



ACTION LOG – MAY 2014 - www.patientsforumlas.net

ACTION	WHAT WE WILL DO
DEFIBRILLATORS	<ul style="list-style-type: none"> • Contact CCGs to enquire about the roll out of defibrillators to all GP surgeries in London. • Contact Public Health England to enquire if they have a strategic plan for the roll out of defibrillators across London.
MENTAL HEALTH CARE - LAS	<ul style="list-style-type: none"> • Emphasize the need for effective training for all front line staff in mental health diagnosis and care. • Ask for evidence that e-learning packages are effective. • Request information on the extent of 'mental capacity training • Emphasize government's policy of 'parity of esteem', especially in relation to the care of older people with mental health problems and/or dementia.
Cat C PERFORMANCE	<p>Prioritise response to Cat C calls in the Forum's response to LAS consultation on strategy.</p> <p>Category C was as follows:</p> <p> C1 – Reached patient within 20 minutes – 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>
LONDON'S 111 SERVICE	<ul style="list-style-type: none"> • Follow up the following issues: <ul style="list-style-type: none"> a) The quality of communications between the caller and the call taker. b) The effectiveness of telephone assessment. c) The ratio of health advisers to call takers. d) The quality of clinical advice Assessment of clinicians who provide clinical advice in 111 centres. e) The effectiveness of the services (pathways) available through the Directory of Services (DOS) f) The outcome of care provided when patients are transferred to clinical pathways. g) Audits of the 4 x 111 services across London. h) Ask for comparative data on the quality of 111 services across London and adjacent areas, e.g. Ashford, should be made available so that the public can see if 111 services in the wider area are working effectively. i) Request data to be placed in the public arena regarding the governance, assessment and outcomes of calls made to the 111 service including patient feedback on the service. • Leslie Robertson agreed to visit the 111 service in Southall run by Harmoni (Care UK) and to report back to the May meeting of the Forum. • Launch of the 111 service. Contact Niall McDermott, Programme Manager: Urgent and Emergency Care Review from NHS England for his opinion. • Urgent Care Working Groups – obtain contact details for the London groups
HANDOVER DATA–	<ul style="list-style-type: none"> • Send monthly handover data from the LAS commissioners to each Local

TRANSFER OF PATIENTS FROM AMBULANCE TO A&E – JOINT MONITORING	<p>Healthwatch in London so that they can take up any issues locally.</p> <ul style="list-style-type: none"> • 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.
LONDON'S COMMISSIONERS – 7 GROUPS	<ul style="list-style-type: none"> • Request contact details from Mark Docherty.
LONDON AMBULANCE SERVICE 5 YEAR STRATEGY	<ul style="list-style-type: none"> • Respond to consultation on LAS strategy
JANE CHALMERS - ANNUAL STAFF SURVEY -	<ul style="list-style-type: none"> • Request update in September on progress on issues raised by staff through the Annual Staff survey. • 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. • Ask LAS if they recruited through job centres.
CQSEC REPORT	<ul style="list-style-type: none"> • Request information on quality audit of calls to the LAS.
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. • Discuss with King's carrying out a survey of mental health patients who had received care in the A&E • Monitor the development of King's A&E mental health service • Consider how other A&E mental health service could be monitored.
FOUNDATION TRUST	<p>Ask the LAS to ensure that notices for Forum meetings are shared with LAS FT members.</p>

