Dr Sahota. |
| **EQUALITY AND INCLUSION** | Essential for the LAS to promote careers in the LAS through active strategic engagement with six-forms in schools. | Raised with Fionna Moore, Margaret Luce, Tony Crabtree and Zoe Packman  2 |
| **EQUALITY AND INCLUSION COMMITTEE-LAS** | Kathy reported on the continuing failure of the Committee to consider the needs of people included within the scope of most protected categories of the Equalities Act. Kathy and | a) Discussed with Fionna Moore, Zoe Packman and Tony Crabtree. Patient Forum statement agreed at the December meeting on website.  b) LAS Equality and Inclusion minutes to be placed on the Patients’ Forum website. |
| **SICKLE CELL CARE AND TREATMENT** | Significant improvements to service for people in sickle cell crisis required. | Discussed with Fenella Wrigley, Medical Director and with Elizabeth Ogunoye, Director of Quality and Nursing, Zoe Packman. Joint service development agreement being discussed by all parties including the Sickle Cell Society. |
| **SICKLE CELL**  **STAFF TRAINING** | Develop opportunities for people with SC to participate in staff training. | Raise with Margaret Luce, public involvement lead. |
| **SICKLE CELL**  **CARE PLANS** | Promoting the use of SC passports or agreed care plans to improve clinical care. National Haemoglobinopathy Register could be used to assess quality of services and develop a system of providing care plans to those on the register. | Discussed with SCS and Zoe Packman. Pilot being developed. |
| **PATIENTS WITH LEARNING DISABILITIES** | Improving care of people with Learning Disabilities | Discussed with Zoe Packman, Dir of Quality and Nursing. Very positive response.  Elizabeth Ogunoye asked to consider LAS CQUIN for improved care to patients with learning disabilities. |
| **STAFF SURVEY** | New survey carried out in Autumn 2015. | Met with Tony Crabtree from HR re details of outcomes following action by the LAS to tackle the issues raised by staff. Presentation to Forum in April 2016. |
| **COMPLAINTS** | Elizabeth Ogunoye reported that a ‘deep dive’ into complaints is taking place and the results will be presented to the Clinical Quality Review Group.  2) Could LAS produce better information about how to make complaints when patients have had poor care? | 3  Asked several times for outcome of deep dive into complaints. Delay of several months. The report will go to the C**QRG – which is a joint LAS-commissioners group to look at service quality.**  2) Raised need for publicity about making complaints to be produced with Zoe Packman, Director of Quality and Nursing. This in being implemented. We suggested a contact card is left in every home visited.  3) Produced Forum leaflet for distribution to service users. |
| **LAS PERFORMANCE – CQUINS (Commissioning for quality and innovation)** | Forum requested details of service improvements consequent upon the implementation of CQUINS, i.e. so that we can see how patient care is improving. | Update requested from commissioners – Stuart Ike. Forum proposals include sickle cell care and care of people with learning disabilities. Awaiting details of 2016/7 CQUINS. They will be focussed on CQC inspection. |
| **FAITH SUPPORT FOR FRONT LINE STAFF AND ADVICE REGARDING RESPECTING THE FAITH OF PATIENTS** | Tony Crabtree leading work on developing multi-faith arrangements for supporting staff.  2) Recommend that Harbhajan Singh be invited to become a lay faith adviser on the LAS Equality and Inclusion Committee. | Equality and Inclusion now in Tony Crabtree’s team. Meeting report attached to February papers. |
| **BARIATRIC CARE** | Does LAS have adequate and appropriate ambulances in the fleet to provide the right care for bariatric patients? Is there specific and sufficient training re care and treatment of bariatric patients? | Zoe Packman has reviewed complaint about bariatric care. Forum to suggest ways of monitoring bariatric care. |
| **DEFIBRILLATOR** | Forum meeting with Mayor of Southwark and Southwark Diocese of the Catholic Church. | 4  a) Update requested from Dora Dixon Fyle and the Southwark Diocese. David Payne and Sister J followed up.  b) Promote defibs and training in pharmacies and local schools.  C) VAT on defibrillators – attempt to have it removed to reduce costs. |
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