**ACTION LOG – APRIL 8th  2019**

**Issues Arising from the March Meeting of the Forum on Mental Health**

1. **Outcomes of the Mental Health care three month review and evaluation.**
2. **Promote development of mental health care service to north west London**
3. **Substantially increase the level of training for from line staff in MH care to match level of need and demand.**
4. **Provide more public information about mental health care provided by the LAS.**
5. **Review questions asked by EOC about whether a person with mental health problems is violent.**
6. **Obtain information about long waits for patients in cars and ambulance outside places of safety and A&E.**
7. **Investigate current situation about the use of spot purchasing of mental health beds leading to long waits in A&E.**
8. **Development of specialized care for patients detained on s136 with the support of mental health nurses and Advanced MH paramedics.**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **BULLYING AND HARASSMENT OF STAFF**  The CQC report on SECAMB drew attention to bullying and harassment of front line staff. The annual LAS staff survey data indicated a lower level of bullying and harassment at the LAS and the Director of People and Organisational Development, Patricia Grealish has focussed on this issue. | Ask Derek Prentice, head of Unison for their national perspective on dealing with bullying and harassment. Contacts have also been made with local union leads. Agreed to consider holding a future meeting on the annual staff survey and invite Patricia to present. The Forum will also obtain information from Professor Duncan Lewis, who publishes research on workplace conflict, bullying, discrimination and destructive leadership. | Issue raised with Patricia Grealish with a suggestion of a meeting and a look at annual staff survey data. |
| **WORKING WITH LAS COMMISSIONERS**  LAS Commissioners, which represent all CCGs in London are no longer providing opportunities for the Forum to influence the commissioning of the LAS. This was previously made possible through CQUINs, but there is now no opportunity to exert an influence. | The matter has been taken up with Mark Easton, the Accountable Officer for North West London who arranged for Forum members to meet with Katy Neil and Lizzy Bovill to discuss resolution of the issue. | From Katy Neil: LAS Commissioner  I have spoken to  CQRG and would like to confirm the group would like to invite the patients forum to the meeting scheduled for May 2019. I will ask Charlotte to send on the confirmed date and location of the meeting. |
| **DEFIBRILLATOR BILL**  The excellent response from Dr Phillip Lee MP was noted. Many members have written to their MPs and received positive responses, but it was recognised that encouraging MPs to be present during the next reading of the Bill in Parliament. on March 15 was the priority. | Ask members to contact their MPs re support for the Bill when it returns to parliament on March 15. | Many members wrote to MPs Joseph tweeted. MA to sent to members, LAS and Healthwatch  Bill **not** taken to second reading on March 15. Attempting to get response from House of Commons. |
| **MEETING WITH ONKAH SAHOTA**  [**www.london.gov.uk/sites/default/files/london\_ambulance\_report\_final.pdf**](http://www.london.gov.uk/sites/default/files/london_ambulance_report_final.pdf) | The Mayor will formally respond to the issues raised in the Health Committees report on the LAS in February/March 2019 –  Onkar agreed to write to the LAS CE re Brexit issues. Reminders have been sent  Concerns about impact of Brexit on the NHS and the consequent impact on ambulance services.  e.g. handover delays. Reminder sent to Onkar. | Request copy of Mayor’s response. Request made to Lucy Brant. 3/4/19    Raised Brexit issues with Professor Willet at NHSE. Letter sent on 11/3/19 and on website.  Response in papers for April meeting. |
| **LAS STRATEGY** | Concern that LAS intend to substantially decrease conveyances to hospital, whilst their vehicles are stuck outside A&Es because of bed shortage and discharge delays - when demand on the LAS is continuing to rise exponentially.  Are Pioneer Services funded? NO – DISPUTE WITH CCG.  Are STPs signed up to Strategy? Heather said that CCG are signed up to strategy.  Are there KPIs regarding re conveyancing targets?  Are there conveyancing targets? | Garrett Emmerson and  Heather Lawrence and Garrett Emmerson invited to May meeting of Forum to discuss Strategy and other key issues.  Request sent to commissioners re their position on strategy, conveyancing and KPIs. |
| **AMBULANCE QUEUING BY BOROUGH AND LEVEL OF INEQUALITY** | Re variation of ambulance response times between London boroughs - important to align with inequality data for each borough, to determine whether need and demand for urgent and emergency care were related the level of inequality and whether, if demand was related to the level of inequality, LAS resources matched local need (Inverse Care Law). Archie Drake working on this data analysis. | Data recieved on this issues from Athar Khan.  Newsletter to be produced demonstrating current problems, e.g. rising problems with one hour plus waits for A&E handover by the LAS. 900+hours in February. |
| **FOUR HOUR A&E TARGET** | Noted that the Royal Society of Emergency Medicine has written to Simon Stevens to condemn the support of NHSE for the abolition of the four hour target, which is contained in their 10 year plan. | Write to NHSE to oppose the proposed abolition of the 4 hour target. |
