**ACTION LOG – JUNE 10th 2019**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **Elections to the Forum**  | Nominations sought from members for the positions of Chair, Vice Chairs and EC members. An election will follow and it is expected to finalise the results by the June 2019 meeting of the Forum.  | **ELECTION TO TAKE PLACE FOR EC MEMBERS IN MAY 2019. SIX NOMINATIONS RECEIVED** |
| **CPR and Defibrillator Training** | Members will be invited for annual training on June 10th 2019.  | **12 places available** |
| **Co-Production Charter** | The Charter was developed by Hackney Healthwatch and has been redesigned for use by the LAS and Patients’ Forum. Ask all HW in London to sign up. It has been sent to all London HWs.Write to all HW jointly with Hackney HW.  | **The Charter has been shared with NHS Improvement and discussed with Heather Lawrence, the LAS Board, LAS PPI Committee and shared with the Association of Ambulance Chief Executives (AACE) and Healthwatch England. Currently being reviewed by the LAS Board subcommittee. Discussed with Garrett and Heather at public meeting of the Forum. See minutes.** |
| **Quality Account Response for 2019-2020** | The Forum’s response has been sent to Trisha Bain together with a list of Forum achievements. This will be published in June 2019.  | **Trisha Bain and Kaajal Chotai spoke April Forum meeting.** **Trisha’s formal response to our recommendations awaited and will be provided at the end of May.**  |
| **End of Life Care** in prisons to be highlighted, especially in relation to the prisoner’s ethnicity and faith.  | Proposed that paramedics may need additional training to deal successfully with these issues.  | **Raise at the LAS End of Life Care group either Lynn or Angela.** |
| **Complaints by Phone** | Suggested LAS should record calls from complainants and copy the transcript and tape to the complainant to ensure accuracy. This approach would give confidence to the complainant that all of the issue they have raised will be fully investigated.  | **To be discussed and Gary and Kaajal. Emails sent. Complaints team very much in favour, but funding is a key problem. Reminder sent on June 3rd.**  |
| **Complaints Quality Performance****Developing themes from complaints as opportunities for learning** | Set against specific quality standardsJos Bell proposed working group to examine the ways that complaints are investigated and to propose ways of improving the service. Get more information about how Datix system is used to process data about complaints and enables the triangulation of data and learning across the organisation. Access to thematic reports about complaints showing both incident type and frequency of each type of incident and Quality Report that goes to Board and the CCG (CQRG)  | **To be discussed and Gary and Kaajal. Initial email send to Kaajal as she was present when issues raised. Reminder sent on June 3rd.**  |
| **TURNING OF AMBULANCE ENGINES IN STATION AND IN THE PUBLIC SPACE****INTERSERVE COLLAPSE – IMPACT ON THE LAS** | Fuel  and turning off diesel engines - this is something we would like to do but the MDT is reliant on a power source, therefore, for the time being we have to keep the engines idling. In the near future we are looking at a new MDT  that can operate without needing the vehicle to remain idling. Interserve – this plc entered into  administration  and the rest of the business, including all of the operating companies, were sold to a new company owned by the current lenders. The terms of the refinancing were  implemented, strengthening Topco’s  balance sheet and received an injection of £110 million of cash.  Interserve’s operating companies remained intact, solvent, and continue delivering services.  The staff in these companies were not be affected and the LAS did not see any impact to our operation. | **Issue raised with Julie Parham, Health and Safety lead for the LAS. Use of batteries suggested replace use of diesel engines to power MDTs.** **Forum member has independently submitted questions to the LAS on this issue via FOI Act.****Copy available.** |
| **MENTAL HEALTH CARE**1. **Outcomes of the Mental Health car - 3 month review and evaluation –**
2. **Promote development of mental health car service to north west London –**
3. **Substantially increase the level of training for from line staff in MH care to match level of need and demand –**
4. **Provide more public information about mental health care provided by the LAS –**
