**LAS Board Meeting – September 25th 2012**

**Questions to the Board:**

1. **Attitude and behaviour problems**

**In relation to tackling attitude and behaviour problems amongst front line staff, will the Board ensure that evidence is gathered to show at what point in the clinicians 12 hour shift such incident occurs, i.e. beginning, middle or end of a single 12 hour shift and in relation to banks of 12 hours shifts?**

1. **Patients Stories, Complaints and PALS**

**Will the Board ensure that issues arising from cases presented to the Board, complaints and PALS have a demonstrable, enduring, learning outcome for the LAS in line with the Health Service Ombudsman’s good practice recommendations in: ‘Driving improvement and learning from NHS complaints information’?**

1. **High Risk Register (Clinical Quality and Patient Safety)**

**Have all people on the high risk register (including the 325 donated by the Metropolitan Police) been notified they are on the register and given a chance to appeal against the entry? What protection is provided to people living adjacent to those on the HRR to ensure they do not suffer harm should they need Cat A care for a life threatening condition?**

1. **Legacy (CE report)**

**What potential services improvements have been indentified from the Olympic and Paraolympic legacy?**

**5)Transformation -modification to working practices (CE report)**

**What modifications are being proposed and how might these modifications impact on patient care?**

1. **Strategic Goal 1 – strategic risk 4**

**Has the Board considered the risks of the current confusion and disorganisation in PCTs-CCGs leading to a unreliable access to alternative care pathways, impact on Cat C services and excessive use of inappropriate default referrals to GPs?**

1. **Payment by Results**

**What consideration has the Board given to the impact of PBR following the mandating of the use of PBR currencies for emergency and urgent services from April 2012.**

**Malcolm Alexander**

**Patients’ Forum LAS**