

**ACTION LOG – MAY 14th 2018**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **1)Why are resources not targeted more on keeping people at home with the right level of primary health, community care and ACPs?**  **2)Why isn’t more being done to increase the number of the public (and staff) who receive the flu vaccine?** | Raise issue with the Clinical Quality Review Group. | No action yet. |
| **CPR Training for Forum members** | 24 members applied. This will require two sessions. | June 11th for first session and July 9th for second.  Members have been invited to choose data. |
| **LAS work with homeless people** | Forum will hold a meeting on responding to the need of homeless people through Samad’s work and that of the LAS. | Decided to also invite a representative of NHSE to speak at the meeting, Samad Billoo, LAS and a homeless person’s charity. Schedule for September 2018. |
| **Working with LAS clinical quality groups** | More members are needed to participate. | Request to be put out to Forum members plus role spec. |
| **Performance Data by the CCG Commissioners and the London Ambulance Service** | Data is now being supplied to the Forum by the LAS through Athar Khan and Brent CCG | **Now receiving regular handover data and ARP data.**  **ARP data is not easy to understand for lay people and more detailed information is needed for borough based performance. Currently data is available on STP area performance** |
| **LAS Academy**  **Forum members are participating actively in the work of the Academy** | Invitation sent to MEMBERS to attend as mock patients to assist selection and training of students. Six responses have been received. | More members invited to participate. Induction meeting held and attended by 3 people. Further session to be held. Next stage is to teach the principles of public involvement to students.  Haringey HW has joined Forum and wishes to participate in training of paramedics. |
| **Emergency Operations Centre observation visits** | Report published and has been sent to those who participated. Presented to February meeting of Forum. | Recommendations to be progressed with Pauline Cranmer. Meeting on April 3rd  Schedule Pauline will presentation for May 14 2018 meeting of Forum. |
| **COMPLAINTS CHARTER**  **A Complaints Charter ACCEPTED by the LAS.** | LAS has agreed Charter with the Forum | Charter now on LAS website. Will be widely distributed. Needs to comply with NHSE Accessibility Standard. Alex Bass, LAS Communications leading on process for redesign. Then distribute. |
| **LAS STRATEGY** | Forum met the LAS on October 17th 2017 to discuss their strategy. Have provided a response to the strategic intent document in December. An LAS PPI meeting on the strategy held on December 7th. Forum met Strategy team on December 19th. Follow up document produced by James for the Forum also submitted important response. | No response from Strategy Team to Forums submission.  Chair has now responded to the Forum.  LAS continue to claim that consultation on Strategy was of high quality. We think it was very poor. |
| **STROKE - ASPHASIA** | Meeting requested to discuss the recording of clinical data from stroke patients on E-PRF. Courtney and Malcolm to attend. | 1. Meeting held with Neil Thompson, Med Director and Courtney Grant. Report in papers. 2. Agreed Courtney will assist with video for staff training. |
| **PRISONS AND SECURE ENVIRONMENT** | Clock Stop times at Prisons / Secure Environments – Is a document available which provides details of the procedures followed and targets set when an emergency ambulance is called to a prison or other secure environment? | 1. Brian Jordan provided: MEMORANDUM OF UNDERSTANDING BETWEEN HMP Establishments in Greater London AND LONDON AMBULANCE SERVICE NHS TRUST. Further request made re Immigration Removal Centres. Response awaited. 2. Business Intelligence asked for data about responses to prisoners and those detained in IRCs, i.e. from arrival to patient contact   Unable to supply   1. Major project in next few months. |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| **a) Campaign to encourage Boots to install defibs in their stores.**  **b) Working with voluntary sector in Lambeth** | a) Boots refused to install unless 3rd parties pay. Will pay for installation only.  b) Meeting with 336 Brixton Road to install defib for 12 voluntary sector organisations. | a) Boots position is rigid. Will not buy defibs.  b) AGREED to retarget the campaign with a focus on human rights aspects, e.g. Article 8 of the Human Right Act – Right to a private and family life.  c) Meeting held with Chris Hartley Sharpe and Manager of 336 Brixton Road. |
| **AMBULANCE QUEUING** |  |  |
| **a)Ambulance queues outside of A&E continue to grow over xmas period**  **b) Forum committed to abolition of all ambulance queues.**  **c) Campaign needs to be extended and expanded during 2018 to achieve Forum’s objective.** | Situation re ambulance queuing has improved over past months | Forum held a successful public meeting at City Hall on April 9th  Report to follow.  2016/17-2017/18 – one hour breaches reduced from 8490 to 5830 31% reduction.  Time lost in handovers reduced from 33349 to 28442 hours 14.7% reduction  (time in excess of 15 minute handover. |
| **LAS Complaints Audit** | LAS agreed to enable 3 Forum members to examine complaints as part of the process of independent assessment. However, the LAS have been unable to agree a process which enables adequate and appropriate governance arrangements to be put in place. | Confidentiality document completed. Awaiting completion of process and then arrange new dates for visits. Long delay. **DELAYS CONTINUE. NO EXPLANATION!!!** We understand  that LAS IT have now completed arrangements for the Forum to monitor Datix but this may need to go to Information governance for sign off. |
| **MEMBERS PROPOSALS FROM NOVEMBER MEETING** | 1) Restart the alcohol awareness work and the ‘alcohol bus’.  2) Work with Public Health in Kingston to create more effective and responsive services for elders, e.g. through the Partnership Reference Group.  3) Focus on the needs of particular culture and language groups, e.g. the Portuguese community in Lambeth.  4) Publicise the Forum’s work better through a Twitter Account, articles in HSJ, getting articles into the HSJ a regular newsletter. | This is now becoming a national priority.  Joseph Healy working on Twitter Account |
| **Flu Epidemic and Vaccination** | Successful meeting on January 8th, led by Dr Samantha Perkins, PHE.  Amendment minutes received from Sam | Outstanding questions:   * Can HCPC duty of care to patients be more widely publicized to staff in view of risk of death from flu?   The following have been sent to Dr Sam Perkins   * What causes bad reactions to flu vaccine? * What is long term WHO strategy in relation to flu? * Is a long term flu vaccine being developed? * Does flu treatment work? |