

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Data compiled and analysed by Natalie Teich, Patients' Forum

QUESTIONNAIRE FOR PATIENTS' FORUM MEMBERS												
Question		Action proposed by Executive Committee										
<p>1. If the day of the meetings were changed, please tick the days that are most convenient for you.</p> <table> <tr> <td>Monday</td> <td>6</td> </tr> <tr> <td>Tuesday</td> <td>5</td> </tr> <tr> <td>Wednesday</td> <td>5</td> </tr> <tr> <td>Thursday</td> <td>1</td> </tr> <tr> <td>Friday</td> <td>1</td> </tr> </table>	Monday	6	Tuesday	5	Wednesday	5	Thursday	1	Friday	1		In 2016 meetings will be held on Mondays
Monday	6											
Tuesday	5											
Wednesday	5											
Thursday	1											
Friday	1											
<p>2. Does the start time of 5.30 suit you?</p> <table> <tr> <td>yes</td> <td>13</td> </tr> <tr> <td>no</td> <td>3</td> </tr> </table>	yes	13	no	3		Meetings will start at 5.30pm						
yes	13											
no	3											
<p>4. To what extent are you satisfied with the speakers so far invited to speak to the Forum? (Please tick one)</p> <table> <tr> <td>Very satisfied</td> <td>10</td> </tr> <tr> <td>Satisfied</td> <td>6</td> </tr> <tr> <td>Dissatisfied</td> <td>0</td> </tr> </table>	Very satisfied	10	Satisfied	6	Dissatisfied	0		We will continue to ensure diversity of speakers.				
Very satisfied	10											
Satisfied	6											
Dissatisfied	0											

<p>5. If you would like other/particular speakers for future meetings, what kind of speakers would you like?</p> <p>Ask Forum members from time to time for suggestions</p> <p>Dementia</p> <p>External speakers to keep us informed of other parts of the Health Service</p> <p>IT Developments</p> <p>LAS CEO</p> <p>LAS Finance Director</p> <p>Maintain flexibility to respond to current issues.</p> <p>Operational officers</p> <p>Patients to give their stories about ambulance experiences (2)</p> <p>Someone from Healthwatch England</p> <p>Someone from publicity and recruitment departments</p> <p>Speaker from Mental Health task Force with purpose of understanding response to people in crisis</p> <p>Speaker from NICE on Elderly Care in the Community</p> <p>Speakers on how they deal with the public in emergency.</p> <p>Speakers with health and wellbeing relevant information for public.</p> <p>A retired Ambulance Service person.</p> <p>A working Ambulance Service person.</p> <p>Social inclusion of the isolated communities.</p>	<p>We welcome ideas for speakers.</p> <ul style="list-style-type: none"> -LAS CE will attend December meeting in addition to Zoe Packman. -Invited HWE - Will invite speaker on dementia asap. - The Sickle Cell meeting had many patients stories and we will continue with this model. - Will invite speakers re mental health, recruitment and front line staff
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6. Please indicate how many meetings per quarter should not have external speakers.(Please tick one)

- | | |
|--------------------------------|---|
| 0 meetings per quarter | 4 |
| 1 meeting per quarter | 6 |
| 2 or more meetings per quarter | 3 |

maybe at least 2 or 3 per year or special meetings from time to time special meetings if urgent issues

Reasons for meetings without external speakers

Need time for members to contribute, identify their agenda items and to debate member's issues. The format of the meetings is more important.

Externalising the focus of the agenda is usually a significant advantage to the quality of the Forum.

Meetings are very short considering the depth and breadth of issues to consider. Strategy and cohesion issues are important to deal with, usually better done in context of people who usually attend and take some responsibility.

To give members more opportunity to give account of

We will aim to organise 3-4 meetings each year without speakers.

