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**Patient & Public Involvement Group**

**Wednesday 17th October 2018, 10.00 a.m. – 12.00 noon**

**Blue Room, Union Street**

**Minutes**

**Present:** Malcolm Alexander, LAS Patients’ Forum (MA)

Gary Bassett, Head of Patient Experiences (GB)

John Chilvers, Communications Officer – Stakeholder Engagement (JC)

Chris Hartley-Sharpe, Head of First Responders (CHS)

Ruth Lewis, PPI and Public Education Co-ordinator (RL) (notes)

Margaret Luce, Head of PPI and Public Education (ML) (Chair)

**Apologies:** Sean Brinicombe, Stakeholder Engagement Manager

John Carmichael, Community Involvement Officer/Frequent Caller Manager

Katy Crichton, Public Education Officer and FTSU Guardian

Mike Ward, Head of Quality, Governance and Assurance

**1. Welcome, introductions and apologies**

* 1. Welcome and apologies given.
  2. Due to staff leaving and job role changes, it was noted that numbers of people attending the meetings have been reducing. Agreed to discuss membership under AOB.

**2. Minutes of the last meeting, actions and matters arising**

2.1 MA noted a spelling mistake under point 7.5. Tisha should have been spelt Trisha.

2.2 GB suggested the need to consider complaints management relating to the taxi driver pilot, as we may need an agreement similar to the one we have with the LFB. CHS said that we would expect the Taxi Driver Association to co-operate with us if a complaint arose, but that the feasibility study will end in November. He will address this if the scheme is continued.

2.3 MA suggested sending the Complaints Charter out to complainants. GB said this was not necessary as the standard acknowledgement letter contains the information required. The charter is also on the website, and this page has a high number of “hits.” JC agreed to include it the next Stakeholder bulletin. **Action: JC.** GB will put it on *the pulse*. **Action GB.**

2.4 CHS stated that point 6.5 is an error, which confused Sam Palfreyman’s secondment to the Blue Light Collaboration Project with the (separate) Interoperability Development Officer role. Sean Harris has just been recruited to the latter role.

2.5 All other actions have been completed or were on the agenda.

**3. Head of PPI and Public Education update (ML)**

3.1 Briony Sloper is currently on a secondment to NHSi in a Service Improvement role. ML is currently reporting to Trisha Bain and GB to Kaajal Chotai.

3.2 LM is pregnant and will go on maternity leave at the end of November. No central funding is available to cover maternity leave but ML has arranged for Emma Purslow (part time Public Education Officer) to increase her hours and take on the role part time.

3.3 JC has replaced Fiona Claridge as Stakeholder Engagement (Communications) Manager role. His previous post is now being advertised.

3.4 A new public engagement strategy is being written to bring the current version into alignment with the new LAS strategy. It will be going to the Executive Leadership Team on 14th November. The new version will include the NHSi framework for Trusts, and will bring in elements of ‘reputational’ surveys carried out by Communications. There is also a section relating to learning from complaints.

3.5 The Blue Light Collaborative (Prevention) Group continues to meet. Two of the Public Education Officers are attending a forthcoming conference. The most recent meeting was very productive, discussing future projects. The bid to extend the Safety First Project (visiting secondary schools) did not get approved, so other funding sources are being explored. JC asked if he could have an update for Garrett Emmerson. **Action ML**

3.6 There were a few issues with the LFB at Restart a Heart Day yesterday. CHS finding out the detail and will contact the LFB. The Community Resuscitation Team arranged sessions for the public and members of the Public Education Team gave internal training for staff.

3.7 The British Transport Police have been doing some work on track safety and young people crossing county lines (with drugs and weapons). The high rate of young people committing suicide on railway tracks was also discussed. Joint information sessions are being planned.

3.8 Public Education Officer Sukhi Kadri has been working with Amanda Mansfield on one element of the Maternity workstream within the LAS Strategy (the Maternity Voices Partnership). This will ensure that service users remain involved in developments.

