**GOVERNANCE OF THE PATIENTS’ FORUM FOR THE LONDON AMBULANCE SERVICE**

**OBJECTS OF THE PATIENTS’ FORUM AMBULANCE SERVICES (LONDON) LTD**

Members of the statutory Patients’ Forum formed the Company alongside the London Ambulance Service, as a not-for-profit company with exclusively Charitable Objects. The Company is committed to act for the public benefit through its pursuit of wholly charitable initiatives, comprising:

1. The advancement of health or the saving of lives, including the prevention or relief of sickness, disease or human suffering; and
2. (ii) The promotion of the efficiency and effectiveness of ambulance services.

The Company is dedicated to the pursuit of its Objects as a small unregistered Charity with a view to registration with the Charity Commission, as and when appropriate.

**THE FORUM’S MISSION STATEMENT AND TERMS OF REFERENCE**

The charity aims to influence the development of better emergency and urgent health care and improvements to patient transport services, by speaking up for patients and by promoting and encouraging excellence.

We will:

(1) Optimise working arrangements with the London Ambulance Service and other providers and commissioners of urgent and emergency care.

(2) Work with other service user networks that champion the needs of patients.

(3) Further develop campaigns for better and more effective emergency and urgent care services, and more effective and consistent approaches to service provision that reduce deaths and disability.

(4) Work towards better systems for all patients and carers to communicate their clinical conditions effectively to LAS clinical staff, and receive effective and timely responses.

(5) Promote the development of compulsory patient focussed quality standards for Patient Transport Services.

(6) Promote research to assess the clinical outcomes for the 25% of Category A (emergency) patients that do not get an ambulance response within eight minutes.

(7) Work with partners to develop better solutions for the care, transport and disposition of people with severe mental health problems and their carers, that respect their wishes and meet their needs. The Forum promotes sensitivity to their vulnerability, safety, culture and the gravity of their situation.

(8) Campaign to convince the Commissioners for the LAS and the LAS Board to develop better assessment, clinical effectiveness and care for people who suffer from cognitive impairment and dementia.

(9) Work with the LAS to develop effective systems and protocols, that ensure the wishes of patients with Advance Directives and Care Plans are respected, and that their care is provided completely in accordance with their prior decisions and wishes.

(10) Work with the LAS equality, diversity and inclusion leads to promote effective training of all LAS front-line staff in the provision of care for London’s diverse communities, in relation to all protected categories identified by the Equality Act 2010.

(11) Work with the LAS Equality and Inclusion Committee to develop a workforce that reflects the diversity of communities across London, and provides care based on culturally and ethnically-based needs, when this is appropriate – for example, in relation to sickle cell disorders and mental health care.

**STRATEGY – 2016-2019**

**THE FORUM’S STRATEGY FOR THE LONDON AMBULANCE SERVICE AND URGENT AND EMERGENCY CARE IN LONDON 2016-2019**

[**www.patientsforumlas.net/uploads/6/6/0/6/6606397/pf-strategy-2016-las-final.pdf**](http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/pf-strategy-2016-las-final.pdf)