5. **Review questions asked by EOC about whether a person with mental health problems is violent –**
6. **Obtain information about long waits for patients in cars and ambulance outside places of safety and A&E –**
7. **Investigate current situation about the use of spot purchasing of mental health beds leading to long waits in A&E –**
8. **Development of specialized care for patients detained on s136 with the support of mental health nurses and Advanced MH paramedics –**
 | **REQUESTED FROM CARLY LYNCH****DISCUSS WITH TRISHA BAIN – MAY 16****DISCUSS WITH TRISHA BAIN - MAY 16 AND ARRANGE MEETING WITH CARLY LYNCH.****DISCUSS WITH TRISHA BAIN****QUALITY ACCOUNT – RESPONSE FROM TRISHA BAIN AWAITED.****DISCUSS WITH CARLY LYNCH****DISCUSS WITH BRIONY SLOPER AND STEVEN PIDGEON, HEALTH LONDON PARTNERSHIP****PROPOSE TO NHSE/I AS PART OF 10 YEAR PLAN** | The 3 month evaluation report will be going to the Board for sign off and then will share with Forum. I will let you know if the Mental Health group will meet as this is under review.**Meeting requested with Trisha and Carly to discuss all of these issues****Quality Account finalised and published. Trisha will let us have response to our priorities.** **We have written to:****steven.pidgeon@nhs.net, england.healthylondon@nhs.net,** |
| **BULLYING AND HARASSMENT OF STAFF**The CQC report on SECAMB drew attention to bullying and harassment of front line staff. The annual LAS staff survey data indicated a lower level of bullying and harassment at the LAS and the Director of People and Organisational Development, Patricia Grealish has focussed on this issue.  | Ask Derek Prentice, head of Unison for their national perspective on dealing with bullying and harassment. Contacts have also been made with local union leads. Agreed to consider holding a future meeting on the annual staff survey and invite Patricia to present. The Forum will also obtain information from Professor Duncan Lewis, who publishes research on workplace conflict, bullying, discrimination and destructive leadership.  | **Met Patricia Grealish to look at annual staff survey data. Meeting took place on MAY 16th at 2pm with Patricia Grealish. MA now has complete data set re staff survey. Patricia invited to meet with Patients Forum.** **See below for list of Duncan Lewis’ publications. Copy of recent paper by Lewis & Kline on bullying and harassment in the NHS awaited.**  |
| **WORKING WITH LAS COMMISSIONERS**LAS Commissioners, which represent all CCGs in London stopped providing opportunities for the Forum to influence the commissioning of the LAS. This was previously made possible through CQUINs and an open and inclusive approach to the Forum. CCG not operating in compliance with NHS Constitution.  | The matter taken up with Mark Easton, the Accountable Officer for North West London who arranged for Forum members to meet with Katy Neil and Lizzy Bovill to discuss resolution of the issue.  | **CQRG invited Patients Forum to meeting scheduled for 28th May 2019 at 5.45pm.****MA attended and briefed CQRG on the Forum’s priorities.** Report to follow. Great difficulties in getting information about negotiations re funding of the LAS.  |
| **MEETING WITH ONKAH SAHOTA**[**www.london.gov.uk/sites/default/files/london\_ambulance\_report\_final.pdf**](http://www.london.gov.uk/sites/default/files/london_ambulance_report_final.pdf) | Follow up issues raised in Dr Sahota’s report and correspondence.  | **M with Fred Jerrome on May 16th at 12.30pm at City Hall****Report in papers in June meeting papers.****Meeting to be arranged with** **Dr Sahota. Also asked for further interaction with Mayor re defibrillators.**  |
| **LAS STRATEGY****Heather and Garrett Emerson****Expected to speak at May Forum meeting on Strategy.** | 1) Concern that LAS intend to substantially decrease conveyances to hospital, whilst their vehicles are stuck outside A&Es because of bed shortage and discharge delays - when demand on the LAS is continuing to rise exponentially.2) Are all STPs signed up to Strategy? This is not clear. 3) Are there KPIs regarding re conveyancing targets? 4) Are there conveyancing targets? 5) Are Pioneer Services funded? DISPUTE WITH CCG. | **1) Heather Lawrence and Garrett Emmerson invited to May 13th meeting of Forum to discuss Strategy and other key issues, e.g. leadership, governance, patient empowerment, empowerment of front line staff, cultural change, delivery of the LAS strategy and the influence of the LAS within the STP network. Failed to address any of these.** **2) Developments such the Pioneer Service are in pilot stages across a small number of CCGs and will be considered on an individual basis through the LAS Strategic  Commissioning Board which LAS are in agreement with and is in accordance with  governing arrangements and in line with contracting process.** |
