**ACTION LOG – APRIL 10TH 2017**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **ANNUAL STAFF SURVEY** | To be published on March 7th | Mark Hirst, Workforce Director spoke at March 2017 meeting re survey. Slides on website and April Forum papers. |
| **CLINICAL STRATEGY** | Forum commented on Final Draft | Agreed by LAS Board. Forum will attempt to get involved in implementation plan. |
| **MEETINGS WITH TRISHA BAIN, HEAD OF QUALITY AND BRIONY SLOPER, DEPUTY ARRANGED FOR YEAR** | A list of priorities for service development discussed with Trisha Bain and presented to the meeting.  [www.patientsforumlas.net/upcoming-meeting-papers.html](http://www.patientsforumlas.net/upcoming-meeting-papers.html) | Two meetings with Trisha. Invitation to join quality oversight meeting. |
| **Emergency Operations Centre Visits** Members were invited to participate in visits to the EOC | a)11 members to visit EOC in April, May and June 2017  b)Questions and report style to be shared with members. | First visit by Colin Hill and report received. |
| **BREAKDOWN OF LAS CAD SYSTEM ON JANUARY 1ST** | a) Andrew Grimshaw provided answers to Forum’s questions and report provided to Forum in March.  b) Reason for outage has been identified but not shared with the Forum, i.e. it is still confidential. Expected to be released in May 2017  c) Offer from LAS for Forum to observe investigation has been reneged on by LAS | a)Trisha Bain raised with Andrew Grimshaw, the lack of communication with the Forum and he addressed this issue and apologized.  b) Planned outages being used to test CAD system. |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| a) Campaign to encourage Boots to install defibs in their stores.  b)Forum had asked Public Health England and the LAS medical director, Fenella Wrigley to discuss how PHE could support the defibrillator  d) Support parliamentary Bill re defibs.  e) Boots Pharmacy–Agreed to check whether Boots were making sufficient profit to install defibs in all their UK stores. | a)Boots responded but no promise of action.  b)Initiate poster and media campaign if response is negative  c)Arrange defib installation and training at English Martyrs church and Westminster Cathedral.  d)Fenella Wrigley and PHE have discussed promotions of defibs  e)Forum has written to 50 London MPs asking them to support defib Bill in parliament  f)Training to be arranged in CPR and use of defibs at May Forum  g)Boots Chemist chain net earnings of $1bn in three months to end of August 2016.  www.theguardian.com/us-news/2016/oct/20/boots-us-owner-posts-large-jump-in-quarterly-profitsAugust – up sharply from $26m a year earlier | Extended campaign to Boots the Chemist. Initial response received. Written to 7 directors of Boots.  1. Boots refuse to install defibs unless community pays 2. Prepare campaign leaflets 3. Contact Father Tom at English Martyrs for training session and installation of defib. 4. Defib Bill will go back to parliament 2nd reading: House of Commons | 12.05.2017http://services.parliament.uk/bills/2016-17/defibrillatorsavailability.html   **More support needed from members via MPs.** |
| **DIABETIC CARE** |  |  |
| Joint meeting arranged with Diabetes UK and LAS in November  Objective to improve emergency care for patients with type one diabetes. | Meeting with Diabetes UK and LAS. High turnout - many valuable recommendations. | 1. Detailed report 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. Full report to follow. |
| **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. | a) Responses from CCGs and STPs being analysed. Most are appalling.  b) Send CCGs the Forum’s strategy and priorities for 2017.  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 March/April Forum meetings.  c) Offers from two STPs to speak at Forum meeting. |
| **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. 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. |
| **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 2. Writen to Steve Bass for update 3. Obtain outcomes for E-ambulance CQUINS for 2016-7 |
| **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.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) Forum produced detailed report on progress of LAS with meeting CQC requirements. Meeting with CQC inspection leads. Report presented.  b) Report went to the Forum meeting in February.  c) Response awaited re nvitation to CQC Summit  d) CQC requested six months minutes from the Forum. |
| **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.  c) Concerns that progress will slip back when they leave LAS  d) Janice Markey returns in January | a) New Equality and Diversity committee to met on January 31st 2017 and March. Very positive report from Kathy West.  Objectives needs clarifying.  c) Further meeting held with Mark Hirst for update on progress. |
| **SICKLE CELL CARE AND TREATMENT** |  |  |
| Forum continuing to raise issues about quality of sickle cell care. Progress is very positive. | Sickle cell CQUIN being successfully implemented. Large number of people involved in survey work. CARU carried out large survey of PRFs and service users and report is attached to January papers.  People with sickle cell invited to participate in training film to be made by LAS. | a) Training programme for frontline staff developed. Users of service invited to participate.  b) NHSE funded project is being developed by Margaret Luce’s team and Merton Sickle Cell Group. Two focus groups held with Merton sickle cell group. Very successful.  c) Kye Gbangbola – Chair – Sickle Cell Society attended January meeting of Forum and described progress. Kye expressed the gratitude of the Sickle Cell Society for the contribution made by the Forum to improving the care of patients in sickle cell crisis. He proposed a review of the AMPDS system, to ensure that the questions asked during an emergency call were appropriate for patients in a sickle cell crisis  d) News item on Breakfast BBC 1 programme re sickle cell. |
| **BARIATRIC CARE** |  |  |
| a)Included in CQUIN for 2016/7  b) 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. |
| **Elections to the Forum Steering Group** | Invite members to stand for Chair, Vice Chairs and Steering Group.  Prepare statement of responsibilities  Ensure local Healthwatch is aware of election. |  |
| **LAS Complaints Leaflet.** Comments received from the Forum  suggest that leaflet is too complicated and needed to be presented in much  simpler language. | Arrange meeting with complaints team and Briony re content of leaflet. |  |