

Dear Malcolm,

Please see below for answers to the questions that were raised by the Patients’ Forum at the last Trust Board.

**Questions:**

*1.       Since the phasing out of the NHSLA risk assessments in 2014, what assessment method is the LAS using to ensure that harm to patients and consequent claims will be substantially reduced?*

*2.       In view of the last LAS NHSLA risk assessment score in October 2012 which was ‘1’ (highest possible score was 3), is the LAS working with the NHSLA ‘safety and learning service’ to focus on actions to further reduce harm by learning from the causes of claims?*

**Answer:**

The Trust is reinstating the quarterly report of Claims, incidents, complaints and other risk indicators that will identify areas of potential harm to patients. This information will then inform any action to be taken in order to reduce harm and potential claims consequences.

**Question:**

*3.       Is the LAS working actively with the Secretary of State for Health’s Sign up to safety’ campaign to develop more robust patient safety systems, reduce harm and claims and reduce fees to the NHSLA?*

**Answer:**

The LAS has signed up to the ‘Sign Up to Safety’ campaign and is developing its implementation plan.

**Question:**

*4.       Is the Board satisfied that its Datix system can align and triangulate data from claims, serious incidents, coroner’s recommendations, complaints and PALS data, to ensure an adequate overview of all potential harms to patients?*

**Answer:**

We are currently developing Datix and will be re-launching the system from September 2015. The enhanced functionality will allow better triangulation of data from claims, serious incidents, coroner’s recommendations, complaints and PALS.

Kind Regards,M**Brenda Thomas**

Committee Secretary | London Ambulance Service NHS Trust | 220 Waterloo Road, London, SE1 8SD |