

**CO-PRODUCTION CHARTER FOR URGENT AND EMERGENCY AMBULANCE SERVICES IN LONDON**

**This Charter was agreed with the Chief Quality Officer of the LAS, Trisha Bain, on 17 October 2019 in a Meeting attended by Joseph Healy, PFASL and Malcolm Alexander. Chair, PFASL.**

1. **THE LONDON AMBULANCE SERVICE AND THE PATIENTS’ FORUM AGREES THAT:**

* **Services are organised so that they meet people’s needs**
* **Patients will have a stronger voice in the LAS than ever before**
* **The patient is at the centre of everything that the LAS does**
* **The LAS will listen to staff and patients to determine priorities**
* **Patients & carers will be involved in all LAS improvement work**
* **Integral to all LAS programmes must be the aim of robust patient and staff involvement**
* **The LAS will listen to patients, their families and carers, and respond to their feedback**
* **The goal of the LAS is to have patient involvement in all service redesign programmes and a patient involvement framework developed to apply this goal consistently**
* **LAS will widen and increase public involvement in the development of Pioneer services and monitoring of success**
* **A co-designed and co-developed patient and staff engagement model will be used to drive quality improvement across the maternity care model**

**(Key Statements from the 2018/19 London Ambulance Service**

**Quality Account)**

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1. **THE LONDON AMBULANCE SERVICE (LAS) AND PATIENTS’ FORUM FOR THE LAS (PFLAS) AGREE THAT THE CO-PRODUCTION CHARTER:**
2. **Provides an effective means of designing, shaping and delivering**

**services in a partnership between the LAS and people who have**

**used the service or may use it in the future.**

1. **Enables delivery of our shared objectives for the creation of better**

**services and outcomes for patients.**

1. **Sets out the potential outcomes that people can expect from the**

**co-production of urgent and emergency care services and other**

**care services provided by the London Ambulance Service.**

1. **Sets out the responsibilities of people taking part in the co-**

**production of services.**

1. **Establishes principles which are intended to achieve a vision of**

**service users as equal partners in the production of effective**

**urgent and emergency care.**

1. **Signals the direction of travel for integrated service development**

**between the LAS, patients and the public.**

1. **Is a living document and will be subject to annual review and**

**improvements, where these will enhance patient and public**

**involvement in LAS service development and/or improve the**

**outcomes of patient care**

1. **Does not replace or substitute for any other democratic processes,**

**NHS Constitution, Acts of Parliament or statutory instruments,**

**including the statutory duty to consult on all significant service change.**

**C. PATIENTS AND THE PUBLIC WILL BE ENCOURAGED TO:**

1. **Participate at the earliest stages in the design or redesign of LAS**

**services, where such changes may affect their care, treatment or**

**interaction with front-line staff.**

1. **Operate and function as ‘equally-valued’ voices, assets and**

**partners.**

1. **EFFECTIVE COLLABORATION IS ESSENTIAL FOR EFFECTIVE CO-**

**PRODUCTION:**

1. **LAS and the PFLAS agree to work collaboratively in the best**

**interests of service users and the enhancement of their care.**

1. **The LAS and PFLAS agree to ensure that proposals for service**

**changes and improvements, will be the subject of joint work from**

**initiation of the process to completion, including feeding back to**

**service users on the results and outcomes of co-production.**

**E. PROMOTING EQUAL OPPORTUNITIES TO INFLUENCE CHANGE -**

**THE LAS AGREES TO:**

1. **Acknowledge differences in the capacity to effect change and in access to resources between all those who participating in the Co-Production of London Ambulance services.**
2. **Ensure the differential in influence and resources will not hinder the design of enhanced care for users of urgent and emergency services.**
3. **Provide access to all information/ documentation relevant to achieving shared goals of Co-Production in service design and creation.**
4. **Value equally all those who participate in and contribute to the joint**

**process of Co-Production and decision making.**

**F. SUPPORT FOR PARTICIPANTS OF CO-PRODUCTION - THE LAS AGREES TO**

**SUPPORT PARTICIPANTS BY PROVIDING:**

1. **Any necessary training required to enhance the process of co-**

**production by the acquisition of new skills.**

1. **Equal opportunities for those who wish to participate and for those**

**participating.**

1. **Accessible venues and locations.**
2. **Sensitivity to the time when meetings take place, in order to avoid**

**rush hours and excess expenditure.**

1. **Translation into different languages; British Sign Language (BSL)**

**interpreters; Accessible Information Standards) and other formats**

**(including Easy Read).**

1. **Feedback on all aspects of co-production projects.**

**G. THE PEOPLE**

1. **The LAS and the PFLAS will encourage the participation of London**

**based service users, patients, carers, experts by experience,**

**residents, citizens, workers, children and young people in co-**

**production projects.**

1. **Healthwatch in every London Borough shall be invited to sign the**

**Co-Production Charter and participate in all co-production projects.**

1. **Health and social care related voluntary sector bodies will be**

**invited to participate in relevant co-production projects, e.g. the**

**Sickle Cell Society, Mind, Age UK, Diabetes UK, Epilepsy UK, the**

**Stroke Association and St Mungoes.**

1. **Those engaged in co-production will encourage partnership and**

**collaboration based on mutual trust and respect.**

1. **We shall encourage co-production participants to:**

* **Listen to each other and answer questions respectfully**
* **Share information with wider communities, groups and stakeholders and feedback their concerns/comments**
* **Commit to ongoing involvement to maintain momentum**
* **Commit to working together towards shared goals.**
* **Share outcomes of co-production in their newsletters, social media and reports.**

**H. PARTNERSHIP BODIES, TRAINING AND RESOURCES**

1. **Co-production should be championed by all relevant partnership**

**bodies including: LAS commissioners, the Clinical Quality Review**

**Group (CQRG), strategic, commissioning and policy groups and**

**boards.**

1. **Training and capacity building shall be provided for staff engaged in co-production, where possible jointly with the members of the PFLAS, Healthwatch, service users and the voluntary sector.**
2. **Dedicated resources and funding for co-production shall be provided by the LAS and their commissioners.**

**FOR THE LONDON AMBULANCE SERVICE**

**SIGNED BY..............................................................................................**

**and**

**SIGNED BY..............................................................................................**

**FOR THE PATIENTS’ FORUM FOR**

**THE LONDON AMBULANCE SERVICE**

**SIGNED BY..............................................................................................**

**and**

**SIGNED BY..............................................................................................**

**FOR ---------------------HEALTHWATCH**

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**and**

**SIGNED BY..............................................................................................**

**END**