**ACTION LOG – NOVEMBER 14TH 2016**

|  |  |  |
| --- | --- | --- |
| **DEFIBRILLATOR CAMPAIGN** |  |  |
| a) Campaign to encourage Sainsbury’s to install defib in their stores.  b) Continue campaign for installation of defibs in places of worship  c) Persuade Boots, Waitrose and John Lewis to install defibs. | a) Poster and media campaign successful with Sainsbury’s, John Lewis and Waitrose  b) Very positive response from Tolworth and English Martyrs Catholic churches. | a)Sainsbury Installation from October 2016. Invite to Nine Elms installation on November 1st 2016. John Hartland and Chair of the LAS Heather Lawrence.  b) Two training days at Tolworth church 18/9/16 and 25/9/16 jointly between Sister Josephine and LAS Difib team. d) Extending campaign to Boots the Chemist. Initial response received. Written to 7 directors of Boots |
| **DIABETIC CARE** |  |  |
| Joint meeting being arranged with Diabetes UK and LAS in November | Data being collected re inquests and SI relating to diabetic care. Data awaited from the LAS – Peter Nicholson has provided details of serious incidents. | Ambulance Trusts invited to provide data on diabetic care. Only one has provided data.  LAS has provided details of inquest and their response. |
| **STP MEETING** | **STRATEGIC** | **TRANSFORMATION PARTNERSHIP** |
| Meeting held on impact of STPs on LAS. STP plans due 21st October. Contact to be made with chair of health committee of London Assembly. Members reported difficulty in gaining access to data in some boroughs. | Each LAS sector allocated LAS executive director Briony Sloper - NE, Fionna Moore - NW, Paul Woodrow- SE, Karen Broughton Contact each STP for London. 38 Degrees also consulted. | Fionna Moore, CE. and Elizabeth Ogunoye, LAS Commissioner presented at Forum meeting on impact of STPs on ambulance service. Presentations of PF website – www.patientsforumlas.net |
| **GPS –E20** |  |  |
| Patient died following failure of LAS to locate him. Andrew Watson, IT lead asked for two updates. Forum gave interviews to ITV and BBC on issue. Noted Forum has written to every LA in London asking for signage to be checked especially in view of large building programme. | Continuing work on the new Sat-Nav and MDT to provide up to date mapping. Roll out will commence in January. | Forum to consider whether to ask Govt to produce Regulations to require local authorities to ensure signage is adequate.  Write to Mayor about process for ensure London is accessible to emergency vehicles. |
| **AMBULANCE QUEUING** |  |  |
| Dr Andy Mitchell, Medical Director for London spoke to Forum meeting to discuss plans to remove ambulance queuing and pressures on A&E.  Forum committed to abolition of ambulance queues. | Current date shows significant improvement at Northwick Park initially but then slipped back to poor handover times. | Issue raised with Elizabeth Ogunoye, the LAS commissioner. Workshops are continuing to find solutions.  Raise issue with Mayor of London |
| **CQC REPORT ON THE LAS –** | **SPECIAL MEASURES** |  |
| a) Progress report on PF and LAS website for September 2016. Describes delivery of the LAS Quality Improvement Plan and achievements following the CQC inspection and Special Measures.  b) Forum participated in ride outs to assess progress with Quality Improvement Plan. | 1)[www.londonambulance.nhs.uk/about\_us/how\_we\_are\_doing/care\_quality\_commission\_inspec.aspx](http://www.londonambulance.nhs.uk/about_us/how_we_are_doing/care_quality_commission_inspec.aspx)  2) Short repeat visit by CQC in August re drug safety and HART service. Report with Forum papers.  3) Further visit to take place to inspect 111 services.  4) Forum’s report on equality and diversity submitted to the LAS, CQC and copied to Roger Kline. | LAS improvement director Lesley Stephen said at Board Meeting it remained “possible” the Care Quality Commission would raise the service’s ranking when it re-inspects but said there were “blockages” to remove in the 18 weeks before inspectors returned in February 2017. She said the LAS had to prove that it was safe, well-led and responsive to patient needs, and demonstrate that it was on an “improvement journey”. She told the LAS board: “If the team can remain focused on these areas and can work at pace, I think the organisation should be able to get out of special measures in February. |
| **TDA MONITORING VISITS –** | **POST CQC SPECIAL MEASURES** |  |
