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ACTION LOG: Monday – JULY 14TH 2014

	DEFIBRILLATORS	Contact CCG to enquire about the roll out of defibrillators to all GP surgeries in London.	In progress
		Contact made with all Local Pharmaceutical Committees in London asking them to encourage pharmacists to install defibrillators and train staff in their use.	Actioned. Positive response.
		Robin Kenworthy asked what arrangements were being made about insurance cover for people who operate defibrillators.	In progress
		Lynn Strother agreed to raise the issue of extending the range of access to defibrillators with the General Pharmaceutical Council.	Response awaited from Lynn
	CAGED AMBULANCES	Robert McFarland, Chair of the LAS Quality Committee had written to the Forum stating	Request sight and access to vehicles used for the transport of mental health patients (discuss with head of

		the QC felt reassured that patients with serious mental health problems are being transported in vehicles which preserves their dignity and comfort and avoids the stigma	PTS).
	MENTAL HEALTH CARE - LAS	<p>Forum has emphasized to LAS MH Committee the need for effective training for all front line staff in mental health diagnosis and care.</p> <p>-Evidence requested that e-learning packages are effective.</p> <p>-Information requested on the extent of 'mental capacity training</p>	Minutes awaited from LAS MH committee for formal response. Kuda has already given detailed response.
	DEMENTIA CHAMPIONS	SL said that Kuda is keen to appoint some dementia champions and has some people lined up for the role. The mental health action plan is awaiting approval.	Agreed to discuss progress with Kudakwashe Dimbi, the LAS Clinical Adviser for mental health.
	HCPC involvement	Review of standards of conduct, performance and ethics	Invite HCPC early in 2015 to discuss the review of standards of conduct, performance and ethics
	PUBLIC INVOLVEMENT STRATEGY	<p>Seek details of the next stage of the strategy development.</p> <p>Encourage Trust Board members to interact much more with the public and service users. Agreed to seek advice from Bob McFarland on the best approach.</p>	<p>Seek update from Margaret Vander</p> <p>Contact Bob McFarland for advice</p>
	Cat C PERFORMANCE	Concern raised about compliance with contractual Category C targets: C1 – Reached patient within 20 minutes –	Forum's concern included in response to LAS Strategy document and forms part of response to the LAS Quality Account.

		<p>72.88%</p> <p>C2 – Reached patient within 30 minutes – 66.88%</p> <p>TARGET: C1 – 90% within 20 minutes, 99% in 45 minutes (from Clock Start)</p> <p>TARGET: C2 – 90% within 30 minutes, 99% in 60 minutes (from Clock Start)</p>	<p>Issue with LAS Commissioners and also raised with City and Hackney Urgent Care Board.</p> <p>Also to be raised in other Urgent Care Boards across London. Contact details to be obtained from Simon Wheldon: sweldon@nhs.net</p>
	LONDON'S 111 SERVICE	<p>-National launch of 111 service. Request to Niall Mc Dermott for information about launch. Follow up awaited from 111 leads at NHSE.</p> <p>Performance of Beckenham and Southall 111 services to be compared. Leslie and Malcolm to compare data.</p> <p>Invite Dr Sam Shah to speak at December 8th meeting of development of 111 service in London</p>	<p>"Will forward your email to colleagues who are and ask them to respond to you direct. Happy to help if no reply by (23 May)". Niall McDermott, Programme Manager: Urgent and Emergency Care Review, NHS England.</p> <p>Visit to be arranged to Beckenham to learn about progress since last visit.</p> <p>Barry Silverman to invite Dr Sam Shah to December meeting</p>
	HANDOVER DATA– TRANSFER OF PATIENTS FROM AMBULANCE TO A&E – JOINT MONITORING	<p>Send monthly handover data from the LAS commissioners to each Local Healthwatch in London so that they can take up any issues locally.</p> <p>Participate in joint visit to London's A&E departments to observe the process of patient handover from the LAS to the A&E clinicians.</p>	<p>In progress</p> <p>Final reports and recommendations awaited from Mark</p>

			Docherty
	LONDON'S COMMISSIONERS – 7 GROUPS	<ul style="list-style-type: none"> Request contact details from Mark Docherty. 	HAPIA directory in progress re London commissioners
	JANE CHALMERS - ANNUAL STAFF SURVEY -	<p>Enquire from the Metropolitan Police whether they had developed strategies to promote recruitment within London. Invite a recruitment lead from the MPS to a Forum meeting.</p> <p>Ask LAS if they recruited through job centres.</p>	<p>Contact made with Robin Wilkinson, Director of Human Resources, Metropolitan Police. Phone to get more information.</p> <p>Information awaited from Tony Crabtree, HR, LAS</p> <p>1) How many Paramedics and A&E Support workers are you currently recruiting 2) Where are you advertising jobs? 3) Do you recruit A&E Support Workers through job centres? 4) Do you target universities and schools for recruitment?</p>
	SHIFT WORK	Robin K reported that South East Coast Ambulance service had shortened shifts, introduced greater flexibility and included meal breaks into shift patterns.	RK to provide more information and Forum to discuss with LAS
	CQSEC REPORT	<ul style="list-style-type: none"> Request information on quality audit of calls to the LAS. 	<ul style="list-style-type: none"> Information requested from Sue Watkins, AOM, LAS. Will discuss with Lynn Sugg and Sue Watkins, AOMs
	KING'S COLLEGE HOSPITAL RE MENTAL HEALTH CARE	<ul style="list-style-type: none"> Highlight importance of de-escalation training for front line staff in A&E Inquire whether security guards were being used appropriately in relation to distressed patients in King's wards. 	<p>Jessica Bush at King's contacted re patient survey and very happy to collaborate with Forum.</p> <p>Jubilee Wing of Kings subject to PFI restrictions which may be causing delay in moving clinic to make way for new access to casualty.</p>

	<ul style="list-style-type: none"> • Discuss with King's carrying out a survey of mental health patients who had received care in the A&E • Monitor development of King's A&E MH service • Consider how other A&E mental health service could be monitored. 	Discussed with Briony Sloper, manager of King's A&E. Letter received from Nick Dawe, Chief Operating Officer of the Maudsley offering to address the Forum on progress with development of MH facilities at King's – Maudsley. MA to follow up letter and if necessary arrange meeting.
	MAJOR LAS SYSTEM BREAKDOWN OVER XMAS	Response awaited re outcome of Serious Incident report from Jason Killens and LAS Board.
	<p>CQC Visit to the LAS</p> <p>Asked CQC Inspector for explanation of areas of their report that are not consistent with performance and staffing. Asked CQC for response to the Forum's CQC focussed report. No reply from Inspector to two requests.</p>	Raised issue with James Titcombe, National Advisor on Patient Safety, Culture & Quality, CQC. Meeting to be arranged with Regional Director of CQC.