

ACTION LOG – OCTOBER 9th 2017

OBJECTIVE	PLAN	PROGRESS
TETHERING Could the 'tethering trial' potentially put patients at risk because ambulance queuing would not allow the release of vehicles in some areas, causing even longer delays for patients?	How will tethering deal with situation where demand is clearly rising, but a 2% reduction in demand is sought and that should EDs close in west London, that ambulance would have to travel even greater distance, for example to Northwick Park, Hillingdon and West Middlesex Hospitals.	Meet Paul Woodrow to discuss Tethering project and issues raised by Forum members.
LEARNING FROM STAFF	Members suggested that a feedback group was needed so that all staff could feedback their ideas and concerns to the LAS, to promote service development and receive feedback on how their ideas have changed services.	Issue raised with Trisha Bain. Discussion at our meeting with her on October 26 th
COMMAND POINT OUTAGE Jan 1 st Outage. Single death identified. Inquest on September 19th	Update requested on progress with recommendations from the IT report. Risk register associated with these recommendations requested. Ross unwilling to share outcome till Board meeting on October 2 nd .	Ros Fullerton to Board on October 2 nd . Paper available on request. Inquest attended by Beulah East – report in papers for October meeting.
COMPLAINTS CHARTER A Complaints Charter being developed in Hackney was offered	Discussions continue on appropriate wording and presentation. All LAS amendments from Gary Bassett	Final draft Charter to be represented to Gary Bassett and Trisha Bain. Will be put to LAS Board on October 31 st

to the LAS as a potential signatory.	accepted.	
<p>MENTAL HEALTH</p> <p>a) Police and Crime Act 2017 – Noted that this Act requires the police when detaining a person under the s136 of the Mental Health Act to seek advice and support from mental health professionals.</p> <p>b) Campaign for parity of esteem for patients in mental health crisis.</p>	<p>a) Promote employment of LAS Advanced MH paramedics.</p> <p>b) ‘Parity of esteem’ between mental and physical health raised consistently by Forum with LAS and Commissioners</p>	<p>Meeting with the Healthy London Partnership August 29th attended by 16 members and LHW. Many issues raised including classifying long waits for patients requiring mental health care as Never Events. Case to be made to NHS Improvement.</p>
<p>Cat C RESPONSES – DOWNGRADING OF TARGET.</p>	<p>LAS and Commissioners have changed the Cat C targets in a way that substantially reduces response time for patients and falsely shows the LAS as achieving much higher levels of response against Cat C Targets, whereas in practice performance is much worse.</p> <p>The Forum is concerned that the lower targets will cause harm to patients by delaying patient care.</p>	<p>Meeting held with Chair of CQRG Dr Johal and Elizabeth Ogunoye, Deputy Director for LAS Commissioning and NWL Provider Performance on August 15. No explanation for downgrading of targets.</p> <p>Overtaken by ARP. Meeting on ARP to be held at LAS Forum meeting on October 9th 2017</p>
<p>DEFIBRILLATOR CAMPAIGN</p>		

<p>a) Campaign to encourage Boots to install defibs in their stores.</p> <p>b) Campaign for all schools and colleges to install a defib and train students and staff</p>	<p>a) Boots refused to install unless 3rd parties pay. Will pay for installation only</p> <p>b) Arrange for installation and training at Westminster Cathedral.</p> <p>c) Encourage Council in London to install defibs in schools and colleges. Every council in London written to.</p>	<p>a) Boots position is changing slowly. Correspondence with Lord Toby Harris in papers for October Forum meeting.</p> <p>b) Invite Vice President of Boots to December meeting of the Forum.</p> <p>c) Now running pan London campaign on defibs in schools and colleges. Every Council Leader, CE, Chair of OSC and HWBB, PH Director and local Councillor contacted on July 6/7. FOIs sent to non-responders. Data collected for most councils.</p> <p>d) Meeting arranged by Dave Payne with MP for Southwark on October 5th</p>
DIABETIC CARE		
<p>Joint meeting held with Diabetes UK and LAS in November and public meeting with high turnout.</p> <p>Objective to improve emergency care for patients with type one diabetes agreed</p>	<p>a) Detailed report produced on outcome of joint DUK+LAS+Forum meeting.</p> <p>b) Issue re ketone measurement included in LAS clinical strategy.</p> <p>c) Other recommendations being implemented to be discussed.</p>	<p>Presentation to LAS AGM included details of this co-production work between the LAS and Forum.</p>

AMBULANCE QUEUING		
<p>a) Ambulance queues outside of A&E continue to grow</p> <p>b) Forum committed to abolition of all ambulance queues.</p> <p>c) Campaign needs to be extended and expanded during 2017 to achieve Forum's objective.</p>	<p>a) Data shows significant deterioration at 14 A&E across London cause potential harm to patients who are queuing in ambulances or waiting for ambulances after road accidents or at home with serious health problems.</p> <p>b) Daily dataset obtained showing daily breaches.</p> <p>c) Commissioners trying to conceal information produced by the LAS about ambulance waits from Forum.</p>	<p>a) Issue raised with Mayor of London – Followed up by assembly Member Emily Pidgeon. Mayor agreed to meet Forum and LAS</p> <p>b) Compile a data set of local information on breaches</p> <p>c) Ask Assembly Members for their support and to refer to the Mayor's Health and Wellbeing duty and raise the issue with:</p> <ul style="list-style-type: none"> • Local Healthwatch • AGMs of London's CCGs • GLA Health Committee • London Councils (pan London representative body) • Overview and Scrutiny Committee of most affected boroughs and with joint OSCs • Jeremy Hunt <p>c) CCG has withdrawn access to data about long handover waits. No validated data available for public</p>

		scrutiny.
EQUALITY AND INCLUSION (E&I) IN THE LAS		
a) Equality and Inclusion is a priority in the LAS/CQC Quality Improvement Plan. Long history of failure re equality and diversity with regard to race equality and most other protected characteristics.	<p>a) Concerns that progress will slip back when they leave LAS. New HR director appointed and Melissa will extend employment with the LAS.</p> <p>c) Forum proposal for Race Equality VIP award not acted on in 2017 but LAS claims it will be in 2018</p>	<p>a) New Equality and Diversity committee to meeting on October 9th. Forum unable to attend. Kathy West stepped down.</p> <p>b) New head of HR Patricia Grealish and Melissa Berry spoke at September Forum meeting.</p>
REVIEW OF COMPLAINTS SYSTEM		
Comments received from the Forum suggest that complaints leaflet is too complicated and needed to be presented in much simpler language. The amount of time taken for LAS to deal with complaints needs to appear much earlier in the documentation. It is anyway a very lengthy process.	Meeting arranged with complaints team, Trisha and Briony re complaints investigation.	Confidentiality document to be completed and then arrange new dates for visits. Long delay. Want the Forum to have access for only two members. We have disputed this. Trisha Bain putting pressure on for resolution.