| a) Forum to follow-up progress of LAS following CQC inspection with TDA/CQC/LAS and commissioners. Four members joined the first TDA review of the LAS.  14 Members participated in TDA visits on June 29th and 30th and July 1st 2016 | 1) Fourteen members participated in NHS Improvement review of LAS  2) Short report on visits attached to Forum papers.  3) Full report requested from Cliff Bean NHSE and Karen Broughton, LAS | Karen Broughton, Director of Strategy, will not provide full report produced by NHSI because of confidentiality issues despite our members helping to collect the data. Need a formal data sharing agreement with LAS before future visits. |
| **FUNDING OF THE LAS** |  |  |
| Forum letter sent to all CCG CE and the Mayor of London to argue case for an increase in funding for the LAS to support the Quality Improvement Plan. | LAS is not currently funded to achieve the national 75% Cat A target. | Raise issue with CCGs as commissioners of the LAS |
| **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: | Meeting arranged with Karen Broughton, Head of Strategy, Sandra Adams (Governance) and Briony Sloper, (Quality) and Mark Hirst who has been appointed as interim HR Director to deal with E&I.- but CANCELLED!!! | Met with Melissa Berry and Mark Hirst. Good progress being made.  Equality and diversity committee to be re-established. Kathy West to represent Forum. |
| **SICKLE CELL CARE AND TREATMENT** |  |  |
|  | CQUIN agreed by LAS and commissioners.  Sickle Cell Society involved. CARU are carrying out survey of service users.  People with sickle cell invited to participate in training film to be made by LAS. | Training programme for frontline staff being developed. Users of service invited to participate. Full report to be produced on progress of CQUIN. Telephone discussion between LAS, SCS and Forum attached to papers. NHSE funded project is being developed by Margaret Luce’s team and Merton Sickle Cell Group. |
| **BARIATRIC CARE** |  |  |
| a) Included in CQUIN for 2016/7  b) Forum to suggest ways of monitoring bariatric care from patient’s perspective. Forum member Dora Dixon-Fyle invited by the LAS to join development group but unable to do so. Other member sought to join committee. Contact is: | MA to attend Bariatric Working Group on October 5th which is led by Kevin Bate and supported by Anne Muir. Note of meeting attached to papers. | Patients’ Forum Bariatric Group convened on October 20th at 9am.  Four members attended. Report attached. |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**PROPOSALS FROM MEMBERS**

* Quarterly meetings for prioritisation of issues and feedback on progress/success
* Speakers who are lay and professional experts and leaders and who have a deep knowledge of how the service is run and of the needs and experiences of patients.
* Effective ways of getting feedback from patients and front line staff.
* Ride-outs to monitor the safety and quality of care.
* Analysis of the outcomes of staff surveys especially in relation to bullying and harassment and how this impacts on staff with protected characteristics.
* Support the case for increased funding for the LAS by writing to CCG commissioners, the new London Mayor and Dr Sahota, Chair of the London Assembly Health Committee.
* Press the case for paramedic access to patients’ medical records and enhancement of the important to link between the LAS and the 111 System (ePCR – see SECAM pilot in Thanet). This is particularly important in relation to ascertaining what medication a patient is on and is dependent on access to summary care records (the system is in development stage).
* Investigate access to mental health records for patients in crisis – follow up how accessible these are to paramedics and other parties involved in mental health assessment, e.g. between paramedics, GPs, mental health staff and social workers. Monitor access to ‘summary care records’ and ensure patients consent underpins access to records.
* Monitor the system of using safeguarding referrals to support patients suffering from a mental health crisis.
* Liaise with LAS Chair on the developing collaboration between the LAS and other partners/stakeholders.
* Monitor the ways in which the LAS is promoting a culture that is more aligned to patients’ needs, best clinical practice, openness and a willingness to report incidents. Establish how ‘safe’ potential whistle-blowers actually feel regardless of whether small or big issue being raised.
* Keep up pressure for training and up skilling for all grades of staff, including times when the service is under pressure to ensure compliance with HCPC standards.