** ACTION LOG – FEBRUARY 13th 2017**

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| **CAMPAIGN PLANS FOR 2017** |  |  |
| Prepare action plan for 2017 | Present plans to Forum with EC leads | Available for the February 2017 meeting |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| a) Campaign to encourage Boots to install defib in their stores.  b) Continue campaign for installation of defibs in places of worship | 1. John Lewis agreed to install but difficult to get update. 2. Boots responded but no promise of action. 3. Initiate poster and media campaign if response is negative 4. Arrange defib installation and training at English Martyrs church and Westminster Cathedral. | Extended campaign to Boots the Chemist. Initial response received. Written to 7 directors of Boots. **Second letter send to Chief Operating Officer in January 2017**   1. Boots will install 4 defibs. Claim to have others but won’t say where or how many 2. Prepare campaign leaflets 3. Contact Father Tom at English Martyrs for training session and installation of defib. |
| **DIABETIC CARE** |  |  |
| Joint meeting arranged with Diabetes UK and LAS in November | 1. Excellent meeting with Diabetes UK and LAS. High turn out and many valuable recommendations. 2. Data requested from all ambulance trusts relating to diabetic care. All but one Trust denied any SI regarding diabetes.   LAS has provided data requested | 1. Detailed report on outcome of joint DUK+LAS+Forum meeting. 2. Meeting held with Jaqui Lindridge and Roz Rozenblatt on January 19th. Report to follow. 3. Preparing programme of action re diabetic care for 2017 4. Issue re ketone measurement included in LAS clinical strategy. 5. Arrange meeting between bereaved family and the LAS. Waiting for consent of family. |
| **STP MEETING** | **STRATEGIC** | **TRANSFORMATION PARTNERSHIP** |
| Meeting held on impact of STPs on LAS. Final STP plans published end of December.  Concerns about further underfunding of the LAS and requirement from CCGs that DEMAND IS REDUCED BY 5%.  Ambulance queues are growing outside A&E and alternative care pathways are rarely visible for front line crew. | 1. Write to all STPs demanding assurances that LAS budget will be increased to meet demand. Use FOI to gather information on plans to meet rising demand. Very little information coming back from STPs 2. Arrange meeting with Chair of London Assembly Health Committee – Dr Sahota – no reply 3. Each STP sector allocated LAS NED and executive director Briony Sloper - NE, Fionna Moore - NW, Paul Woodrow- SE, Karen   Broughton – SW. | 1. Publicise impact STP related cuts to LAS services and rising number of ambulance queues and delays. 2. Requests made to 5 STPs, LAS, Commissioners and CCGs for more information about potential impact of STPs on ambulance services. 3. Arrange public meeting with Dr Sahota at City Hall. Request has been made. 4. Detailed questions submitted to all CCGs in London on Feb 3rd. |
| **AMBULANCE QUEUING** |  |  |
| Forum committed to abolition of all ambulance queues. | Current 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. | 1. Begin major campaign in 2017. Forum members asked to participate in monitoring of ambulance queues. Healthwatch will be asked to participate in ambulance queue analysis by speaking to paramedics in ambulance queues outside A&E’s across London. 2. Raise issue with Mayor of London 3. Elizabeth Ogunoye, for commissioners has assured Forum that his is a major priority for NHSE. |
| **CQC REPORT ON THE LAS –** | **SPECIAL MEASURES** |  |
| a) CQC will return to inspect LAS in February 2017. Progress report on PF and LAS website for December 2016. Describes delivery of the LAS Quality Improvement Plan and achievements following the CQC inspection and Special Measures. | 1)http://www.londonambulance.nhs.uk/about\_us/how\_we\_are\_doing/care\_quality\_commission\_inspec.aspx  2) CQC notice to LAS re governance of drugs used by paramedics.  3) Contact made with CQC inspectors. | a)Forum produced report on progress with meeting CQC requirements. Meeting with CQC inspection leads. Report presented.  b) Report will go the Forum meeting in February. |
| **EQUALITY AND INCLUSION (E&I)**  **IN THE LAS** |  |  |
| 1) Equality and Inclusion is a priority in the LAS/CQC Quality Improvement Plan.  2) Forum report on Equality and Inclusion submitted to LAS and CQC – 12 year study. On website | a) Progress with equality and diversity shown in report to January 2017 meeting.  b) Meeting held with Melissa Berry and Mark Hirst re progress and report attached.  c) Mark and Melissa leaving in March 2017.  c) Janice Markey returns in January  d) Concerns that progress will slip back when they leave LAS | a)New Equality and Diversity committee to meet on January 31st 2017.  b)Kathy West and Malcolm Alexander met with Sandra Adams, Melissa Berry and Bob Mc Farland to discuss the re-establishment of the E&D committee. Terms of Reference to be rewritten. |
| **SICKLE CELL CARE AND TREATMENT** |  |  |
| Forum continuing to raise issues about quality of sickle cell care. Progress is very positive. | Sickle cell CQUIN being successfully implemented. Large number of people involved in survey work. CARU carried out large survey of PRFs and service users and report is attached to January papers.  People with sickle cell invited to participate in training film to be made by LAS. | a)Training programme for frontline staff being developed. Users of service invited to participate.  b)NHSE funded project is being developed by Margaret Luce’s team and Merton Sickle Cell Group. Contacts provided with Merton Group to establish Focus Groups. Two focus groups held with Merton sickle cell group. Very successful.  c) Kye Gbangbola – Chair – Sickle Cell Society attended January meeting of Forum and described progress. |
| **BARIATRIC CARE** |  |  |
| a) Included in CQUIN for 2016/7  b) Forum to suggest ways of monitoring bariatric care from patient’s perspective. Other member sought to join committee. Contact is: | MA attended Bariatric Working Group on October 5th led by Kevin. Members attended meeting on Bariatric care on October 20th. | a)Report from LAS on progress with bariatric care development now received and sent to members.  b) Bariatric team not responding to Forum emails about progress with bariatric care plan. |
| **Elections to the Forum Steering Group** | Invite members to stand for Chair, Vice Chairs and Steering Group.  Prepare statement of responsibilities  Ensure local Healthwatch is aware of election. |  |
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