

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

## ACTION POINTS – JANUARY 2016

KEY ISSUE	DETAILS	ACTION
Front Line Staff morale	Improved conditions of service for frontline staff to enable them to live in London.	Ask for support of the London Mayor and Dr Sahota.
Equality and Diversity	Essential for the LAS to promote careers in the LAS through active strategic engagement with six-forms in schools.	Raise with Margaret Luce and Tony Crabtree.
AMBULANCE QUEUING	Executive Committee to plan campaign to eradicate ambulance queuing in 2016 and include: close monitoring of ambulance waits; an action plan; advise candidates who stand for London Mayor: formal letters to Boards of relevant acute Trusts; publication of queuing figures.	Request support of all London OSC - Overview and Scrutiny Committees.
Sickle cell meeting  <b>KEY PROBLEMS</b>	<ul style="list-style-type: none"> <li>-Time taken for ambulance to respond to a 999 call</li> <li>-Ensuring a reasonable waiting time for a person in significant pain</li> <li>-Improving pain management</li> <li>-Being treated as if you don't need pain control</li> <li>-Taken to the wrong hospital - not where you are usually treated</li> <li>-Being taken to a hospital well outside your area</li> </ul>	<p>These issues have been highlighted with Fenella Wrigley, Medical Director and with Elizabeth Ogunoye, Director of Quality and Nursing.</p> <p>Joint meeting requested with all parties (January 8<sup>th</sup> 2016)</p>
Sickle cell meeting  <b>STAFF TRAINING</b>	Develop opportunities for people with SC to participate in staff training.	Raise with Margaret Luce, public involvement lead.

Sickle cell meeting <b>CARE PLANS</b>	Promoting the use of SC passports or agreed care plans to improve clinical care. National Haemoglobinopathy Register could be used to assess quality of services and develop a system of providing care plans to those on the register.	Discuss with SCS and Dr Anne Yardumian, Chair, UK FORUM ON HEAMOGLOBIN DISORDERS:
Sickle cell meeting <b>PATIENT EXPERIENCE</b>	Produce podcast using the experience of those who suffer sickle cell crises as a training tool for staff.	Discuss with training section of the LAS
Sickle cell meeting <b>CQUIN</b>	CQUIN should be developed between LAS and commissioners to ensure care is substantially improved for people who suffer a SC crisis.	Discussed with Elizabeth Ogunoye. SCS has written to EO detailing needs of people with SC.
Sickle cell meeting <b>COMPLAINTS</b>	LAS seeks to be open and transparent and welcomes complaints	Raise issue with the Patient Experience Department
Sickle cell meeting <b>SC WORKING GROUP</b>	Establish SCS – LAS working group to optimise clinical practice and challenge the causes of stigma experienced by people with SC.	SCS and LAS to discuss and develop.
<b>PATIENTS WITH LEARNING DISABILITIES</b>	Members requested details of care provided by LAS to people with learning disabilities. PF to discuss with Zoe Packman, Dir of Quality and Nursing	Elizabeth Ogunoye asked to consider LAS CQUIN for improved care to patients with learning disabilities. Discussed with Zoe Packman who is very interested in focussing on this patient group.
<b>STAFF SURVEY</b>	New survey carried out in Autumn 2015.	Tony Crabtree from HR asked for meeting re details of outcomes following action by the LAS to tackle the issues raised by staff.
<b>COMPLAINTS</b>	Elizabeth Ogunoye reported that a 'deep	Update requested from Gary Bassett and Elizabeth

	<p>dive' into complaints is taking place and the results will be presented to the Clinical Quality Review Group.</p> <p>2) Could LAS produce more information about how to make complaints when patients have had poor care?</p>	<p>Ogunoye. Report awaited.</p> <p><b>We haven't had the complaints deep dive come to CQRG. We will send you the presentation when it happens (8/1/16)</b></p> <p>2) Raised need for publicity about making complaints to be produced with Zoe Packman, Director of Quality and Nursing. 3) Produced Forum leaflet for distribution to service users.</p>
<b>MEMBERS SURVEY</b>	Natalie Teich has analysed results.	Response prepared to members proposals and will be presented to December Forum. Hard copy attached.
<b>LAS PERFORMANCE – CQUINS (Commissioning for quality and innovation)</b>	Forum requested details of service improvements consequent upon the implementation of CQUINS, i.e. so that we can see how patient care is improving.	Update requested from commissioners – Stuart Ike. Forum proposals include sickle cell care and care of people with learning disabilities.
<b>FAITH SUPPORT FOR FRONT LINE STAFF AND ADVICE REGARDING RESPECTING THE FAITH OF PATIENTS</b>	<p>Tony Crabtree leading work on developing multi-faith arrangements for supporting staff.</p> <p>2) Recommend that Harbhajan Singh be invited to become a lay faith adviser on the LAS Equality and Inclusion Committee.</p>	Equality and Inclusion now in Tony Crabtree's team. Meeting requested on January 22 <sup>nd</sup> .
<b>FORUM MEETING 2015</b>	Invite Dr Onkar Sahota, Chair of London Assembly Health Committee to December meeting at City Hall.	Dr Onkar Sahota, London Assembly, has agreed to speak at February 8 <sup>th</sup> 2016 meeting at LAS. Review date re access to GLA.
<b>BARIATRIC CARE</b>	Does LAS have adequate and appropriate ambulances in the fleet to provide the right care for bariatric patients? Is there specific	Zoe Packman asked to review complaint about bariatric care. Forum to seek more information about care provided from patients who

	and sufficient training re care and treatment of bariatric patients?	have used service. Issue highlighted in the CQC report.
<b>DEFIBRILLATORS</b>	Forum meeting with Mayor of Southwark and Southwark Diocese of the Catholic Church.	a) Update requested from Dora Dixon Fyle and the Southwark Diocese. b) Agreed to raise issue about VAT on defibs. c) Fenella reported on significant progress with installation of defibs in London and development of d) Good Sam App being introduced to enable lay people and ambulances to respond better to cardiac arrest. e) Promote defibs and training in local schools.
<b>EQUALITY AND INCLUSION COMMITTEE-LAS</b>	Kathy reported on the continuing failure of the Committee to consider the needs of people included within the scope of most protected categories of the Equalities Act. Kathy and Malcolm would prepare a report on the failure of the LAS to address equality and inclusion issues. Questions were put to July LAS Board meeting.	Discussed with Fionna Moore, Zoe Packman and Tony Crabtree. Agreed to share Forum's report before publication.  Patient Forum statement agreed at the December meeting is attached.  Place LAS Equality and Inclusion minutes can be placed on the Patients' Forum website.
<b>HANDOVER WAITS AT A&amp;E</b>	a) Seek meeting with NHS England to discuss action to stop unacceptable waits.  b) FOIs to all trust and CCGs with one hour plus waits requesting a copy of their Serious Incidents investigations into these waits. Request sent to Northwick Park.	a) Letter sent to Prof Keith Willett, NHS England, re long wait for patients in ambulances outside A&E departments. Response received and is attached.  Response to Forum's FOI to Northwick Park Hospital received and information being analysed before further action.

