**MEETING WITH TRISHA BAIN – MARCH 9th 2018**

1. **Complaints Charter for Urgent and Emergency Care**

This joint Charter is in the process of being designed to comply with the NHSE Accountable information Standard. We will share charter designs being used in Hackney.

1. **Quality Account Update and Priorities 2018-19**

Sent to Forum for comment. Agreed to arrange a meeting with Forum members to discuss. Six week deadline – by first week April 2018. Forum as to provide letter of assessment and commentary.

1. **Quality Improvement Strategy**

Roll out will require all staff to receive training. This will be done by starting with core team training, followed by ‘train the trainer’ led by Briony Sloper.

1. **Deputy Quality Officer Appointed – Kaajal Choati**

Will specialise in quality governance.

1. **Bariatric Care**

Model for provision of bariatric care and financing still not agreed by LAS Executive. Forum wants to agree model for surveying bariatric patients to hear about their experience of LAS bariatric care.

1. **Public Engagement Framework being developed.**

This is welcome, but recent experience of PPI in the development of strategy was very poor.

1. **LAS Strategy**

No feedback ever received to Forum’s response. Strategy will be submitted to Board meeting virtually free of public comment. No consultation on the Final strategy.

1. **Ethnic Diversity of Front Line Staff**

No evidence of progress of diversity of front line staff.

Two new Board members – Amit and Benita.

1. **Mental Health Care**

Good progress and very positive.

1. **Volunteering Strategy**

Work will start on this in the near future. Forum has discussed this with Chief Executive and Chair.

1. **Public Involvement Strategy**

There are plans to develop more effective PPI work which is evidence based.

Jessie Cunnett might be invited to advise.