| **LAS PERFORMANCE AND LEVEL OF INEQUALITY** | Variation of ambulance response times between London boroughs - important to align with inequality data for each borough, to determine whether need and demand for urgent and emergency care were related the level of inequality and whether, if demand was related to the level of inequality, LAS resources matched local need (Inverse Care Law). Archie Drake presented on this at May Forum meeting. | **Newsletter to be produced demonstrating current problems, e.g. rising problems with one hour plus waits for A&E handover by the LAS. 900+hours in February.****Discussion to be taken forward with Archie’s slides at June meeting.**  |
| **MATERNITY PIONEER STEERING GROUP** | **Forum asked to provide member to sit on LAS maternity services development group.** | **Jan Marriott agreed to represent the Forum on the LAS maternity committee. Beulah agreed to attend as second representative.****Meeting dates provided** |
| **CARE FOR HEAVILY INTOXICATED PATIENTS AT RISK OF HARM** | a) Contact All Party Parliamentary Group on Alcohol Harm – in progress.c) Request information from A&Es and RCEM re impact of heavily intoxicated patients. | **Raised with CQRG on May 28th** No support from CCG or LAS for this development.  |
| **SOUTH EAST 111 SERVICE****NORTH EAST 111**North East London 111, Maritime House 1 Linton Road Barking , IG11 8HG  | Members observations to be carried out in March and April 2019Also Focus Group and joint work with Healthwatch pan-London to be planned | Members agreed to attend visit to 111 centre in Croydon during March/April/May. Visits to be extended to North East London in June and July 2019.Report due in June 2019. |
| **EMERGENCY OPERATIONS CENTRE**FUTURE VISITS | Visits to EOC run on a Tuesday, Wednesday and Friday alternating weekly between Waterloo and Bow 9-1pm or 1-5pm – 2 Visitors per day 1 in the morning/ 1 afternoon. | Theme: care in a mental health crisis. Met with Charlotte Mitchell from Mind to discuss questions. Report due in June 2019. |
| **EQUALITY AND DIVERSITY IN THE LAS** | Formed Equality and Diversity Task Group.Terms of reference agreed.Data requested on racial diversity of Emergency Ambulance Crew during the past five years, and those EAC that are currently studying to become paramedics through the LAS Academy and other routes (question from Audrey) | Data requested from LAS re EACs from Chris Randall. Full data set awaited. Future meeting of the Forum’s Equality and Diversity Task Group being planned. MA to meet with Dora Dixon-Fyle on May 13th.  |
| **PRISONS AND SECURE ENVIRONMENT****Access to Prisons and Immigration Removal Centre for Emergency Call** | LAS data not available which records the time taken from arrival to patient contact and leaving prison or IRC.FOIs to prisons, IRCs and youth offender centres re time for ambulances to reach seriously ill patients. Very poor response from Prisons, IRC. One response from YOI.Contact Department of Health re policy on use of the 111 service by detained people. Dov provided DH contacts (Jacqui Jedrzejewski and Debrah Al Sayed).  | **Wrote to Lyn Sugg in EOC for update on MoU and ARP****“This would not necessarily be about ARP: call from Prisons where information is available are triaged as with any call.  Where that information is not available, the calls are CODE1 – Blue, which is a CAT1 and Code 2 Red, which is a CAT2.  Most such calls are CODE Blue”** **Letters sent to Home Secretary and Prison Minister requesting data and action to ensure rapid access to patients in prison.** **Excellent response from Justice Minister.****Forum has requested a 3 month project to collect data using a combination of PRF (patient report form) information, which front line staff routinely fill out, and additional requests to staff to send in information on time of patient contact.** |
| **Collaboration with the Royal College of Emergency Medicine** | **Forum has made contact with Derek Prentice, Lay Group Chair of The Royal College of Emergency Medicine** | **Meeting to discuss joint meeting on 4 hour target and ambulance queuing.**  |