3.9 Public Education Officer Katy Crichton has now organised three Youth Ambassador (YA) days. The most recent was a joint day with the LFB and the Police. During the Easter holidays there will be a four-day course, with all three emergency services (plus possibly the BTP) hosting a day each. This will be attended by a different group than ‘our’ youth ambassadors, who have fed back to Katy that they prefer the LAS-only activities.

We have had useful information and feedback from the Youth Ambassadors, e.g. that they don’t follow the LAS on social media, and their suggestion that we add subtitles to our knife crime 999 call. JC stated that apparently 75% of people watch videos without the sound on. Two members have been particularly involved passing on messages in sessions arranged at their schools.

3.10 Garrett Emmerson and Heather Lawrence were streamed live this week, answering questions put to them by London Assembly members. JC explained that the Assembly also commissioned a public perceptions survey, with positive results for the LAS. 9/10 people have confidence in the LAS. More public awareness has been recommended, as respondents seemed not to know when to call 111 and when to call 999. The LAS is now planning to offer ride outs in each constituency. The media coverage has been a bit over-sensationalised.

3.11 A workshop took place to shape a new Volunteering Strategy, which will be led by Fenella Wrigley.

3.12 The next Public Education Staff Development Programme will take place from 12th to 15th November, with 12 delegates.

**4. PPI and Public Education activity report (RL)**

4.1 July to September data:

Event requests = 170

Events attended = 100

Attendance rate = 58%

Interested staff = 1,326

Number of staff actively taken part since January = 261

Staff on Facebook page = 742

4.2Junior Citizen Scheme statistics for 2017/2018:

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| --- | --- |
| **Borough** | **Audience numbers seen by LAS** |
| Kingston | 1,500 |
| Richmond | 2,995 |
| Barking & Dagenham | 2,514 |
| Barnet | 2,000 |
| Ealing | 2,000 |
| Greenwich | 1,700 |
| Havering | 1,109 |
| Enfield | 3,500 |
| **Total** | **17,318** |

4.3The Children’s Trust Emergency Services Day – 14th August – Ian Pullen

Feedback below from Ian Pullen about his experience of the day:

*“It was awesome for the kids, but in some ways for us it was quite difficult.*

*A few of the kids were able to tell us how they got their brain injury and what they recalled about being injured and in the ambulance etc. It humanised the job we do, which was both great to see these kids survived pretty devastating injuries, but hard to see the impact the injuries will have on the rest of their life. It was also clearly really hard for some of the parents to see their child in an ambulance again (albeit in better circumstances) at least one lady ended up crying and had to leave. So this is one I would absolutely support again, but is not to be taken on lightly.”*

4.4On 21st August, Angela Hilliard (Clinical Education Tutor) from the LAS Academy went to Kidderminster to make a film featuring children with sickle cell disease, for the pain management module on the paramedic training programme. She gave excellent feedback about the experience.

4.5Emma Purslow (PEO) attended The Prince’s Trust for the start of a project working with their Fairbridge students. The Fairbridge scheme is aimed at 16 – 25 year-olds and offers the young people an opportunity to learn new skills and give inspiration for future careers. They discussed the consequences of knife crime and how to treat someone who has been stabbed. The students went on to learn CPR and associated relevant first aid.

**5. First Responder Update (CHS)**

5.1 The Community Resuscitation Team is settling in well under the Medical Directorate.

5.2 85% of Emergency Responders have now qualified under the Future Quals qualification. Approximately 15% of Community First Responders have qualified.

5.3 All Emergency Responders should now be in the new green uniform.

5.4 The feasibility study with the London Taxi Driver Association has been ongoing. One patient survived a respiratory arrest. So far none of the defibrillators have needed to be used.

5.5 Sean Harris was the successful candidate for the interoperability Development Officer with the Metropolitan Police Service. CHS stated that Sean would be a good person for GB to contact about complaints management. Sean has been listening in on their first aid courses and will be looking into a co-responding PRF. The Police co-responding rate is lower than during the trial but the reason for this are unclear at present.

