

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

www.patientsforumlas.net

Minutes of the Meeting held at
LAS Headquarters
Monday September 8th 2014, 5.30pm-7.30pm

Attendance : Forum Members

Alhajie Alhussaine – Lambeth
Angela Cross-Durrant – Vice Chair - Kingston
C. Gustaffe - Southwark
David Payne - Southwark
Janet Marriott - Richmond/Hounslow
Kathy West - Southwark
Kay Winn-Cannon - Waltham Forest
Leslie Robertson – Merton
Louisa Roberts - Tower Hamlets
Lynne Strother - Richmond
Malcolm Alexander – Chair - Hackney
Michael English - Lambeth
Natalie Teich - Islington
Pat Duke - Southwark
Rashid Leher – Kingston
Sister Josephine – Vice Chair – Croydon

LAS and Commissioners

Liz Eckert – LAS Commissioners
LAS - Nil

Guest Speaker

Mark Docherty – Director of Commissioning for the LAS

Apologies

Alan Wheatley - Camden
Anthony John - Tower Hamlets
Barry Silverman – Southwark
Clarissa Rocke-Caton –Hackney
Inez Taylor – Southwark
Joseph Healy – Southwark
Margaret Luce - Head of Patient & Public Involvement and Public Education
Maria Nash – Barnet
Robin Kenworthy - Kent
Val Fulcher – Lewisham
Vishi Harihara - Camden/Barnet

2.0 MINUTES

2.1 Minutes of the meeting held July 14th 2014 were agreed a correct record.

3.0 ACTION POINTS AND MATTERS ARISING

3.1 Defibrillators – Malcolm has met with the Local Pharmaceutical Committee (LPC) in Hackney to discuss locating defibrillators in every Hackney pharmacy. The response had been very positive and arrangements are now being made for the LPC and the LAS to meet to discuss a plan for the LAS to provide defibrillators and training for 46 pharmacies in Hackney. Malcolm also to raise issue with the Hackney Health and Wellbeing Board (through Hackney Healthwatch). Chris Hartley-Sharpe is the LAS lead.

Dave Payne reported that he has raised the matter of provision of a defibrillator with the manager of Surrey Docks Tesco and requested that a joint meeting is set up between himself, the Forum chair and Surrey Docks Tesco.

3.2 Mental Health: Rashid Laher reported on Mental Health First Aid Courses being run by Kingston Council for people working with, or in contact with adults with mental health problems. He said the courses are free for residents living, working or studying in Kingston and will teach participants how to;

- Spot the early signs of a mental health problems
- Practically support someone experiencing a mental health problem
- Feel confident helping someone experiencing a MH problem
- Provide help on a first aid basis
- Help prevent someone from hurting themselves or others
- Help stop a mental illness from getting worse or to recover faster
- Guide someone towards the right support
- Reduce the stigma of mental health problems

Lynn Strother described developments in creating an effective strategy for providing appropriate services for people with dementia including creating better awareness and appointing dementia ambassadors.

Agreed to discuss developments with Kudakwashe Dimbi the LAS Mental Health Clinical Advisor

3.3 LAS Non Executive Directors: Agreed to invite NEDS to Forum meetings in 2015. MA to get copy of areas they lead on in the LAS from Fran and issue invites.

3.4 Quality Accounts: Noted that the LAS had produced an excellent Quality Account but would not make it widely available by producing hard copy. Sandra Adams and Margaret Luce have made a small number of copies available to Forum members who are not on email. Noted also that the LAS included in full the Forum statement on proposed quality improvements for the LAS, and that the LAS Board had agreed through Steve Lennox (Head of Quality and Nursing) to work with the Forum to progress these recommendations where appropriate, but no action had yet been taken by the LAS. Agreed to raise this issue with the LAS at their Annual Meeting in September and also to seek advice on best practice from the CQC and the Trust Development Authority (TDA).

3.5 Foundation Trust Developments: Noted the LAS was most like to become and FT in 2016. Sandra Adams leads on this development and will shortly be meeting with the Trust Development Authority (TDA), who will advise on changes to the process and timeline, so that the LAS better understand what they need to focus on. Sandra has agreed to meet the Forum after the TDA meeting. The current position is that the LAS are still working on an assumed formal start of April 2014 to enter the FT pipeline. It is likely that the CQC Chief Inspector of Hospitals will undertake an inspection of the LAS in Spring 2015 and the LAS would then reach the Monitor stage later that year.