**Summary of KPIs**

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| **KPI** | **Measure/Description** |
| **National Ambulance Response Programme (ARP)** | These are a set of National standards set by NHS England to measure Ambulance response times depending on the type of response required and the timeframe in which the patient needs to be seen. |
| **Call Answering** | Measure performance on the number of calls received and the time taken to answer the call by the LAS |
| **Clinical Quality Indicators** | Measures performance on a range of both national and local clinical quality indicators |
| **ED  Conveyance Reduction** | Measures the number of conveyances to an ED department |
| **Hear and Treat** | Measures the number of calls closed with telephone advice provided to the patient/caller |
| **Productivity and Efficiency** | Measures performance on a number of productivity and Efficiencies |
| **Patient Handover** | Measures the time taken from transferring the patient’s care to hospital to being available for their next call out |
| **Alternative Care Pathways (ACP) Utilisation** | Measures usage of alternative care pathways by the LAS |
| **Digital Enablers** | Monitors and measures a range of digital tools /systems/ aids to assist LAS in operating more efficiently. |

**Lewis DO & Kline R 2019 'Tackling bullying and harassment in the NHS: the critical roles played by managers' British Journal of Healthcare Management 25, (1) 7-10 ,** [**DOI**](http://dx.doi.org/10.12968/bjhc.2019.25.1.7)[**PEARL**](http://hdl.handle.net/10026.1/13116)

**Manolchev C, Saundry R & Lewis D 2018 'Breaking-up the ‘Precariat’: Personalisation, Differentiation and Deindividuation in Precarious Work Groups' Economic and Industrial Democracy** [**PEARL**](http://hdl.handle.net/10026.1/12713)

**Kline R & Lewis DO 2018 'The price of fear: estimating the financial cost of bullying to the NHS in England' Public Money and Management** [**PEARL**](http://hdl.handle.net/10026.1/12411)

**Hoel H, Lewis D & Einarsdottir A 2017 'Debate: Bullying and harassment of lesbians, gay men and bisexual employees: findings from a representative British national study' Public Money & Management 37, (5) 312-314 ,** [**DOI**](http://dx.doi.org/10.1080/09540962.2017.1328169)[**PEARL**](http://hdl.handle.net/10026.1/12358)

**Lewis D, Bentley T & Teo STT 2017 'Editorial' Public Money & Management 37, (5) 309-312 ,** [**DOI**](http://dx.doi.org/10.1080/09540962.2017.1328167)[**PEARL**](http://hdl.handle.net/10026.1/12359)

**Mawdsley H & Lewis D 2017 'Lean and mean: how NPM facilitates the bullying of UK employees with long-term health conditions' Public Money and Management 37, (5) 317-324 ,** [**DOI**](http://dx.doi.org/10.1080/09540962.2017.1328176)[**PEARL**](http://hdl.handle.net/10026.1/12357)

**Lewis D, Megicks P & Jones P 2016 'Bullying and harassment and work-related stressors: Evidence from British small and medium enterprises' International Small Business Journal 35, (1) 116-137 ,** [**DOI**](http://dx.doi.org/10.1177/0266242615624039)[**PEARL**](http://hdl.handle.net/10026.1/9160)