**MEETING WITH KATY NEAL**

**Commissioner for the LAS**

23/1/19

**Lynn Strother, Dora Dixon-Fyle and Malcolm Alexander**

**Katy Neal is the Commissioner for the LAS and she is based in Brent CCG**

**1)**    **Learning and Outcomes from Complaints**

We described the process developed in the LAS to monitor complaints. This includes a joint meeting of 3 Forum members with Heather the Chair of the LAS, Gary Bassett, Head of Complaints and Kaajal Deputy Chief Quality Officer. Complaints are assessed and discussed and recommendations made for quality improvement and better outcomes.

We asked Katy if the CQRG had a role in monitoring the outcome of complaints and examining associated themes.

Katy confirmed that complaints were reviewed on a monthly basis through presentation of the quality report at CQRG. LAS report on the number and type of complaint received and share case examples and actions and learning resulting from the complaints made. The CQRG also undertook a deep dive relating to patient experience in October which included a review of complaints and how patient feedback gained from complaints is used to inform change.

**2)**    **Strategy Development in the LAS**

We discussed the LAS consultation in relation to the overall to the overall LAS strategy, and the recent PPI strategy, which members of the patient forum felt had not been subject to any formal consultation. We were unclear whether there an LAS policy that determines the level of PPI which is appropriate for each corporate strategy. Katy agreed to take this back to LAS. We agreed that hearing the public voice and learning from the contribution of stakeholder, e.g. Healthwatch is of considerable importance.

In relation to the new Digital Strategy, the Forum has held a dynamic meeting with Ross Fullerton and Stuart Crichton. The intention is to continue the dialogue with Ross and Stuart on the development of digitalisation in the LAS.

Katy confirmed that she has regular briefing sessions with Ross Fullerton on the development of the Digital Strategy.

**3)**    **Safeguarding**

a)    We discussed the LAS Safeguarding report consequent upon a failure of governance in relation to referrals to a London borough.

b)    We noted the low level of feedback to LAS safeguarding referrals to London boroughs (about 12%). There is more feedback on child referrals than adults.

c)    Katy will refer the issue to her colleague for advice. She suggested that once use of the NHS number becomes standard practice, that the triangulation of governance in relation to safeguarding referrals will be substantially resolved.

d)    Note the LAS safeguarding and mental health conference will be held on February 21st

**4)**    **Carter Review**

Katy said that as a result of the Carter Review that there will in future be a closer review process on the outcome of emergency care.

**5)**    **‘Fake’ Paramedic**

Katy confirmed that CQRG has delegated responsibility for the oversight of this SI. The incident and subsequent actions taken have been recently reviewed by the CQC, whose report is imminent. There is a concern about the matter having been leaked to the Evening Standard, as police investigations continue. .

An action plan is in place which has been agreed with the commissioners to prevent a re-occurrence. The SI investigation is not yet complete.

**6)**    **Equality and Diversity in the LAS**

Dora described the new Patients Forum E&D Task Group and the recent meeting with Melissa Berry and the LAS Equality Group. She said that an enormous amount of work has been done to address equality issues in the LAS, but the membership of the Board is still predominantly composed of white members with only 6% of paramedics reported from a BME heritage.

The Forum will look at other public bodies with a positive record on diversity in their workforce. She emphasized the importance of cultural change in the LAS and the latest WRES data. Dora asked if more could be done by commissioners to transform the LAS in relation to diversity.

Katy said that the issue is high on the agenda of Garrett Emmerson (the Chief Executive of the LAS) and the matter had also been raised at a recent National Ambulance Improvement Programme meeting in January. Katy also described the attempts being made through the HEE to get bursaries and the support for the development of apprenticeships.

The LAS Board continues to have only white members but Heather and Garret have confirmed their commitment to changing this situation at a meeting with MA on January 22nd. We emphasized the need for NEDS to reflect the communities serviced by the LAS.

**7)**    **Future Forum Meetings**

February 11th–Dr Onkah Sahota–London Assembly Report

March 11th – Carly Lynch – Mental Health in the LAS

**8)**    **Mental Health Car**

The Forum will request data on patients left at home and those taken to hospital. We would also like to see evidence of outcomes, e.g. as a result of leaving at home, and the response of community mental health services.

We emphasized the need to determine whether local community services can step up to meet the needs of patients who remain at home within a reasonable time span.

Katy noted London has a higher than average proportion of patients with Mental Health requirements. The LAS Mental Health Car was discussed however Katy confirmed that this is currently running as an internal LAS pilot pioneer service. Commissioners will work with LAS to explore the future potential of this type of service for forthcoming commissioning decisions.

We discussed getting feedback from patients who have received care and treatment from the MH car crew or NETS. We are not of the opinion that GDPR would inhibit this process. We proposed that the LAS or CCG could write to service users to seek their agreement to be sent at a later time a survey/questionnaire to gather their views on the services they have received.

Katy described the pan-London demand management work, which she is developing with Jill McGregor (LAS Director of Performance) and how they had assessed access to local falls services, e.g. determining whether a local falls service is available to LAS crew in each London borough.  She said that in practice, there was only a small proportion of all falls services across London  that are able to provide a reliable service to LAS crew for onward referral . Katy added that the commissioner’s focus is to complete the work on falls then review MH service provision. Information about these services is available to front line crew on MiDoS which can be access on scene via their IPADS.

We asked if the CQRG had produced a report on these findings.   Katy confirmed that the pan London Demand Management and ACP Group has oversight of this work and informs the other governing groups as appropriate. .

**9)**    **Fast Response Service – Camden**

Lynne agreed to provide information about this service.

**10)** **CQRG**

a)    The last meeting was held in the last week of January.

b)    Terms of Reference to be revised.

c)    Papers have been sent to the Forum for several years and have now stopped.

d)    The Forum is not invited to attend any CQRG meetings despite assurances in

 the past that the Forum would be invited to some meetings. The exception was

 a few minutes to provide a report on the Forum’s PPI work in the LAS.

e)    Action: i) request terms of reference of the CQRG and Strategic Commissioning

 Board ii) Produce papers on CCG duties to involve the public.