<p>what they do and to have longer discussion of agenda items and follow up.</p> <p>To give Forum members more time to discuss reports from meetings (written or verbal).</p> <p>Am used to monthly meetings and have the time.</p> <p>To enable us to work as a group on our own priorities.</p> <p>To tackle diverse issues facing the LAS.</p>							
<p>7. To what extent are you satisfied with the feedback from members of the Executive Committee and other Forum members who attend events/meetings on the Forum's behalf and report back to the Forum? (Please tick one.)</p> <table data-bbox="369 981 705 1093"> <tr> <td>Very satisfied</td> <td>4</td> </tr> <tr> <td>Satisfied</td> <td>10*</td> </tr> <tr> <td>Dissatisfied</td> <td>2</td> </tr> </table> <p>* One person asked for more information</p> <p>Executive committee should have scheme/method of monitoring the responses we are given from LAS, CCGs, LAS Commissioners, etc. about their action plans - i.e.</p>	Very satisfied	4	Satisfied	10*	Dissatisfied	2	<p>Outcomes of discussions are placed in Action Logs and in reports on EC. These also appear on the website: WWW.Patientsforumlas.net</p> <p>EC members are: Sister Josephine Udie Kathy West, Lynn Strother Joseph Healy Angela Cross Durrant Malcolm Alexander</p>
Very satisfied	4						
Satisfied	10*						
Dissatisfied	2						

keep an up-to-date checklist of queries and responses.	
<p>8. Comments about feedback from meetings</p> <p>Chair decides content which is not available until just before the meeting; same with minutes and actions leaving no time for thinking or preparation...</p> <p>It is not our purpose just to mirror LAS, etc. but to demonstrate in a variety of ways the importance of including and involving the public in a vital service. It is essential the customers, patients, be involved and listened to.</p> <p>Often do not get any notes of meetings that Chair and Officers attend.</p> <p>Possible change: Sharing and delegation in good time to allow proper and full discussions.</p> <p>Too much information is vested in one person and their interpretations; should more than one person attend internal meetings if possible?</p> <p>There seems to be concern in the NHS about LAS. Speakers do not seem to be concerned about this.</p>	<p>EC decides contents of meetings. Chair facilitates.</p> <p>All officers are volunteers. Minute taking and organisations of Forum is time consuming – we do the best we can.</p> <p>We distribute fliers for meetings to thousands of people and actively take up any issues raised by members or the public.</p> <p>All reports on meeting are placed on meeting agenda and website.</p> <p>We get criticised for having too much content in meetings.</p> <p>We produced a detailed and very critical report on the LAS which we sent to the CQC and was used by them for their report.</p>

<p>List questions to be addressed by each speaker.</p>	<p>http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/cqc_report-20-5-2015-(ph1)_final_document-ma.pdf</p> <p>A list of questions for speakers was placed in the agenda for the November meeting re Sickle Cell</p>
<p><u>9. Please add any other comments or topics that you would like the Forum and the Executive Committee, to discuss</u></p> <p>Future changes to LAS</p> <p>Not sure at the moment - so much is changing - new government might even sell LAS off, results of CQC, too little money available to LAS and all other services, possible changes in Board members as some are interim posts, etc. etc. I think a lot depends on CQC report.</p> <p>How is stress, particularly to front-line ambulance teams, being tackled by management? (2)</p> <p>What savings have the trust been asked to make for 2016/17?</p> <p>The future of the Forum once the LAS achieves Foundation Trust status (whenever that may be).</p> <p>Issues to Pursue</p>	

Diversity in staff.
Mental health.
Multi-faith chaplaincy.

Possible changes to Patients' Forum meetings

Need to consider boosting the Forum's membership (as of June 2015, only 9 paid up members and 3 affiliates - former (or non paid up) members are over 50, and over 10 affiliates.

Attendance numbers at meetings have been dwindling for whatever reason. It had been hoped that this questionnaire would have been less rigid in its focus so not only concentrating on the days of the week of meetings and feedback from committees. This means that the questionnaire is more concerned with administration rather than the dynamics of the organisation. Something wider and creative could have allowed more scope and provided additional information from the members as to what would work for and involve them. We represent them... Openness and transparency are watchwords in the NHS nowadays and equally should be for the Forum.

