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| |  |  | | --- | --- | | **MAY 2020**  **WE SALUTE THE MAGNIFICENT FRONT-LINE STAFF SERVING LONDON IN AMBULANCES, AMBULANCE CARS, EOC AND 111**  **PATIENTS’ FORUM NEWSLETTER** |  | |  |  | |
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| The LAS is in the process of developing an updated Patient and Public Engagement Strategy. As part of this, they will establish an internal Public and Patients’ Council, chaired by Dame Christine Beasley, former Chief Nursing Officer. Healthwatches in London have been invited to participate. |
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| |  |  |  | | --- | --- | --- | |  | **HEALTH MINISTER TO ARRANGE JOINT MEETING BETWEEN THE PATIENTS’ FORUM AND LAS** |  | | Our members were very concerned about the changing approach of the LAS towards patient and public involvement. The LAS changed from being one of the most outstanding NHS/PPI organisations in London in the way it collaborated with Forum members, to one that became un-interested in the benefits of working closely with patients and the public, and particularly opposed to having its services monitored by patients and service users. However, over the past 13 years, the Forum has had a profound influence of the effectiveness of LAS services.  Many members wrote to their MP about this sudden change in attitude, and the Health Minister has agreed to set up a joint meeting between the Patients’ Forum and the LAS to discuss how this matter can resolved.  Thank you to our outstanding members for getting MPs and the Minister involved.   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | |  | **MONITORING THE EMERGENCY OPERATIONS CENTRE AND 111** |  | | In 2019, ten of our members participated in reviews of the Emergency Operations Centres at Waterloo and Bow. Each member spent five hours in the Centres talking to staff and observing how the Centres worked.  We produced detailed reports on our findings and made many recommendations for service improvement. We have been waiting six months the LAS to reply to our many service improvement recommendations. | | | | See: <https://www.patientsforumlas.net/meeting-papers-2019.html> | | | |  |  |  | | |  | | |  |  |  | | --- | --- | --- | |  | **HEALTHWATCH ENTER & VIEW – REFUSAL TO ALLOW ACCESS** |  | | Healthwatch Hackney has twice requested access to LAS services for statutory Enter and View visits and has twice been refused! | | | | |  | | --- | |  | | |  |  |  | | --- | --- | --- | |  | **SAFE & EFFECTIVE SERVICES FOR LGBTQ COMMUNITIES** |  | |  | In September 2019, the Forum had an outstanding presentation from LAS LGBT Forum members Jules Lockett, Alex Ewings and Lee Hyett-Powell. This was the first joint event between the LGBT/LAS Forum and the Patients’ Forum for the LAS.  A key part of Lee’s presentation explained the importance, in relation to patient care, of ensuring that: “Staff to feel comfortable at work with colleagues and patients, are able to be mindful of their sexuality and the sexuality of others, and how consistent this is with working effectively to enhance patient care”. He said that where staff feel confident and safe about being out, that the working environment is a happier and more successful one.  Our LGBTQ Newsletter can be found at: <https://www.patientsforumlas.net/equality--inclusion-and-diversity-in-the-las.html> |  | | | | | |  |  |  | | | | | |
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| |  |  |  | | --- | --- | --- | |  | **EDUCATION CENTRE - SUDDEN SHUT-DOWN of PPIP** |  | | In 2017, the Patients’ Forum and the LAS Education Centre in Fulham established the **PPIP** – the joint **Patient and Public Involvement Panel** - a ‘best practice’ body established to monitor the HCPC programme for the transition of Emergency Ambulance Crew to Paramedics. It was an HCPC requirement.  We lectured to front-line staff on the importance of patient involvement, provided many volunteers to act as mock patients for staff assessments, monitored the effectiveness of the recruitment and assessment process for new recruits to the Paramedic programme, and contributed many hours to the development of this excellent programme.  As a result of the decision of the LAS to abandon effective public involvement, the PPIP was closed without any discussion or consultation with the Patients’ Forum or the PPIP members. This was probably the worst example of an NHS body launching an assault on effective patient and public involvement in the recent history of the NHS. | | | |
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| |  |  |  | | --- | --- | --- | |  | **QUALITY ACCOUNT - REMEMBERING CAROLINE FLACK** |  | |  | Every year NHS providers are required to produce a Quality Account statement, which describes what improvements need to be made to the services they provide and how these will be implemented.  Healthwatches and other public involvement bodies are invited to submit a statement for inclusion in the Quality Account and their wording cannot be changed by the NHS body. This year the Forum submitted a statement about the prevention of suicides, which included essential learning for the LAS about how to respond to patients suffering from suicidal ideation.  The statement was headed: “Remembering Caroline Flack – A patient describes her experiences of emergency care and the next steps for the LAS – Providing the Right Care – First Time to Prevent Suicide and Self-Harm”.  You can see the statement at:  [www.patientsforumlas.net/uploads/6/6/0/6/6606397/quality\_account\_statement\_-\_mental\_health\_-\_march\_2020-ok.pdf](http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/quality_account_statement_-_mental_health_-_march_2020-ok.pdf) |  | |
| **SEIZURE FIRST-AID ROUND TABLE – IS 5 MINUTES TOO LONG?**  The Epilepsy Society organised a seizure ‘round table event’ with epilepsy charities, the London Ambulance Service, the Patients’ Forum and other patient representatives, including epilepsy activists, Sean and Vic Hamilton. Unfortunately, this meeting scheduled for Friday, 20 March 2020 had to be called off because of C-19.  The Epilepsy Society are seeking consensus on the following issues:   * When to call an ambulance if someone is having a seizure in a public place. * Is the practice of timing the seizure and waiting for five minutes before calling emergency services best practice? * Should the ‘Calm, Cushion, Call’ campaign, be promoted further and how does it fit in with the 5-minute wait.   **Let us know if you wish to participate when it is recalled or if you have ideas now.** |
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