Action: Arrange a meeting with Sandra Adams.

3.6 Shortages of Front Line Staff and Vehicles: Dave Payne asked for an update on the shortage of paramedics and ambulances. He requested that the LAS be asked to give their opinions on how the crisis can be resolved.

Action: MA to seek information from Jason Killens and Peter Hannell, Unison. Data also to be provided from LAS Board papers.

4.0 Chair Report

4.1 Ride-Outs: MA reported that he had been on a Paradoc ride out. He explained that Paradoc was a model used in Hackney, in which a paramedic and GP visit patients who are considered unsuitable for A&E care and instead receive care in their own home and any follow up care that is required. He asked members to go on a ride-out in their area to get more experience of current issues and to appreciate the strengths of the LAS. Arrangements can be made through local AOMs.

Action: MA to provide details of AOMs, Indemnity and Ride-Out advice to members planning to go on Ride-Outs.

4.2 Annual Report and AGM: Noted that the Annual Report had been distributed to members at the meeting in hard copy and by email. The Report was also on the PF website. Noted also that the Agenda for the AGM to be held on October 13th 2014 had been distributed to members by hard copy and email.

http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/annual_report-2013-final-patients_forum_copy.pdf

4.3 N-STEMI Research: Noted that the EC had met with Ashley Reed, an LAS paramedic and Clinical Research student conducting his Master's at St George's University of London. He has designed a research study and will be seeking ethics committee approval for an N-STEMI study. He sought advice from the EC on his research study, which will assess the current pathway for transporting high-risk acute coronary syndrome patients (ACS) direct to the Heart Attack Centres (HAC). In addition, his study will assess a new method of risk stratification for this patient group to see if improvements in patient care can be achieved in the future.

Action: Ask Ashley if his proposal was modified as a result of the meeting with the PF/EC.

4.0 MARK DOCHERTY – DIRECTOR OF COMMISSIONING FOR THE LAS

4.1 Mark confirmed that the Commissioning Intentions for the LAS were currently subject to consultation and welcomed comments from the Forum. He said that the LAS was commissioned by London's 32 CCGs currently through the West London Commissioning Support Unit.

4.2 Mark raised the following issues:

1) Patient Passport and Summary Care Records

Patient passports will become available for patients who have additional communication needs and would find a passport helpful. They contain information about the patient's likes, dislikes and needs, and are written in an easy read format. They should be shown to LAS staff during any contact, and returned to the patient when they leave. The Summary Care Record will also eventually be available to LAS clinicians when treating patients in their homes or in public places to ensure continuity of clinical care.

2) Future of paramedic profession - PEEP (Paramedic Evidence Based Education Project)

This is based on the emerging consensus that paramedics are autonomous professionals at the point of registration and well placed to effectively deliver a patient led, out of hospital urgent care service. To enable this situation to be realised, a more robust education and training system needs to be in place. The current education and training model, in England, is very locally determined, resulting in very different student experiences and different levels of learning outcomes achieved at the point of registration. Recommendations included:

Standardised approach to education and training:

There should be a standardised approach to all aspects of education and training for paramedics.

Nationally agreed approach to commissioning and funding:

- a) There should be a nationally agreed commissioning and funding model for pre-registration paramedic education based on core principles:
- b) There should be a standardised approach to paramedic education funding in England based on Multi-professional Education and Training (MPET) including the clinical education tariff.
- c) Ambulance services, education commissioners and education providers should agree a regional tri-partite approach to apply a nationally agreed funding model.
- d) Commissioners of pre-registration education and training programmes should add paramedic pre-registration programmes to existing National Standard Contracts between commissioners and the education providers.
- e) The emergency driving requirement should be the responsibility of the ambulance services not individual students.

Access to bursary funding:

Paramedic students should have access to student bursaries in line with students of other non-medical professions.

Education Curricular:

Suggested additions to the pre-registration and where appropriate post-registration curricular include:

- Dementia and mental health awareness;
- Clinical leadership skills;
- Multi-professional learning opportunities;
- Integrated Care;
- End of Life Care

3) System Resilience Groups: These replace Urgent Care Groups at CCG level and the LAS should have representation on each London CCG Group.

