**MINUTES of the PATIENTS’ FORUM**

**MONDAY DECEMBER 10th 2018**

**ATTENDANCE: FORUM MEMBERS AND ASSOCIATES**

Adrian Dodd – Waltham Forest

Amy Moore - Bexley

Arthur Muwonge – Croydon

Audrey Lucas – Enfield- Executive Committee

Barry Hills – Kent

Beulah Mary East – Hillingdon

Catherine Gustaffe – Southwark

Charlotte Mitchell – Mind - Southwark

Cllr Dora Dixon-Fyle – Southwark

Colin Hill – Berkshire

David Payne – Southwark

Inez Taylor – Southwark

Jan Duke - Southwark

Jan Marriott – Richmond

John Larkin- Company Secretary – Barnet

Joseph Healy – Southwark – President of the Forum

Lynn Strother – City of London Healthwatch – Executive Committee

Malcolm Alexander – Chair, Patients’ Forum – Hackney

Margaret Odeke – Southwark

Mary Leung – Harrow

Mike Roberts - Hampshire

Natalie Teich - Islington

Philip Ward - Hammersmith

Sean Hamilton - Greenwich

Vic Hamilton – Greenwich

**SPEAKERS: NIL (Apologies from Trisha Bain)**

**LONDON AMBULANCE SERVICE:** NIL

**APOLOGIES:**

Angela Cross-Durrant – Kingston – Vice Chair

Elaina Arkeooll – Hammersmith and Fulham

Graeme Crawford – Ealing

James Guest – Ealing

Myles Simmons – Paramedic - SECAMB

Rashid Ali Laher – Healthwatch Kingston

Robin Kenworthy – Kent

Sister Josephine Udine – Chislehurst - Vice Chair

Wendy Mead – City of London

1. **Minutes of meeting held NOVEMBER 12th 2018 agreed a correct record.**

**2.0 MATTERS ARISING**

**2.1 Care for heavily intoxicated patients at risk of harm**

The Forum made a request to the Clinical Quality Review Group (CQRG) regarding the development of a service to ensure that heavily intoxicated patients receive safe care and only go to A&E if necessary. After several attempts at getting a response the following information was received from Brent CCG (the LAS Commissioner).

“The CQRG has considered the funding of vehicles and centres across London to provide support for people in the streets who are heavily intoxicated. There was no review paper as the agenda item(s) was/were verbally discussed on each occasion. Your request was first received on the 3 September 2018 and your matter was discussed as a “Matters Arising” item on the 4 September 2018 at the LAS CQRG, being raised by Dr Kuldhir Johal, as Chair. It was felt that previous concerns around clinical safety had resulted in the scheme not going forward.” However, an action was undertaken for all commissioners to take this issue back to their 2 respective STPs to ensure that on a wider context, support for patients with alcohol related problems were being considered in their respective STPs, both in the long term and in light of winter preparedness. The CQRG welcomes the LAS Patient Forum raising of questions, but is not in a position to approve funding requests. It does look at clinical quality issues and feeds back to the respective commissioners of the five STPs as well the LAS Strategic Commissioning Board.”.

In addition, this same question was raised by Sister Josephine Udie (on behalf of LAS Patients Forum) at the LAS AGM on the 25 September 2018 and was responded to byPaul Woodrow, Director of Operations:

“Trust Board members were asked about the implementation of a dedicated vehicle to treat people suffering from over-consumption of alcohol over the Christmas period. It was noted that experience from implementation of this approach in previous years, was that it did not lead to the best provision of care in such circumstances. Excess alcohol could mask a number of more serious symptoms and proper assessments were required in order to ensure that underlying conditions were not missed”.

The Forum has since contacted Mark Docherty for information about the approach used in the West Midlands Ambulance Service (WMAS) who replied as follows:

“We will be running our service across the festive period in Broad Street, Birmingham.  I haven't got any published evidence on this, but I do recall that there was an evaluation of the Soho Alcohol Recovery Centre (SARC) when I worked in London; my memory is that the evidence is that they are very cost effective, it's the funding mechanisms that don't often work, particularly for somewhere like London - the Central London CCGs funded the SARC, but many of the people that benefitted from the service weren't from the CCG area, so the funding CCG didn't benefit from the investment.  I notice there is some central funding available to bid against, though timeframes are very short - I will send details to you”.

Link to the All Party Parliamentary Group on Alcohol Harm:

<http://www.ias.org.uk/uploads/pdf/HSR/TheFrontlineBattle.pdf>

**Action:**a) Obtain review of the Soho project (requested from Fenella Wrigley)

b) Enquire from NHSE re national funding of alcohol recovery projects.

c) Contact All Party Parliamentary Group on Alcohol Harm.

d) Request information from A&Es re impact of heavily intoxicated patients.

e) Ask LAS how their leave at scene policy relates to heavily intoxicated

patients (Question put to Garrett Emmerson and Angela Flaherty, Director

of Strategy)

* 1. **Maternity Services Development**

Amanda Mansfield has requested a Forum representative for the LAS Maternity Project. Amanda has been sent a write up of Forum maternity meeting and comments and corrections provided.

**Action: write to members and HW to seek representative.**

* 1. **Equality and Diversity Task Group**

Meeting to be held with Melissa Berry, LAS E&D lead, on December 13th at 10.30am. Dora, Beulah and Malcolm to attend. Terms of reference are shown in the Forum’s priorities for 2019 and membership is as follows: Dora, Beulah, Audrey, Sister Josephine, Joseph and Malcolm.

