Questions for the LAS Board: January 27th 2015

1) In relation to calls referred to Hear and Treat is the Board satisfied that a robust clinical audit system is in place to ensure that patients have been appropriately categorised?

2) Will the Board review its approach to complaints investigation in light of the recent report of the Health Select Committee on complaints investigation and outcomes. (Complaints and Raising Concerns Fourth Report of Session 2014–15)?

3) Is the Board satisfied that the safeguarding process is working adequately during the period of significantly raised pressures on the LAS?

4) How much did the LAS spend on hiring independent contractors to provide emergency care during 2014-15 compared with 2013-14?

5) Is the Board satisfied that clinical care provided by independent sector is adequate and are PRFs being submitted in line with LAS policies?

6) Can the Board provide assurances that blankets used for individual patients in ambulances are never reused for other patients?

Very best wishes and thanks

Malcolm Alexander

Chair

Patients' Forum