QUALITY OVERSIGHT GROUP – 24/10/17

1. **Integration of services using Adastra soft ware**

Adastra software is being used to develop integrate care services in the Emergency Operations Centre (EOC). The soft ware is designed specifically to help deliver a seamless patient journey. by enabling healthcare professionals to gain access to the patient’s complete care record and providing clinicians with the tools to complete clinical patient assessments, prescriptions and onward referrals. The intention is to bring together access to a number of different types of urgent care, community services and primary care services.

1. **Quality Improvement Funds from NHS Improvement**

Bids are being put in to a fund of £100,000 for quality improvement schemes.

1. **EOC –**

Delays in Dispatch and Staffing

A deep dive review is being carried out to ascertain the cause of delays. Staff shortages are a significant factor. Staffing has been described as suboptimal.

1. **Datix System**

This is now being effectively used by front line staff to submit details of incident and in some cases Safeguarding referrals.

1. **Clinical Hubs**

The clinical hub (CHUB) is being reviewed because the governance of the system is inadequate and requires a more consistent approach to quality of response. New hubs are being set up for example in the 111 service.

1. **Safeguarding**

There is concern about the quality and effectiveness of Safeguarding in some care homes. Alan Taylor is leading on this issue.

1. **Immunisation of Staff**

The national CQUIN for flu vaccination requires that 70% of staff are vaccinated. This target has not been reached. There is concern about the quality of immunisation records. A vaccination bus is being used to travel to staff and provide immunisations. There is concern about provision of MMR vaccine, although pre-employment vaccination programme should include MMR. Sam Perkins from PHE has been invited to address the January Forum meeting on this issue.

1. **Blankets**

There are still supply problems despite the commitment to place 4 clean blankets on each ambulance at the start of each shift.

1. **Medicines Management**

This has improved substantially and is now meeting regulatory standards.

1. **Bank Workers**

There have been concerns for some time about their levels of training and accountability for their training. There were 400 on the LAS Bank Staff list but only were active and the numbers have been cut back to 150. The issue has been raised with the LAS Executive Team.

1. **Maternity Services**

Amanda Mansfield is providing very effective leadership and is organising a maternity conference to bring staff and service users together. She has recently presented to the Commissioners on her service development plan. An independent national review of maternal deaths has recently been published.

1. **Photographs for Clinical Purposes**

A policy is being developed to ensure proper governance and control of photographs taken for clinical purposes by front line staff.

1. **Patient Handover at Northwick Park**

Wheelchairs are being used instead of trolleys in order to release paramedics to respond to other patients. Patients are being categorised in relation to their needs and NEWS scores are being used. Red flags are being used for patients who may have sepsis.

1. **Rest Break Agreement**

This has now been agreed with Unions.

1. **Quality Assurance Visits**

These are underway in preparation for CQC visit in February or March. Patients Forum members are participating in Mock CQC visits on November 29-30th.

1. **Patients Forum Presentation to QOG.**
2. **PATIENTS FORUM REPORT FOR THE QOG**
3. **Complaints Charter - attached.**

**LAS Complaints Charter for Urgent and Emergency Care:**

This has now been completed and we hope will be presented to the LAS Board on October 31st. We see it as a model of successful joint work with the LAS using a system of co-production, that promotes patient empowerment and enhanced of patient care. We hope that LAS communications will assist in the design of the Charter, to make it accessible using the NHS Accessible Information Standard.

1. **LAS Complaints Review**

Three Forum members are hoping to carry out an assessment of a sample of patients’ complaints. We want to look at the system of investigation, the final letters that go to complainants and the outcome of complaints in terms of service improvement. We have been trying to finalise an information sharing agreement with the LAS since August.

1. **Recruitment from colleges**

We are very interested in looking at ways in which paramedic and EAC recruitment from London can be enhanced. We believe that not enough is being done with Level 3 students (equivalent to A level) in London who are on Public Services courses at Further and Higher Education Colleges. Colleges in other parts of the country provide rich sources for potential front-line staff in, for example, the fire service, the police service (some run courses for ‘beat’ police staff right through to forensic science courses) and the ambulance service. Some students are not sure which service to enter until their second year of study and are encouraged to learn initially about all three services, and in some colleges the armed services are also included. These students are intelligent enough to move on to under-graduate courses [Level 4] if they achieve high enough Level 3 outcomes.

1. **LAS Strategy**

We have had a very productive meeting with Angela Flaherty and Briony Sloper about the developing LAS strategy. We hope to work with the LAS to develop the strategy and will propose approaches to genuine public engagement. We are particularly keen to see how the strategy will lead to progression towards better care and treatment for patients, how this will be measured and how the strategy will be linked to funding. We are also particularly keen to work with the LAS to ensure that patients, carers and the voluntary sector are involved and that commissioners and STPs are successfully influenced in the development of enhanced urgent and emergency care.

1. **Defibrillator Campaign**

We are working successfully with the LAS to promote the installation of defibrillators across London. We are currently trying to influence local authorities and schools to install defibrillators and train staff and students in their use. We have collected data from most local authorities about their approach to promoting greater access to defibrillators and will publish the data in a few days.

Andrew Thompson, Vice President of Boots has not accepted the Forum’s invitation to attend a Forum meeting in December. Our ambition it to get a few hundred defibs installed on the outside of boots stores across London.

1. **Future work with the LAS**
2. Developing a ketometer trial with Jacqui Lindridge
3. Developing methodology to get feedback from patients using the MH NETS vehicles and patient who are taken to A&E by the LAS in a mental health crisis.
4. Developing a feedback model for patients receiving bariatric care.

End

Malcolm Alexander, Chair, Patients’ Forum