**Action: Meet Melissa Berry and report back to the January meeting.**

**2.4 Monitoring of 111 Services**

Initial progress was very positive but 111 service in south east London has not

finalised the proposed model of monitoring.

**Action: write to Tracy Pidgeon expressing concern about delay and**

**propose that our teams meet to agree a way forward, as delay is not**

**consistent with enhanced patient care.**

**2.5 Emergency Operations Centre Visits**

Eight members have agreed to attend EOC monitoring visits in February and March. Theme will be the care of patients in a mental health crisis.

**2.6 London Assembly Review of the LAS**

Noted that the review of the LAS has now been finalised and the report will be sent to members in the new year. “Supporting London’s ambulance service – London Assembly – December 2018”. Dora has discussed impact of report and noted that there is no evidence that the Mayor wishes to take control of the LAS.

[www.london.gov.uk/sites/default/files/london\_ambulance\_report\_final.pdf](http://www.london.gov.uk/sites/default/files/london_ambulance_report_final.pdf)

Action: Refer to January Forum meeting.

**2.7 Patient Specific Protocols - PSP**

Communications Dept at LAS is finalizing design and production of the PSP document agreed with the LAS.

**Action:**

1. MA to meet Lynn Bingley, LAS communications to discuss finalisation of the PSP document and distribution of the LAS Complaints Charter.

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2) Send PSP document and Complaints Charter to Elaina and Natalie to share

with the 111 services that they work with and copy to LAS 111.

**2.8 Prison Service – Access for the LAS**

Send FOI requests to prisons, IRCs and juvenile offender centres to gather data about ambulance arrival to patient contact, and despatch of patients to hospital. Also arrange prison visits and collect information about prison suicides and

responses to other major mental health incidents in prison. Jan, Dora, Philip and Adrian agreed to attend if Forum visits to prisons take place.

Noted that the Memorandum of Understanding between the LAS and prison services does not include Immigration Removal Centres or Youth Offender Centres. It is also unclear why the prison target for arrival of ambulances is not the same as the ARP targets for all other ambulance responses (ARP= ambulance response programme.

**Action:**

1. Write to Lyn Sugg in EOC for update.
2. Ask Dr Onkar Sahota if the Health Committee has done any work relating to prison health or access to prisons for emergency ambulance services, and also Diane Abbott as shadow Home Secretary and Rory Stewart Minister of State for the Ministry of Justice. <http://criminaljusticealliance.org/ministers/>

**2.9 Review of Complaints**

An initial review of complaints has taken place involving Beulah East, Adrian Dodd and Malcolm from the Forum, Heather Lawrence, Chair of the LAS, Gary Bassett, Head of Complaints and Kaajal Chotai, Deputy Director of Quality, Governance and Assurance. The complaints were redacted and read in advance of the meeting by Forum members. In future the reviews will take place more regularly and the Forum will have access to the complaints two days in advance of the meeting with Heather Gary and Kaajal.

**2.10 Flu Vaccination**

Noted that the flu vaccination rate in the previous year for front line staff was 57% against a target of 70% (CQUIN).

**2.10 Fake LAS “Paramedic”**

Story appeared in the Evening Standard, but the LAS refused to provide any information to the Forum, despite the ES getting statements from both the LAS and NHS Improvement. The Forum presented 10 questions to the Chair of the LAS, Heather Lawrence, on governance arrangements to prevent this serious breach from ever being repeated. The CQC are investigating and are expected to report in January 2019. Heather did not provide a response to the questions. The ES advised the Forum that the Metropolitan Police had provided information about the charges against the former LAS employee, which included assault.

**Action: MA to discuss issue further with Trisha Bain and consult the CQC and NHSI on the steps they have taken to achieve assurances about governance arrangements for the future.**

1. **REPORTS RECEIVED BY THE FORUM**

**3.1The following reports were received:**

* End of life care report – Angela Cross-Durrant
* Report on meeting with Trish Bain, Chief Quality Officer
* LAS ARP (Ambulance Response Programme) Performance
* Handover from LAS to A&E data

**4.0 AGM OF THE PATIENTS’ FORUM AMBULANCES SERVICES (LONDON) Ltd**

**4.1**  The Annual General Meeting of the company Patients’ Forum Ambulance Services (London) Ltd was held at 7pm on Monday, December 18th 2018 at the HQ of the London Ambulance Service at 220 Waterloo Road, London SE1 8SD (following the usual Forum meeting).

4.2 The minutes of the AGM held November 13th 2017 were agreed a correct record.

4.3 It was noted that this AGM was 12th anniversary of the Patients’ Forum Ambulance Services (London) Ltd, and that the Forum now has 55 paid up members.

**4.4 It was Proposed by Teich and Seconded by Beulah East** that the Report and Financial Statement of the Company for the year ended 31 December 2017 be received and adopted by the meeting. **This motion was agreed Nem Com.**

**4.5 It was Proposed by Jan Marriott and seconded by David Payne** that Malcolm Ben Alexander, as a Director retiring by rotation in accordance with the Company's Articles of Association, and being eligible for re-election, be re-elected as a Director of the Company. **This motion was agreed Nem Com.**

**4.6 It was Proposed by Joseph Healy and Seconded by Lynn Strother,** that Michael English, as a Director retiring by rotation in accordance with the Company's Articles of Association, hereby retires as a Director of the Company.

**This motion was carried Nem Com.**

**4.7 There being no further AGM business, the AGM and Forum meeting closed at 7.30pm.**