| **FUNDING OF FORUM** | Onkah Sahota asked to support funding of the Forum by the GLA - administrative staff or staff to carry out research. Staff would considerably increase the capacity of the Forum to scrutinize the LAS. | Onkah agreed to raise this issue with the Mayor’s team to see if funding could be made available.  Reminder sent to Onkah 3/4/19 |
| **MATERNITY SERVICES DEVELOPMENT** | **Forum asked to provide member to sit on LAS maternity services development group.** | Jan Marriott agreed to represent the Forum on the LAS maternity committee. Beulah agreed to attend as second representative.  Amanda Mansfield advised and dates requested several times. |
| **CARE FOR HEAVILY INTOXICATED PATIENTS AT RISK OF HARM** | a) Enquire from NHSE re national funding of alcohol recovery projects.- OK. Done  b) Contact All Party Parliamentary Group on Alcohol Harm – in progress.  c) Request information from A&Es and RCEM re impact of heavily intoxicated patients. | Detailed response obtained from CCG to FOI and summary from LAS AGM and from Garret Emmerson. Attached to minutes of February meeting.  CARU research papers received.  Issue included in Forum priorities for 2019 |
| **BULLYING AND HARASSMENT OF STAFF** | Mike Roberts raised issue of bullying of staff, which has been highlighted at the South Coast Ambulance Service. Suggested a meeting with the LAS union to discuss this issue, and to identify if they are satisfied with the action being taken to deal with bullying of staff. | Meeting sought with Unison  Two requests made  Possible meeting later in the year with Patricia Grealish.  Meeting requested with Patricia |
| **SOUTH EAST 111 SERVICE**  **NORTH EAST 111**  North East London 111, Maritime House 1 Linton Road Barking , IG11 8HG | Members observations to be carried out in March and April 2019  Also Focus Group and joint work with Healthwatch pan-London to be planned  Issue raised with Alvin – Healthwatch England | 8 members agreed to attend visit to 111 centre in Croydon during March/April. 6 have attended so far.  Centre covers south east London. Theme is mental health care.  Meeting to be held with Clinton Beale, LAS re 111 in north London and Hackney HW |
| **EMERGENCY OPERATIONS CENTRE**  FUTURE VISITS | Visits to EOC run on a Tuesday, Wednesday and Friday alternating weekly between Waterloo and Bow 9-1pm or 1-5pm – 2 Visitors per day 1 in the morning/ 1 afternoon. | Six members signed up to attend in March. Three more to attend in April.  Theme: care in a mental health crisis. Met with Charlotte Mitchell  from Mind to discuss questions.  Meet again on April 3rd. Reports being prepared. |
| **EQUALITY AND DIVERSITY IN THE LAS** | Formed Equality and Diversity Task Group.  Terms of reference agreed.  Data requested on racial diversity of Emergency Ambulance Crew during the past five years, and those EAC that are currently studying to become paramedics through the LAS Academy and other routes (question from Audrey) | Contact being made with organisations demonstrating good practice and will feed into the LAS Equality Committee in March. Plan work programme. Draft report on meeting available.  Data requested from LAS re EACs from Chris Randall  Report from Audrey and Beulah going to April Forum |
| **ACCESS TO LAS BOARD PAPERS** | Full response to FOI awaited from Philippa Harding head of governance for the LAS. | Heather Lawrence has agreed to supply hard copy to the Forum, and were provided for the March 2019 meeting. |
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| **PATIENT SPECIFIC INFORMATION– PSIs** | PSP leaflet ready for distribution. | Leaflet finished and ready to be distributed. Distribution plan need to put into action. |
| **FORUM ANNUAL PRIORITIES - 2019** | Priorities agreed and being actioned. End of life care section may need slight revision by Angela and  Care of people with epilepsy – it was agreed to examine this issue in more detail with Forum members who have personal knowledge of the condition. | Allocate priority areas to members of the EC and other Forum members. |
| **PRISONS AND SECURE ENVIRONMENT**  **Access to Prisons and Immigration Removal Centre for Emergency Call** | LAS data not available which records the time taken from arrival to patient contact and leaving prison or IRC.  FOIs to prisons, IRCs and youth offender centres re time for ambulances to reach seriously ill patients.  Contact Department of Health re policy on use of the 111 service by detained people. Dov provided DH contacts (Jacqui Jedrzejewski and Debrah Al Sayed). | Wrote to Lyn Sugg in EOC for update on MoU and ARP  “This would not necessarily be about ARP: call from Prisons where information is available are triaged as with any call.  Where that information is not available, the calls are CODE1 – Blue, which is a CAT1 and Code 2 Red, which is a CAT2.  Most such calls are CODE Blue”  Letters sent to Home Secretary and Prison Minister requesting data and action to ensure rapid access to patients in prison. |
| **LAS COMPLAINTS AUDIT** | **Review of Complaints**  Beulah East, Adrian Dodd and Malcolm from the Forum, Heather Lawrence, Chair of the LAS, Gary Bassett, Head of Complaints and Kaajal Chotai, Deputy Director of Quality, Governance and Assurance. | Reviews are taking place more regularly and the Forum has access to the complaints two days in advance of the meeting with Heather, Gary and Kaajal.  The complaints charter is now made available to every complainant to the LAS.  New date requested from Heather on April 2nd. |
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