

MEETING WITH ELIZABETH ZOE PACKMAN– DIRECTOR OF QUALITY AND NURSING FOR THE LAS – February 3rd

ATTENDANCE: SISTER JOSEPHINE, KATHY WEST, MALCOLM ALEXANDER

- 1) Equality and Inclusion** – Zoe said the LAS is committed to ensuring that the needs of patients and staff with protected characteristics are met, and recognised that at the moment the focus of the LAS is too limited. We proposed that the champions for each protected characteristics are given an opportunity to report to the Board annually on their progress, as that this would ensure that progress is made for all groups: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

We also asked what steps are being taken to ensure that the members of the Board are fully trained, e.g. in safeguarding.

Roger Kline will be invited to a Forum meeting to discuss his report: Snowy White Peaks. Noted that the TDA appoints NEDS.

- 2) Bariatric Care** – Noted that the CQC highlighted the need to ensure that bariatric care is adequate from the point of view of training and equipment. Zoe has also looked at a complaint on this issue submitted by a member of the public. She is willing to meet the complainant on request.
- 3) Ride Outs** – We reported that our members would like to go on ride out to find out more about the effectiveness of the service on the front line. We will ensure training and DBS checks. This fits in well with the proposal for lay system of checking prior to the next CQC visit. Those doing ride-outs will also have to sign a form for the LAS agreeing to abide by their guidance.
- 4) Ambulance Queues Outside A&E** – We reported that Dr Andy Mitchell will speak at the June meeting of the Forum on resolution of this problem.
- 5) Sickle Cell Care** – We discussed the proposal for a 'Service Development Agreement' between the LAS and Commissioners. Fenella will lead for the LAS. We also discussed a pilot for flagging patients with SCD who are frequent callers and need a specialised service and pain control.
- 6) Learning Disabilities** – Zoe is keen to move forward to ensure that patients with LD get the right care. She shared her preliminary ideas to development this service.

- 7) **Infection Control Committee** – Dates for these meeting will be provided and papers sent in hard copy.
- 8) **Incident Reporting by Frontline Staff** – From the end of February incidents will be reported directly onto the Datix system.
- 9) **End of Life Care Training** – This will be a priority in 2016-17 for all front line staff.

February 3rd 2016

End