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**ACTION POINTS – JULY 15TH 2015**

1. **SERVICE USER INVOLVEMENT IN PARAMEDIC EDUCATION**

Members had been sent forms for offers of assistance to Vince Clarke, to be involved in training and development for staff who want to become HCPC registered paramedics. Electronic version of form located at: <http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/screen_shot_2015->

04-17\_at\_15.24.46.png.

**ACTION: Vince Clarke has been asked to update the Forum.**

Thanks for your continued interest and support regarding the new London Ambulance Service HCPC Paramedic Programme. The approval visit took place last week and two members of the Patients’ Forum, Mary Leung and Bridget Baker, attended a short meeting with the HCPC panel.

The event ran very smoothly with all of the meetings giving the HCPC visitors the information that they required to make decisions regarding the approval of the Programme. **Informal feedback** was given by the HCPC visitors at the end of the event.

1. **COMMISSIONER’S CQUINS FOR THE LAS**

Commissioners were due to hold a service planning meeting with the LAS in May to discuss the new performance framework for both the quality schedule and CQUINs. Katy Neal asked for update and whether Forum can attend the joint Commissioner:LAS Clinical Quality meetings. Response was as follows and a further update is awaited:

“The proposal is that the responsibility for monitoring CQUINs will fall to the LAS Commissioning Team with authorisation through the CQRG. CQUINs will be monitored on a monthly/ quarterly basis in line with the mechanisms agreed under each initiative.  CQUINs will be considered achieved or otherwise on a quarterly basis following receipt of the required evidence from LAS and discussion with a working group of clinical commissioners. CQUINs will be formally agreed as achieved at CQRG meetings a month in arrears of the end of each Quarter. Formal correspondence will be sent to CCGs to inform them of progress. Monthly meetings will be held between LAS and the LAS Commissioning team to provide on-going update on a variety of performance metrics incl CQUINs to ensure early warning and mitigation against issues of impact.

**ACTION: Elizabeth Ogunoye asked to update Forum on monitoring of CQUINS and attendance at joint LAS:Commissioner meetings. Response awaited.**

1. **FALLS TEAMS**

Alan Hay (LAS) reported that when patients have falls that in some boroughs they are referring directly into either borough falls teams or ‘single point of access’ teams who forward on. This is happening in Wandsworth, Kingston and Richmond, Merton and Sutton, and Enfield”. The LAS are also in discussion with colleagues in Barking and Dagenham, Havering, Redbridge, Lewisham and Lambeth and there evidence of a significant increase in referrals from front line staff to falls teams in these boroughs.

**ACTION: Alan Hay, Emergency Bed Service Manager asked to update Forum on progress. Response awaited.**

1. **EQUALITY AND DIVERSITY**

Malcolm is preparing a report on diversity issues amongst paramedics in the LAS. The report will be discussed with the LAS in July.

**ACTION: Report is being edited. Will be available for September meeting of the Forum. Will be shared with LAS**

**prior to publication.**

1. **ROLE OF THE TRUST DEVELOPMENT AUTHORITY [TDA] SEAN OVERETT**

Sean presented to the May meeting of the Forum.

**ACTION: Sean’s presentation is on the Forum website: http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/presentation\_introductiontda\_april2015 (so).pptx.**

**Sean agreed to attend Forum meeting to respond to questions in person. Written response was attached minutes of the June meeting.**

1. **QUESTIONS TO THE LAS BOARD – JUNE 2015**

**ACTION: LAS Response to Forum questions attached to the July 2015 minutes.**

1. **PARAMEDIC PRESCRIBING CONSULTATION**

Consultation details: <https://www.engage.england.nhs.uk/consultation/independent-prescribing-paramedics>

**ACTION: Tim Edwards from the LAS Medical Directorate to speak at July forum meeting on paramedic prescribing.**

1. **IMPROVING FORUM MEETINGS**

A survey of members being carried out to find how members would like to improve the way that the Forum is organised. Natalie Teich agreed to analyse results of the survey.

**ACTION: Encourage members to return questionnaire**

1. **CQC INSPECTION OF THE LAS**

Report had been produced for the CQC inspection based on Forum member’s comments. The report had been given to the CQC and is on the Forum website. The Forum will be invited to the CQC summit when the draft report is ready.

**ACTION: Details of publication date and summit requested for CQC inspection report. CQC replied – date not yet known.**

1. **SPIRITUAL SUPPORT FOR FRONT LINE STAFF**

**ACTION: Margaret Luce asked for details of the LAS approach to providing spiritual support for staff.**

“I asked Tony Crabtree about this question, as I wasn’t sure of the current position.  We have always had a

Chaplain at the LAS since I’ve worked here (14 years) but I was aware that the latest one had recently left. Tony confirmed that we have offered spiritual support for staff for many, many years, by way of a Chaplaincy service provided free of charge by London City Mission.  Tony doesn’t know the origin of the relationship being established; it started years ago, and he doesn’t think there is any formal arrangement.  Tony also confirmed that our latest Chaplain, Neil, has recently left.  He doesn’t know whether we have been offered someone else by the Mission, but he does not think we have a Chaplain at the moment. However this arrangement needs to be reviewed in any case, as (as far as Tony knows) the provision was not multi-denominational, let alone multi-faith.  He is trying to identify someone who can look into this and ensure we have spiritual support provision for staff which is more inclusive of other religions and beliefs. In the meantime we still have all our other support mechanisms in place for staff, including LINC, counselling services and the employee assistance programme. I hope that helps.  I can keep you updated of any developments, if that would be helpful. Best wishes Margaret Luce”

**11) AGM will be held in October. Plans for a large meeting at City Hall.**

**ACTION**: Joseph Healy to book room if possible. Invite David Prior (Minister for Emergency Services) and Liz Kendal who was previously closely involved in ambulance service development.

1. **Forum Priorities for 2016-7.**

**ACTION:** Begin process in July and finalise in September 2015.

1. **Non Executive Directors.**

**ACTION:** Agreed to seek meeting to discuss Forum priorities.

1. **BARIATRIC CARE**

**ACTION: Nick Sillett asked** whether new ambulance are suitable for bariatric patients. Also check on training re care and

treatment of bariatric patients.

1. **PATIENT INVOLVEMENT IN CROYDON**

**ACTION:**

1. Check TDA and CQC reports on Croydon University Hospital.
2. Proposal: Joint BME Forum and Patient Forum meeting in Croydon proposed to encourage more people to participate. Invite Croydon HW, CQC, TDA, local advocacy organisations, Cllr Maggie Mansell – Chair of Health and Wellbeing Board, Action against Medical Accidents, MPs and the Overview and Scrutiny Committee.
3. Check PLACE assessment and results.
4. **REUSE OF BLANKETS OF FRONT LINE STAFF**

5.1 Noted that despite repeated requests from the Forum, that the LAS

are still reusing possibly infected blankets, which have the potential to

infect other patients with MRSA, C.difficile and other infections. The

Chief Medical Officer of the DH, Sally Davies advised in 2013 that this

practice was unacceptable. Janet expressed her disgust that this

practice was continuing. Agreed to raised issue with the LAS Board and

the LAS commissioners. If response is not adequate raise issue with

Simon Stevens, NHS England.

**END**