**MEETING WITH ELIZABETH OGUNOYE –**

**FEBRUARY 6th 2017**

**Audrey Lucas, Sister Josephine Udie, Kathy West, Malcolm Alexander**

1. Ambulance Queues: Elizabeth described the current action plan for dealing with ambulance queues. This plan is being led by Anne Rainsberry the director of NHS England for the London region. Visits are being made to the worst performing hospitals, e.g. St Thomas’, Queen’s Romford, Northwick Park and Croydon UH to, discuss with the causes of the ambulance waits and to find solutions. Seminars are also being held so that the leaders of these hospitals can discuss resolution with each other and other better performing hospitals. Daily 12 noon conference calls are being held between key players, including Elisabeth Ogunoye, to discuss solutions for hospitals with the longest queues. Any necessary action should be taken following those calls. The LAS also now has the authority to escalate to NHSE if a local solution can’ be found to ambulance queuing.
2. Alternative to A&E: Elizabeth said that some local pathways are available to the LAS but not being used. The situation is very uneven across London. A review/audit is currently being carried out and the development of alternative services to A&E will be included in a CQUIN for 2017-8. Elizabeth referred to a successful service in Lambeth and Southwark called Homeward which provides community health services for patients in the community 24/7, as an alternative to A&E where this is appropriate. Service includes IV antibiotics for urinary tract infections. We agreed there is a great need to replicate this type of service across London. Mobile phones and access to clinical notes should be an urgent priority to enable paramedics to operate effectively for the benefit of patients when accessing these pathways.
3. Outage on January 1st. We discussed the problems with obtaining information from the LAS about the January 1st Outage. We have asked the CE for details of the membership of the investigating panel, terms of reference, access to meetings and to be able to submit questions to the investigation, but can’t get an answer to any of these questions. We agreed to keep EO informed regarding any progress with this situation.
4. Cat C targets. We discussed the LAS’s revision of the Cat C targets, which EO was unaware of. We agreed to send her LAS performance data which demonstrates revision of the target in September 2015.
5. Equality and diversity. We discussed the development of the LAS equality and diversity committee. We are cautiously optimistic about this new start up in view of the commitment of the LAS to reforming the organisation based on best practice in equality and diversity, but there is much to do and WRES2 cannot be fully implemented.

After so many wasted years it will take a long time to reform the LAS to make it a leader in equality and diversity. The Forum has concerns that when Melissa and Mark leave the LAS at the end of March that the impetus and leadership will be lost.

**End**