

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

QUESTIONS TO THE LAS BOARD – JUNE 3RD 2014

1) EQUALITY AND INCLUSION – (re LAS ANNUAL REPORT 2013-14)

Will the Board review the diversity of its membership and produce an action plan to widen its diversity?

2) INFECTION CONTROL – (QUALITY REPORT – DOMAIN 1 – SAFETY)

Will the Board take steps to ensure that all staff have appropriate facilities to wash their hands before and after providing care to patients, and can a progress report be submitted to the September Board meeting?

3) SHIFT WORK – (QUALITY REPORT - DOMAIN 2 – DEVELOPMENT AND PRACTICE)

In view of the publicity about the impact of shift work on the health of staff, what action will the Board take to ensure that the length of shifts and shift patterns are consistent with both the health needs of staff and excellent patient care, and that the impact of shift work is continuously monitored?

4) PERFORMANCE – (QUALITY COMMITTEE)

Can the Board confirm its commitment to achieving its Category C targets in 2014-5 and confirm what action is being taken to achieve these targets?

C1 – 90% within 20 mins, 99% in 45 mins (from Clock Start) (Performance in 2013-4 = 72.88% for 20 mins)

C2 – 90% within 30 mins, 99% in 60 mins (from Clock Start) (Performance in 2013-4 = 66.88% in 30 mins)

C3 – 90% within 60 mins, 99% in 90 mins (from Call connect + 60 secs), for those requiring a response

C4 – 90% within 60 minutes, 99% in 120 minutes (from time it is identified that transport is required)

Very best wishes and thanks, Malcolm Alexander, Chair, Patients' Forum