4) 111 Service – Mark described the very complex situation in London, where there are eleven 111 services. This causes great complexity in achieving common standards and service quality across London and complicates delivery of a reliable Directory of Services.

5) National Audit Office recommendations - The LAS will be required to develop services in line with the revised model of care, which optimises use of resources in relation to potential clinical outcomes. This is in line with the National Audit Office review of ambulance commissioning. The key priorities will be:

- a. To increase appropriate levels of Hear & Treat, whilst utilising the benefits of 111 services.
- b. Increased appropriate levels of 'See & Treat' and 'See and Refer' (to other non-acute services) maximising the use of the Directory of Service (DoS).
- c. Consideration of the implementation of the use and development of NHS Pathways in the 999 Emergency Operations Centre (EOC).
- d. Enabling workforce transformation, with appropriate skill mix and tasking. Commissioners will continue to support the LAS in enhancing the Paramedic workforce and increasing skill mix.

6) LAS Performance – performance is currently very poor:

July 2014: 8 minutes target – achievement - 60.64% (target 75%)
19 minutes target – achievement - 93.26%
Red 1 – 70.27% - most serious emergencies

Payment by results doesn't work for ambulance services because wrong focus, i.e. blue light instead of telephone service

7) Annual LAS Budget £280m – Aligned to activity

8) Mark said Cat A performance was a major problem for the LAS which had to be addressed. He said that the following issues also needed to be focussed on by commissioners:

- End of life care – especially in relation to pain control and preferred place of death. Discussions are taking place with the London Cancer Alliance.

- Mental health in relation to transport, transfer and referral (Dave Mellish, Chair of Oxleas is leading on MH)
- The relationship with the criminal justice system particularly regarding restraint
- Upgrading the workforce so that by 2017, 70% of front line staff will be paramedics
- Promoting the profession of paramedic in London, and in relation to its diversity
- Caring for people who are heavily intoxicated and use of street triage

4.3 Mental Health Care: Rashid emphasized the importance of active involvement by the third sector (voluntary) and good liaison between the police and CPNs to ensure that in a crisis that people with mental health problems, which are sometimes exacerbated by alcohol or drugs, can be dealt with in the most effective way.

4.4 Forum members prioritised the following issues for 2015-6:

- Specific Care Plans and End of Life Plans (e.g. Coordinate my Care)
- Access to transport for people who are terminally ill.
- Mental Health Care – transfers to community mental health teams
- Pre-Hospital ‘dementia care’ must be commissioned to meet the specific needs of patients with cognitive impairment
- Services for patients who are dangerously intoxicated
- Building effective partnerships between the LAS and local health and social care services
- Consult the public about appropriate use of urgent and emergency care
- Information about Urgent and Emergency care services on every bus stop/shelter
- NHS England in partnership with CCGs must ensure that capacity, response and effectiveness of Primary Care are massively improved.
- The 111 Service – need for effective pan London commissioning
- Access to patients’ medical report by front line clinicians
- The role of commissioners in relation to LAS complaints

4.5 Action: Send final paper of recommendations for the development of commissioning intentions to Mark Docherty. Copy to Forum members, Local Healthwatch and the Chairs of Urgent Care Boards in London.

Recommendations attached.

4.3 Mark Docherty was thanked for his excellent presentation.

5.0 Patient Transport Services – Forum Publication

5.1 Noted that Forum has produced: “Quality Standards for Patient Transport Services Our Proposals to Commissioners and Providers”.
<http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/pts.pdf>

Agreed to distribute this document as widely as possible to PTS commissioners and user groups in London. Lynn agreed to present the document to Barts Hospital PTS commissioners. Agreed to add section to report on end of life care.

6.0 Reports presented to the Forum meeting:

- Questions presented to the LAS Board meeting with answers
- Safeguarding Committee – Leslie Robertson
- Professional Development and Education Committee – Angela Cross Durrant
- Patient and Public Involvement Committee – Malcolm Alexander

7.0 Care Provided to People Detained in Immigration Removal Centres

7.1 The data set provided by the LAS was noted.

8.0 Performance Data on ambulance handovers had not been provided by commissioners.

9.0 Performance data from the LAS was received.

10.0 The meeting closed at 7.30pm

