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Dear Trisha,

I am pleased to attach our report for QOG.

Very best wishes,

Malcolm Alexander

**REPORT FOR THE QUALITY OVERSIGHT GROUP**

**AUGUST 20 - 2019**

**1) Next Meeting of the Forum – September 9th 2019**

1. “SAFE, EFFECTIVE LAS SERVICES FOR LONDON’S LGBTQ

COMMUNITIES”

Jules Lockett Practice Learning Manager, Control Services. LGBT Network

Co- Chair & Alex Ewings Sector Clinical Lead, NW London LGBT Network

Co-Chair

B) Celebration of the work of Margaret Luce - Head of Patient & Public

Involvement and Public Education

**2) Development of Services for the Treatment of Patients Suffering**

**from Epileptic Seizures.**

We are meeting with Fenella Wrigley on August 27th 2019, to discuss the

recommendations we have made to the LAS (attached). We are developing this work

with members who experience frequent seizures, and with the Epilepsy Society.

**3) Access to Prisons for LAS – Meeting with the Ministry of Justice**

We had an excellent meeting with senior staff at the MoJ following our positive and

supportive correspondence Robert Buckland, who is now Lord Chancellor and

Secretary of State for Justice. We discussed the MoUs between the Minister of

Justice and the LAS (lead Lyn Sugg) and with the AACE (lead Clinton Beale). We

are looking forward to much improved access arrangements to prisons, YOIs and

IRCs.

**4) Review of Complaints with the LAS Chair and Garry Bassett**

The Forum’s team will continue to review complaints made to the LAS together

with Gary and Heather, and make recommendations where we feel they will lead

to services improvements and improvements in the system of complaints

investigation. We are very pleased with the recent improvements that have been

made to support Gary Bassett and his team. Our next meetings with Gary and

Heather will be in October, December and February.

**5) Diesel Engines and MDTs**

We have raised a number of questions in June about the issue of ambulance

crew having to leave diesel engines running to connect to MDT. We were told by

Julie Parham that:

"Fuel and turning off engines 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".

**We asked further questions as follows but have received no response:**

a) Will ambulances will be fitted with batteries to deal with this problem re power

sources for MDTs?

b) In relation to the more general problem of air quality in London, traffic jams and

leaving engines on to keep the MDTs live, we wondered if there has been an

assessment of the health impact on LAS front line staff, e.g. asthma or lung

fibrosis?

c) Is there guidance for staff encouraging them to turn off engines when they are on

down time?

**5) Equality and Diversity of Paramedics and EACs**

We made the following Equality and Diversity recommendations to Garrett on

June 24th 2019 and despite reminders have received no response to the

recommendations:

a) To change the name of Emergency Ambulance Crew to Emergency Ambulance Practitioners. The word crew has no positive connotations for this important profession.

b) Ensure resources are available for C1 training and licenses, without the trainee paramedic having to take out a loan.

c) Publicise the very positive career trajectory for paramedics, compared to other professions, e.g. nursing. It is much easier for a paramedic to move from band 5 to 6, and there are a wide range of job opportunities available for paramedics.

d) Provide resources to expand Avril Lynch’s team, so that they can actively and continuously promote the profession of paramedic science in Further Education Colleges, Sixth Form Colleges and school six forms across London. Boroughs like Newham, Tower Hamlets, Brent, Southwark, Lewisham, Lambeth and Hackney would be excellent places to start. A target should be to work with at least 20 schools and colleges each year. A highly specialised recruitment team would be needed for this development – but it is essential and will ensure that diversity of the paramedic workforce will within a few years remove the need to recruit from Australia.

e) Develop recruitment campaigns in the boroughs highlighted above in churches, mosques and temples. Some of these places of religious worship have very diverse congregations of many hundreds of people who regularly attend services.

**6) Equality and Diversity – Invitation to Harriet Harman**

We are also inviting Harriet Harman, MP for Peckham and Chair of the

Parliamentary Joint Committee on Human Rights to speak to a Forum meeting

on the promotion of equality and diversity in ambulance services.

**7) Providing the Right Equipment for Bariatric Care**

We raised an issue in July regarding access to the right equipment for

bariatric care following an incident, where a 20 stone man (with paralysis) fell

during an OT assessment at home. This resulted in 3 ambulances (6 staff)

being sent to lift the man back onto his wheelchair. Unfortunately, the first two

ambulances did not have the right equipment. Justin Wand, Deputy Director –

Fleet & Logistics is liaising with Operations to get a full response to our enquiry

regarding this supply failure.

**8) Governance Review of the HCPC by the Professional Standards**

**Authority**

In February 2019 the Forum asked the Director of Standards and Policy for the

Professional Standards Authority, to test the effectiveness of HCPC

Governance in relation to their registration process. This was because it had been

reported to QOG that there were apparent serious failing in the time taken to

complete registrations of some new paramedics. We suggested that the delays

were causing substantial problems, in terms of the ability of the LAS to ensure

that adequate numbers of paramedics were available to provide front line care to

patients in London. The outcome of their investigation can be found in the

Professional Standards Authority annual review of HCPC performance

(2018/19)–section 5 - Registration.

**9) Gridlock Outside Homerton University Hospital**

We raised with Fenella on August 15th, a major problem caused gas supply road

works around the Homerton Hospital. We observed that ambulances were stuck

getting in and out of the hospital. We discovered that the LAS had not been

consulted about these major works.

Within an hour of this matter being reported to Fenella, Laurence Cowderoy

took control, met with senior staff at the Homerton. He then met the gasworks

site manager and stakeholder engagement manager, and expressed

disappointment that the LAS had not at any stage been consulted or contacted

regarding the planning or impact of the works. They were extremely shocked,

because it seems they have worked extensively with local stakeholders to plan

traffic management; it seems that their stakeholder researchers thought the

hospital represented LAS.

Lawrence Cowderoy has also written to the Homerton Hospital to enquire who

led on this piece of work to understand why they also didn’t realise the LAS had

not been involved. I

In terms of the traffic issues; on Monday 19th August the signals were

changed to a three-way system including a signal on Wardle Street. It is

anticipated this will ease congestion because Wardle Street traffic will be

guaranteed time to exit, instead of having to wait for a road-user on the high

street to give way to them. If this doesn’t resolve the issue Laurence will raise

the matter with the site manager. Outstanding work Laurence!

**10) Meeting with Mark Spencer, NED**

The Forum EC had a very positive and productive meeting with Mark Spencer

on August16th to discuss development of the Patients Forum, user

empowerment, stakeholder involvement in the LAS and the special role

that the Forum has in the LAS as a representative of patients. We also

explained our close links with Healthwatch and voluntary sector organisations

across London.

Malcolm Alexander

Chair

Patients Forum for the LAS

WWW.PATIENTSFORUMLAS.NET

August 19th 2019