

MEETING ELIZABETH OGUNOYE

OCTOBER 2ND 2017

Sister Josephine Udine, Lynn Strother, Adrian Dodd,
Malcolm Alexander

1) LAS AGM

We commented that it was a very interesting meeting, but that the attendance was low compared with meeting held before 2016. The Forum was pleased to have the opportunity to present to the meeting on the co-production activities between the Forum and LAS.

2) HANDOVER BREACHES

- **Data** – we are concerned that the Forum has been removed from the list of those received weekly performance and breach reports. We pointed that we have been receiving this data for several years and have specifically asked to be provided with validated data. The data is sent 200 CCG contacts. We have met with Trisha Bain and Athar Khan at the LAS to discuss the situation and have requested continuing access to this essential source of information about the effectiveness of handover from ambulance wheel stop to clinical handover. We pointed out that there does not seem to be a validated source of handover breach data.
- Elizabeth said that the data is taken from the LAS portal and is not validated. She said that it would be fine for the Forum to get the data from the LAS, but the CCG has been advised not to provide it to the Forum. Elizabeth said that a great deal of work is going on to deal with handover breaches and this has included a London workshop on September 20th. Peter Mc Kenna will be writing up the report on this meeting.
- Various approaches are being proposed including including enabling patient to leave the ambulance and wait for care in a seated area if that approach would be safe for them. There will also be an enhanced method to flag patients with the highest clinical priority. In the case of high priority patients team will be allocated to meet the ambulance on arrival to reduce the risk of harm for patients who need to be seen rapidly.
- **Meeting with Sidiq Khan** – the Forum requested a meeting with the Mayor of London, Sidiq Khan about handover delays. Following a question put down from London Assembly member Caroline Pidgeon the Mayor has agreed to meet the Forum together with the LAS.

- **Patients in mental health crisis, inc s136**

We reported to Elizabeth on the excellent joint meeting held with the Healthy London Partnership. We expressed great concern about the significant number of patients in a mental health crisis waiting long periods to get into A&E and into mental health Places of Safety. We asked whether steps are being taken to divert patients from A&E department which are unsuitable for patients in a mental health crisis and suggested that such events should be identified by NHS England as Never Events.

3) DEEP DIVE REPORTS FROM CQRG

We asked for access to Deep Dive reports (detailed studies of the effectiveness individual services). Elizabeth said that the current reports are mostly about actions that derive from the CQC action plan and form part of the minutes of the Clinical Quality Review Group.

4) LAS COMPLAINTS CHARTER

- We discussed the Charter, which has been developed by the Forum. The document has received two sets of comments from Gary Bassett, Head of Patient Experiences and has now gone to Trisha Bain, Chief Quality Officer at the LAS who intends to take it to the Board at the end of October. We asked if it could also be taken to the CQRG and Elizabeth agreed that this would be a good idea.
- **Distribution** – the Forum hopes the Charter can be redesigned as an A5 booklet and presented using the accessible information standard
- <https://www.england.nhs.uk/2015/07/access-info-standard/>. This intention is to distribute widely in the LAS and A&E departments.

5) ARP

- Stuart Crighton from the LAS will speak to the October 9th Forum meeting on the Ambulance Response Programme
- Elizabeth said that all of the new targets will be mandatory (unlike current Cat C responses), all will be monitored locally and nationally and there will be no more local standards. A system for audit of ARP has not yet been produced for the LAS, but the implementation phase is being worked though now. System assurance for ARP is being developed as well. A baseline will be developed by November or December 2017. Elizabeth said that the ARP has been tested successfully in Yorkshire and the South West and studies by Sheffield University have shown that the system is safe and more responsive to critically ill patients.

- We asked when there would be information for the public about the new system and emphasized the importance of patient feedback (patients experience audit) throughout the process of development and implementation.

6) LAS 111 DEVELOPMENTS

North east London 111 contract – we asked if Elisabeth had information about the commissioning of the 111 service for NE London which has been given to the LAS. Elisabeth had no information on the outcome of the tendering process (and not do the LAS!).

Clinical Hub development – Elisabeth explained that the Clinical Hubs would provide a more effective clinical service for patients who call 111. This system will include the ability to provide appointment for patients with their own GP (South east London trial is running now). Elisabeth suggested we contact Eileen Sutton to discuss the clinical hubs and Nic Daw to discuss the allocation of the NE London 111 contract.

7) WORKING WITH THE LAS ACADEMY

- We informed Elisabeth about the innovative work that the Forum is doing with the LAS Academy and provide her with a copy of the Terms of Reference for the joint PPI Panel (PPIP).

8) Q VOLUNTEERING

- We briefed Elisabeth on the development of the Q volunteering project and some of the difficulties that have arisen.

9) BARIATRIC CARE

We asked Elisabeth if she had had a update on the development of bariatric care in the LAS following the successful completion of the bariatric CQUIN. We told her that we had been unable to obtain any information about the implementation phase. We agreed to pass information to Elisabeth about section of the CQC report relating to bariatric care and said that we would raise the issue during re-inspection if we were not satisfied with progress. It was agreed that the matter would be placed on the CQRG agenda (at the same meeting as presentation of the Complaints Charter).

The Forum will raise the issue with Trish Bain the Chief Quality Officer, before taking any other action.

End