5.6 We have been providing training to British Transport Police staff for some years, at the same level as our emergency responders. They have now asked us to do further training to include first aid at work and manual handling. They are keen to start co-responding with us.

5.7 The team has been working on a replacement for Heartstart training, which will be at the same level as the Community Resuscitation Training Officers deliver to organisations.

5.8 Two good news stories:

* We have a Daimler ambulance in our historic collection. A member of staff mentioned this to his grandfather who used to work for the Service and the grandfather had driven the exact same vehicle, he was able to remember the registration number. JC suggested CHS mention it to Andy Whatling who may be able to arrange a viewing.
* A CPR session is being arranged for a woman and her family who did CPR on her husband. The Police arrived and delivered two shocks, leading to his survival.

**6. Stakeholder Communications update (JC)**

6.1 JC said that Fenella Wrigley and Paul Woodrow had decided not to reinstate the ‘booze bus’, as they feel it is clinically unsafe and doesn’t help operationally. As the Patients’ Forum have been supporting this initiative, JC suggested MA speak to Paul or Fenella to their reasons further.

CHS, who used to be an operational manager with a booze bus in his area, said that it did free up resources for other patients and he did not feel it was unsafe. There was also some debate as to whether this placed more or less demand on A&E departments. It was suggested that CHS speak to Fenella for further discussion about it.

6.2 JC said that Communications may not do the annual alcohol prevention promotion this Christmas. There are apparently more alcohol-related calls in October than in December.

6.3 Communications are doing a project with TFL, where LAS staff will be recording the ‘Mind the Gap’ announcements. This is to make these announcements more noticeable to the public and to raise awareness. JC asked for suggestions of staff members to do the recordings, and RL suggested Heidi Maidment in EOC. Other suggestions to JC please. **Action: All**

**7. Patients’ Forum update (MA)**

7.1 The Patients’ Forum has produced a Resuscitation Newsletter, which has been noted by Yvonne Doyle at Public Health England.

7.2 MA has raised an issue about delays accessing patients in prisons. MA has written to Kate Davies at NHS England about this. CHS said he has some information about AEDs in prisons, and will send this to MA. **Action CHS.** GB suggested also raising the issue with AACE as it is likely to be a national problem.

7.3 MA has been working with Alan Taylor about patients who are homeless, and Alan has provided him with some helpful information.

7.4 The last Patients’ Forum meeting focused on epilepsy. A member of staff spoke about it, along with Sean (an epilepsy sufferer) and his dad.

7.5 30 Trusts have been asked to answer questions under FOI about the risks associated with a no deal Brexit.

7.6 MA has been told that Patient Specific Protocols (PSPs) do not involve patients. This has been raised with Trisha and a response is being drafted. Apparently Fenella has said we need to be careful to manage demand for PSPs, as they are not always needed. GB suggested that information for patients could be put on the website.

7.7 A presentation was given to students at the LAS Academy on patient involvement, and MA has prepared a page for the website about public involvement in the LAS Academy.

**8. Progress against Action Plan**

8.1 All actions are on track. The new strategy is likely to lead to a new action plan.

**9. Risk Register – review risks**

9.1 There is currently only one risk open, relating to LAS members becoming disengaged. We discussed the ways in which we do engage them (invitations to Patients’ Forum meetings, invitations to the AGM and regular stakeholder bulletins). It was agreed that we could now remove this risk as there is regular contact. **Action: ML**

**10. Any other business**

10.1 ML asked for suggestions of other people that we felt should be invited into this group. Suggestions were someone from Operations, a QGAM, someone from 111, someone from NETS. ML asked that we let her know if we think of anyone else. She will put membership / ToR review on the agenda for the next meeting. **Action: ML**

**11. Date of next meeting**

11.1 Wednesday 16th January 2019, 10.00 a.m. – 12.00 noon, Blue Room, Union Street