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**SOME KEY ACHIEVEMENTS OF THE FORUM**

**2018-2019**

1. **HOLDING 11 PUBLIC MEETINGS EACH YEAR TO ENABLE LAS LEADERS, PATIENTS AND THE PUBLIC TO ENGAGE AND DISCUSS CRITICAL ISSUES**
2. **GIVING VOICE TO PEOPLE WITH COMPLEX CONDITIONS AND PROMOTING ENGAGEMENT WITH LAS CLINICIANS**
3. **CREATION OF THE PATIENT AND PUBLIC INVOLVEMENT PANEL (PPIP) WITH THE LAS ACADEMY TO ACHIEVE HCPC OBJECTIVE OF GENUINE INVOLVEMENT IN THE PARAMEDIC PROGRAMME**
4. **DEVELOPMENT OF PATIENT SPECIFIC INFORMATION LEAFLET TO PROVIDE ADVICE TO PATIENTS ABOUT CARE FOR COMPLEX CONDITIONS**
5. **WORK WITH THE CHAIR AND COMPLAINTS TEAM TO REVIEW PATIENTS/CARERS COMPLAINTS**
6. **DEVELOPMENT OF THE COMPLAINTS CHARTER WHICH IS NOW SENT TO EVERY PERSON WHO COMPLAINS TO THE LAS**
7. **PRODUCING THE JOINT CO-PRODUCTION CHARTER TO ENHANCE PUBLIC INVOLVEMENT IN LAS DEVELOPMENTS**
8. **PARTICIPATION IN MOCK CQC VISITS LAS SERVICES ACCROSS LONDON**
9. **OBSERVATIONS OF 111, EOC SERVICES AND RIDEOUTS TO LEARN MORE ABOUT THE LAS AND TO MAKE RECOMMENDATIONS FOR SERVICE IMPROVEMENTS**
10. **WORKING WITH THE ‘PROFESSIONAL STANDARDS AUTHORITY’ AND LAS TO IMPROVE THE PERFORMANCE OF THE HCPC IN RELATION TO REGISTRATION OF PARAMEDICS**
11. **PUBLICISING THE WORK OF THE LAS TO MANY COMMUNITIES.**
12. **60 MEMBERS WHO WORK WITH THE LAS IN MANY WAYS, EG BY ATTENDING QOG, CARU, END OF LIFE CARE, LAS BOARD, VIP EVENT, MEETING WITH CHAIR, CHIEF EXECUTIVE, CHIEF QUALITY OFFICER AND MANY OTHERS.**

**MALCOLM ALEXANDER**

**CHAIR**

**PATIENTS’ FORUM FOR THE LAS**