This is called the Patients' Forum yet there is little time for member's contributions. There is a top down

These issues are all being actively pursued with the LAS

November meeting was attended by 40 people and December meeting will also have large turnout.

Members contributions are always welcome.
Meetings last for two hours.
Members can and do contribute to the work of the Forum between meetings

approach so that speaking is rigidly controlled, to the extent of sometimes being rudely curtailed. Interrupting the Chair however is not usually welcomed. Elections of Officers should be conducted in an alternative manner.

Members need more time to ask questions. (repeated by several people)

Possible changes to executive committee and feedback

Succession planning.

The agenda, minutes, speakers are all controlled by the Chair - not exactly democratic or equitable in workload. Suggested terms of reference and correct procedures should be openly identified, fulfilled, and followed and not be just a paper exercise or thought of as rigid. Any new member should receive them.

Sharing of feedback from meetings with LAS Officers/committees is haphazard. The Chair attends many meetings with CEO, Director of Nursing and attends Mental Health and other committee meetings. Recently the suggestion that other committee members accompany him has been accepted on a rota basis. There should be a timely, properly identified and coordinated flow of gathered information distributed

Questions can be asked on any day of the month, not just at meetings. Meetings are only two hours long which limits how much we can fairly fit in.

through to the committee and on to members for their consideration. (See also above re: several delegates to meetings.)

Rarely is credit given to the involvement and work of others. Perhaps there should be formal acknowledgement in the Annual Report.

Delegation of work should be expanded so that democracy is in the singular and not the collective.

Sharing of feedback from meetings with LAS Officers/committees is haphazard. The Chair attends many meetings with CEO, Director of Nursing and attends Mental Health and other committee meetings. Recently the suggestion that other committee members accompany him has been accepted on a rota basis. There should be a timely, properly identified and coordinated flow of gathered information distributed through to the committee and on to members for their consideration. (See also above re: several delegates to meetings).

We share work as much as we can. The EC is very collaborative, and we would welcome more input.

Every Forum meeting has reports from the meetings we attend.

We are volunteers and all members of the EC work very hard to make the Forum effective.

<p>Rarely is credit given to the involvement and work of others. Perhaps there should be formal acknowledgement in the Annual Report.</p> <p>Delegation of work should be expanded so that democracy is in the singular and not the collective.</p> <p>Listening should be an active concept by the committee, the role of the Chair being to coordinate the work of all and not doing it all himself or by only a certain few. Teamwork could be emphasised and developed to the benefit of all.</p> <p>The website includes a copy of the PF Objects (only if searched for) in the annual report and only recently (as suggested) includes dates of meetings for the whole of the year. All dates of meetings should be forward planned, publicised and not be ad hoc in organisation. This was suggested and discussed at the last committee meeting - the reply was the information is all available. However it has to be made meaningful and easily accessible to all members and should form the coordinating basis for all ongoing work at all times.</p> <p>The work of the Chair and committee is respected and</p>	<p>The Annual Report does thank those who contribute to our work.</p> <p>The Chair does coordinate and the EC are very collaborative. We have a great team.</p> <p>We will review the website to see if it can be improved.</p>
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appreciated but, introducing a transparent structure, changing committee processes and ways of working could provide a less insular culture and a greater sense of belonging, corporateness and more effective work output which would enhance the image of the PF and involvement/satisfaction of members. A strategic plan should be identified, involving all the membership, for the future. In this way the working practice will be more fluid (and not rigid as has been suggested) and fruitful in engaging all members with the added bonus of greater satisfaction.

Change of name of Forum.

Calling the "meetings" something else because new members might not realise the extent of highly informative speakers.

The Forum covers most issues that make any difference.

Excellent work!

Impressed with what was presented at first meeting I attended and opportunity to hold a joint public meeting. Many thanks!

We have considered changing the name of the Forum. Ideas would be welcome