

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

ACTION LOG – MARCH 13th 2017

ANNUAL STAFF SURVEY	To be published on March 7 th	Mark Hirst, Workforce Director will speak at March 2017 meeting re survey
FORUM'S PLAN FOR ENHANCED URGENT AND EMERGENCY CARE – 2017	DISTRIBUTED TO LAS, CCGs and Commissioners	<p>a) Ensure that Overview and Scrutiny Committees are asked to support the plan and monitor progress in their own areas.</p> <p>b) Ask Anne Rainsberry for support and implementation. Head of London branch of NHS England.</p> <p>c) Highlight that social care is at the centre of the plan alongside healthcare.</p> <p>e) Focus on the urgent need for the LAS and acute services to work with 'out of hours' services and GPs.</p> <p>f) Consider the model used in some A&Es for social workers and paramedics to</p>

		<p>work in A&E to ensure that patients are cared for and admitted or discharged using best practice.</p> <p>g) Promote the Frimley Park model of safe houses for people with mental health problems.</p> <p>h) Campaign for paramedics and 111 to have access to patients' medical records to ensure accurate diagnosis and appropriate care.</p> <p>i) Ask Sadiq Khan for support for the Forum's plan.</p>
BREAKDOWN OF LAS CAD SYSTEM ON JANUARY 1ST	<p>a) Delays in getting answers to the Forum's questions. Offer from LAS to observe investigation has been renegeed on.</p>	<p>a) Trisha Bain agreed to raise with Andrew, the lack of communication with the Forum</p> <p>b) Reply received on February 17th 2017 with apology from Andrew. Meeting arranged with CE on 8/3/17</p> <p>b) Planned outages being used to test CAD system.</p>
DEFIBRILLATOR CAMPAIGN		

<p>a) Campaign to encourage Boots to install defibs in their stores. b) Forum had asked Public Health England and the LAS medical director, Fenella Wrigley to discuss how PHE could support the defibrillator d) Support parliamentary Bill re defibs.</p>	<p>a) Boots responded but no promise of action. b) Initiate poster and media campaign if response is negative c) Arrange defib installation and training at English Martyrs church and Westminster Cathedral. d) Fenella Wrigley and PHE have discussed promotions of defibs e) Forum has written to 50 London MPs asking them to support defib Bill in parliament</p>	<p>a) Extended campaign to Boots the Chemist. Initial response received. Written to 7 directors of Boots. b) Boots will install 4 defibs. Claim to have others but won't say where or how many c) Prepare campaign leaflets d) Contact Father Tom at English Martyrs for training session and installation of defib. e) Defib Bill will go back to parliament 2nd reading: House of Commons 24.03.2017</p>
DIABETIC CARE		
<p>Joint meeting arranged with Diabetes UK and LAS in November</p>	<p>a) Meeting with Diabetes UK and LAS. High turnout - many valuable recommendations. b) Data requested from all ambulance trusts relating to diabetic care. All but one Trust denied any SI regarding diabetes. LAS has provided data requested</p>	<p>a) Detailed report on outcome of joint DUK+LAS+Forum meeting. b) Meeting held with Jaqui Lindridge and Roz Rozenblatt on January 19th. Report to follow. c) Issue re ketone measurement included in LAS clinical strategy.</p>
STP MEETING	STRATEGIC	TRANSFORMATION PARTNERSHIP
<p>a) Ambulance queues are growing</p>	<p>a) Responses from CCGs and STPs</p>	<p>a) Publicise impact STP related cuts to</p>

<p>outside A&E and alternative care pathways are rarely visible for front line crew.</p> <p>b) Questions put to all CCGs and STPs regarding impact of STPs on LAS and emergency care.</p>	<p>being analysed.</p> <p>b) Agreed to send CCGs the Forum's strategy and priorities for 2017.</p>	<p>LAS services and rising number of ambulance queues and delays.</p> <p>b) Arrange public meeting with Dr Sahota at City Hall. Request has been made.</p> <p>c) Responses to FOI to CCGs and STPs will be presented to the March Forum meetings.</p>
AMBULANCE QUEUING		
<p>Forum committed to abolition of all ambulance queues.</p>	<p>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>a) 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.</p> <p>b) Raise issue with Mayor of London</p> <p>c) Elizabeth Ogunoye, for commissioners has assured Forum that his is a major priority for NHSE.</p> <p>d) Daily tele-conferences by NHSE, LAS and LAS commissioners to discuss ambulance queuing.</p>
CQC REPORT ON THE LAS –	SPECIAL MEASURES	

<p>a) CQC inspected 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.</p>	<p>1) http://www.londonambulance.nhs.uk/about_us/how_we_are_doing/care_quality_commission_inspec.aspx</p> <p>2) CQC notice to LAS re governance of drugs used by paramedics.</p> <p>3) Meeting arranged with CQC inspectors.</p>	<p>a) Forum produced detailed report on progress of LAS with meeting CQC requirements. Meeting with CQC inspection leads. Report presented.</p> <p>b) Report went to the Forum meeting in February.</p> <p>c) Requested invitation to CQC Summit</p> <p>d) CQC requested six months minutes from the Forum.</p>
<p>EQUALITY AND INCLUSION (E&I) IN THE LAS</p>		
<p>1) Equality and Inclusion is a priority in the LAS/CQC Quality Improvement Plan.</p> <p>2) Forum report on Equality and Inclusion submitted to LAS and CQC – 12 year study. On website</p>	<p>a) Progress with equality and diversity shown in report to January 2017 meeting.</p> <p>b) Meeting held with Melissa Berry and Mark Hirst re progress and report attached.</p> <p>c) Concerns that progress will slip back when they leave LAS</p> <p>d) Janice Markey returns in January</p>	<p>a) New Equality and Diversity committee to met on January 31st 2017.</p> <p>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.</p> <p>c) Further meeting being arranged with Melissa Berry and Mark Hirst for update on progress.</p>

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.	<p>a) Training programme for frontline staff being developed. Users of service invited to participate.</p> <p>b) NHSE funded project is being developed by Margaret Luce's team and Merton Sickle Cell Group. Two focus groups held with Merton sickle cell group. Very successful.</p> <p>c) Kye Gbangbola – Chair – Sickle Cell Society attended January meeting of Forum and described progress. Kye expressed the gratitude of the Sickle Cell Society for the contribution made by the Forum to improving the care of patients in sickle cell crisis. He proposed a review of the AMPDS system, to ensure that the questions asked during an emergency call were appropriate for patients in a sickle cell crisis</p> <p>d) News item on Breakfast BBC 1 programme re sickle cell.</p>
BARIATRIC CARE		
a) Included in CQUIN for 2016/7	MA attended Bariatric Working Group on	a) Report from LAS on progress with

<p>b) Forum to suggest ways of monitoring bariatric care from patient's perspective. Other member sought to join committee. Contact is:</p>	<p>October 5th led by Kevin. Members attended meeting on Bariatric care on October 20th.</p>	<p>bariatric care development now received and sent to members. b) Bariatric team failed to respond to Forum emails about progress with bariatric care plan.</p>
<p>Elections to the Forum Steering Group</p>	<p>Invite members to stand for Chair, Vice Chairs and Steering Group. Prepare statement of responsibilities Ensure local Healthwatch is aware of election.</p>	