

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

## AGENDA – Patients' Forum Meeting

MONDAY – MARCH 13<sup>th</sup> 2017 5.30–7.30pm

CONFERENCE ROOM, LAS HEADQUARTERS, 220 WATERLOO ROAD, SE1

Time	Welcome and Introduction	
5.30	1) Minutes and matters arising from FEBRUARY 13 <sup>th</sup> 2017	A1
	2) Action Log and Key Issues from Trisha Bain's Presentation	A2/A2A
5.35	3) Impact of STP cuts on LAS funding - Verbal	
5.45	4) Meeting with Andrew Grimshaw, CE of the LAS Command Point Outage – January 1 <sup>st</sup>	A3 A4
6.00	5) Defibrillator (Availability) Bill - 2017	
	<b>MARK HIRST - DIRECTOR OF WORKFORCE</b> <b>London Ambulance Service</b> <b>RESULTS OF THE ANNUAL STAFF SURVEY</b>	
7.00	<b>MEMBER'S REPORTS:</b> 1) Workforce Race Equality Scheme 2) Equality and diversity in the LAS – Kathy West 3) Meeting with Heather Lawrence Chair of the LAS 4) Diabetes Type 1 – Meeting with LAS and Diabetes UK 5) LAS PPI Committee – January 24 <sup>th</sup> 6) Questions to the LAS Board - Responses	A5 A6 A7 A8
7.25	<b>FOR INFORMATION:</b> - Trisha Bain's slides - Commissioner's performance update – January 20-26 <sup>th</sup> 2017 - LAS performance report by CCG area – January 2017 and YTD - Hospital Conveyance – January 20-26 <sup>th</sup> 2017 - Talking with Us Leaflet – LAS complaints  - Forum Annual Report <a href="http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/2015-annual_report-final-signed-patientsforum-4-6-2016.pdf">www.patientsforumlas.net/uploads/6/6/0/6/6606397/2015-annual_report-final-signed-patientsforum-4-6-2016.pdf</a>	A9 A10 A11A/B A12 A13
	<b>The meeting will end at 7.30pm</b>	

## Commissioners Performance Overview: February 20-26<sup>th</sup> 2017

- Performance analysis is underway for the period affected by the elective CAD down time last week. As a result Cat C incidents are being viewed separately and will not be incorporated into performance reporting until validated.
- Category A performance was below trajectory reported as 68.6% against a target of 72.7% (-4.1% variance). A8 YTD performance is at 65.59% against a trajectory of 67.11%.
- Red 1 Performance was reported at 68.57% against a trajectory of 70.61% (-2.04% variance) with Red 2 performance at 65.50% which is below plan by 1.51%.
- A19 performance remains strong and is being maintained. YTD Category A19 performance was reported above plan for last week at 93.36%, which is 0.36% above plan.
- Demand continues to be reported above plan at 5.4% for Cat A activity but is being sustained at a levels below the extremes of winter. Total incidents were above plan by 2.2% overall. Currently, the service is averaging approximately 10.5K incidents on a weekly basis.
- The recent drop in demand reported two weeks ago has been investigated. The phenomenon is likely to have been caused by the unexpected spike in activity reported in January. The reduction is an illustration of activity returning to trend.
- Capacity remains above plan (+6.9%) as substantive hours increase upon the half term week despite being reported under trajectory for this week. This is due to training that is taking place, specifically individual 1:1 interview and reviews.
- JCT has increased back to 114 mins overall. An unforeseen and unexpected increase in handover to green times is likely to have negated the improvements made across the previous fortnight. This position is under review
- MAR continues to be reported at a ratio of 1.31; however, the validated position of the previous week was confirmed as being 1.30.
- Hospital handover times have increased a little this week but are still reporting less than 1000 for last week which is a sustained improvement.