

**DRAFT NOTE**

Meeting Dr Johal, Chair of the CQRG and Elizabeth Ogunoye, Deputy Director for LAS Commissioning and NWL Provider Performance

**Date: August 15th 2017**

1. **Dr Johal** is a GP in Hillingdon and apart from Chairing the Clinical Quality Review Group, also attends the Health and Wellbeing Board in Hillingdon.
2. **Ambulance Response Programme (ARP)**

We discussed the development of the ARP and it potential for meeting the needs of both acutely ill patients and those with less serious problems, e.g. older people who have fallen at home. We agreed it is important for the CQRG and the Forum to collaborate in the development of the ARP.

1. **Downgrading of Category C Targets**

No explanation was given for the downgrading of Category C targets which occurred in September 2016 and has been incorporated into the LAS-CCG contract.

Cat C1 – Pre September 2016 – 20 minutes/90%

Cat C1 – From September 2016 – 45 minutes/>50%

Cat C2 – Pre September 2016 – 30 minutes/90%

Cat C2 – From September 2016 – 60 minutes/>50%

1. **Integrated Care**

Dr Johal is committed to developing integrated care in London and the utilization of local care pathways where they exist. She said it is complex to work with 32 CCGs to commission the LAS, and also to ensure that their local pathways are operational and accessible. She added that the Directory of Service for London is now up to date, is continuously used by all 111 services in London, and is available and accessible front line LAS staff.

1. **Providing Efficient Services**

We discussed the concept of efficiency in relation to the provision of urgent and emergency care. The continuing problem of ambulance queuing at many of London’s hospitals was identified as a major factor in reducing the efficiency of the LAS, causing poorer responses to patients and prolonging job cycle time. We agreed that a major priority was to increase efficiency of the LAS in order to better meet the clinical needs of patients, and that this requires an end to ambulance queuing, better integration with local services commissioned by CCGs and effective access to clinical data about patients.

1. **Electronic Patient Records**

Dr Johal said that the development of accessible ‘electronic record systems’ for the LAS essential, and that the system must be reliable and data accessible to all front line staff. We agreed that Connect my Care (CmC) was a good example of a system providing effective access to clinical data about patient and details of patients’ decisions and choices about end of life care. We also discussed the need to increase the capacity of Command Point to hold more individual patient data (flags), e.g. for patients who suffer with diabulimia, and those who suffer sickle cell crisis.

**Note: Withholding of Performance data**

Weekly Tri-Partite Performance Reports, which have been sent to the Forum for the past five years are now being withheld. The last report sent to the forum was in early July.

Malcolm Alexander

Chair, Patients’ Forum for the LAS

**Email from Dr Johal – 18-7-2017**

**Dear Mr Alexander,**

**Thank you for your email about category C targets. As you are aware, the C1 to C4 thresholds are locally determined measures and so are outside of the nationally mandated thresholds. Our aim in agreeing local thresholds with the London Ambulance Service (LAS) has been to set challenging but realistic performance targets for C1 and C2 activity, given the very challenging target for category A response times. LAS commissioners have never manipulated performance targets and indeed over the last three years commissioners across London have invested almost £80 million in the LAS for performance and quality improvement. There is now emerging an important new opportunity to establish clinically meaningful and appropriate targets as a result of the newly announced national** [**Ambulance Response Programme (ARP)**](https://www.england.nhs.uk/urgent-emergency-care/arp/) **(on 13/07/2017).  ARP will have significant implications for how we measure Category A and C response times and we expect these new arrangements to be implemented in the Autumn. We would be very keen to work with you to determine how best we take forward this opportunity in London and I would be very happy to meet with you to discuss this.**

**Your sincerely**

**Dr Kuldhir Johal**

**Chair LAS CQRG**