

**EXECUTIVE COMMITTEE MEETING - SEPTEMBER 1st 2017 - DRAFT**

Attendance: Audrey Lucas, Lynn Strother, Malcolm Alexander

Apologies: Sister Josephine, Angela Cross Durrant, Joseph Healey

1. **Membership of the EC and Attendance at LAS Committee**

Noted that five applications had been received and were being assessed by the Chair, Vice Chairs, President and Company Secretary, John Larkin (who also drew up the procedure). EC members will be asked to sit on LAS committees, attend meeting with Elizabeth Ogunoye the Commissioner, and lead on an issue of interest to them. Lynn expressed an interest in sitting on the LAS PPI committee and it was agreed that we should try to get two people attached to each committee to reduce the burden on members. Malcolm will obtain the dates of all LAS groups and committees. A mental health committee report is currently outstanding from Kathy.

1. **Dates of Meetings for the EC**

Noted that meetings would be held on:

October 16th at 5.30pm

November 6th at 11am (prior to meeting Elizabeth Ogunoye)

December 19th at 5.30pm followed by a social event.

1. **LAS AGM – September 26th**

Noted that the Forum has been asked to make a joint presentation with Trish Bain, Chief Quality Officer, on the subject of co-production of service improvements for patients.

Agreed to emphasize importance of attendance for Forum members and local Healthwatch.

1. **Forum Annual Report**

This has been widely distributed by the Forum, and in addition the LAS distributed the report to over 5000 LAS members. Margaret Luce’s team and the Chair of the LAS have been thanked for assisting the Forum in this way.

1. **Meetings of the Forum**

* **September** meeting – Patricia Grealish, Director of People and Organisational Development – Race Equality in the LAS
* **October** meeting (5.30 to 8.00) – Presentation on PPI by Margaret Luce’s team followed by presentation on ARP – Ambulance Response Programme.
* **November –** open house – review of achievements, AGM and prioritisation of issues for 2018
* **December -**Patient care issue prioritisation for joint work with the LAS – possibilities: mental health, bariatric care, learning disabilities.

1. **Forum July Newsletter: “London’s Ambulance Queuing Scandal Continues”** has been widely distributed across London and is available on the website at: <http://tinyurl.com/ybys25ze>

The Forum has also written to the Mayor of London on this issue and to every London Borough Councillor. A response has been received from the Mayor’s office. Agreed to highlight to the Mayor and those Councils near to hospitals with the worst breaches, that they need to take action to stop ambulance queuing and to secure effective discharge arrangement for patients ready to leave hospital.

1. **Breach Data – Ambulance Queuing**

Agreed this data needs to be better formatted in relation to hospital and types of waits, e.g. outside a mental health hospital or a cardiac lab.

1. **Developing Better Forum Publicity**

Agreed to invite design departments in London universities to work with the Forum to create better, more accessible reports that will reach much greater audiences. Agreed also to use more case studies and patient stories in Forum publicity. Agreed also to invite a Forum member to act as Forum tweeter.

1. **Termination of Access to Commissioners Data on Performance**

Noted that the CCG commissioners have withdrawn access to performance data, claiming that it is internal data for CCGs and not for the public to see.The Forum has been receiving this data for 5 years. Malcolm has raised this issue with Elizabeth Ogunoye and Dr Kuldhir Johal (Chair of the CQRG) and submitted FOI requests for missing data for July and August 2017.

1. **Data Analysis**

We agreed that access to better resources for data analysis was required and it was agreed to discuss this issue with universities in London who might find working with the Forum a great opportunity for Masters students. Agreed to also discuss with Toby Taper who previously worked in this field.

1. **Mental Health Meeting with HLP**

Meeting held with the Healthy London Partnership was excellent and was attended by 16 people from the Forum and Healthwatch (5 HW people failed to attend despite registering) as well as colleagues from the LAS. A ‘patient by experience’ also attended and she is assisting the Maudsley Hospital to develop an appropriate s136 suite for people who are detained.

It was revealed that there are about 4500 s136 detentions each year and that the number was rising. Police stations were used rarely nowadays for detention. There are many cases of severe and unacceptable delays for patients waiting to be admitted to both s136 suites and EDs when they are in a mental health crisis.

We proposed that extended waits for admission to s136 suites should be considered as Never Event by NHS Improvement and it was agreed that we should present the case for this to the Never Event team (led by Fran Watts).

[www.engage.england.nhs.uk/consultation/never-events-policy-framework-review/](http://www.engage.england.nhs.uk/consultation/never-events-policy-framework-review/)

It was also agreed to collect data about long waits to get into s136 suites and to publish the data, and to attempt to collect data concerning situations where ambulances travel from ED to ED trying to get a patient accepted for assessment and treatment

Discussion also took place about the use and development of Mental Health Cafés (there is one in Tooting) as a clinical appropriate diversion from detention under the MH Act.

1. **Hackney Complaints Charter**

Noted this document has been adopted by the NHS and local Council in Hackney, as well as by local pharmacists. The LAS are not willing to sign it in its present form. Agreed to continue to seek the support of the LAS for this document. Malcolm will talk about the document at the next pan London Healthwatch meeting and Barts Health will be invited to consider the document.

1. **LAS Academy**

Noted that this body was set up for LAS emergency technicians and emergency ambulance crew, to be upgraded to HCPC paramedics. Meetings and observations have taken place by the Forum and discussions about future joint work. Some improvement in communications is still required. Three Forum members will sit on the Academy’s PPI development group.

1. **Defibrillator Campaign**

Noted that joint work with the LAS continued to be successful. Boots now appears to be changing it position and considering purchasing defibs. Agreed to ask the Chair of the LAS, Chief Commoner of the City of London and other key and influential colleagues to write to Boots to support this campaign. The Forum has also written to every councillor in London and sent follow up FOIs to support this campaign.

1. **Working With Patients Who Have Complaints**

Noted that the Forum is working with a complainant who was dissatisfied with an LAS response – a taxi was provided instead of an ambulance. In another case the patient had a very long wait for an ambulance when she was in terrible pain during a sickle cell crisis. BrionySloper and Trish Bain have been very supportive of this approach.

1. **Road Narrowing for Bike Lanes**

Agreed to discuss with Paul Woodrow actions from the LAS to encourage councils and the Mayor to ensure effective access for ambulance when roads are narrowed for bike lanes.

1. **Q Volunteering**

The project for recruitment of BME heritage volunteers is continuing and the LAS has teamed up with the Royal Voluntary Service for delivery of the project. A project worker called Helen Ho has been recruited to identify volunteers and the RVS has been paid about £40,000 for delivery. It is understood the other half of the money is to be returned to the Department of Sport, Media and Culture. The Forum have offered support for the project though its community outreach.

End