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**ACTION POINTS AND RECOMMENDATIONS FOLLOWING MEMBERS VISIT TO THE EOC**

**“I would be more than happy to attend a forum meeting at a mutually convenient time to talk through some of the progress we have made, the plans for the immediate and longer term future and the challenges along the way.  Pauline Cranmer (Deputy Director of Control Services)**

**INCREASING THE VISIBILITY OF EOC STAFF**

1. All LAS Board members should attend an EOC shift as part of their induction, and then twice yearly to talk to staff and understand better the pressures on them.
2. The LAS should focus better on valuing staff in EOC and demonstrating to them how important their role is, especially after major incidents, terrorist’s attacks and exceptional incidents like Grenfell Tower. The leadership of the LAS should focus on recognising the essential work of the EOC both internally and externally to the media.

**Pauline Cranmer has described her work with the EOC team to raise their profile across the LAS of the importance of the role of the Department. She acknowledges there is more to do.**

**IMPROVING KNOWLEDGE ABOUT WORK OF THE EOC**

1. All LAS Board Members should visit EOC in Waterloo and Bow once each year.

**Response: Visits of the new executive team –**this is improving as the new team settle into their roles, but it is recognised as a gap previously. Visits are now taking place more regularly.

1. As part of their induction, all new **frontline staff** should be actively encouraged to attend at least one shift in the EOC, and new staff from the EOC should participate in a ride out with front line staff.
2. All current frontline staff should be required to attend at least one shift in EOC as part of the updating of their training to provide insight into how the whole system works.
3. GP’s, practice nurses and GP receptionists should be invited to attend an annual shift at the EOC so that they understand better how the LAS system works, the massive pressures and the importance of making realistic demands on the LAS.

Raise with Agatha, Assistant Medical Director

**ACCESS TO ESSENTIAL INFORMATION FOR EOC STAFF**

1. The organisations of clinical and other workplace bulletins should be rationalised to ensure easier access to essential information for EOC Staff. Some staff feel that the 20 minute education breaks don’t provide a necessary break from computer work.

**Response:** We have recently streamlined the information sharing into ‘Info Thursday’ when all bulletins are sent out in one email and the text include a small précis of the content  as signposting to what is new for the week. We are one of the few ambulance trusts to protect education time for staff learning with special 20 minute breaks - I really see this approach as a value.

**PROBLEMS WITH THE GAZETEER – (SAT NAV)**

1. As a result of new buildings and poor GPS and signage, addresses can be difficult to find for front line staff, e.g. in the east London Olympic stadium and the Barbican.

**Response:** Updating our gazetteer functions is high on the IM&T infrastructure list of work to be addressed and this will help with GPS systems in terms of navigating the growing new builds in London

Discuss with Ross – Chief Information Officer

**CAREER PATH FOR EOC STAFF**

1. There is a career path, but it is not easy to move forward.

**Response:** The career structure – We are about to embark on a restructure in EOC from top to bottom in Quarter 1 of 2017/18, and this will introduce a very clear career structure as well as core development leadership courses as part of promotion.

**STAFF SURVEY - CONFIDENTIALITY**

1. To ensure the Annual Staff Survey is taken seriously staff must be reassured that the survey is totally anonymous, and the benefits of participating in the survey made clearer. Reminder emails suggest the survey is not anonymous.

**Response:** The Picker Institute who oversee the survey are responsible for sending out reminders as they know who has replied, the LAS never know information on individuals.

**EDUCATION OF THE PUBLIC IN URGENT AND EMERGENCY CARE**

**Discuss with Margaret Luce**

1. LAS communications should target education of the public on the role of the ambulance service, including all schools, colleges and universities in London.
2. The LAS should meeting with the Department of Education to promote the education of all children and students in schools, colleges and universities in CRP, use of defibrillators and if possible – first aid to include Epi-Pens.

**WORKING WITH OTHER SECTORS TO REDUCE DEPENDANCE ON THE LAS**

1. The LAS should get more involved in local initiatives to reduce public reliance on Emergency Services, e.g. through the involvement of LAS Stakeholder Officers in the work of the Kingston Coordinated Care (NHS & Social Services)
2. The LAS should develop closer links with Carers Networks across London to provide information and advice about mutual help and support between community organisations and the NHS to reduce the use of emergency services.

**INFORMATION ABOUT THE PATIENTS FORUM**

1. Before next visit to EOC the Forum should distribute leaflets to all EOC staff to let them know about the work of the Forum.

Agreed

**FORUM MEMBERS WHO VISITED WATERLOO SHOULD GO TO BOW**

1. Members who visited Waterloo EOC should visit Bow (and vice versa) in order to compare the practices and responses in the two centres. This will also give an opportunity to access progress since the submission of our report and recommendations.

**Response:** Differences between the two sites - both sites operate the same structure in terms of management, call handling and dispatch. They also operate as the fall back if one site is compromised in any way.

2017/18