**ACTION LOG – SEPTEMBER 9th 2019**

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| **OBJECTIVE** | **PLAN** | **PROGRESS** |
| **Inverse Care Law and Demand on the LAS** | Agreed to collect information on the possible impact of deprivation on emergency ambulance response times in ARP Categories 1,2,3,4 | **Action 1**: obtain data regarding pressure on ARP Cat 1-4 from Athar Khan and the opinion of public health experts on the association between deprivation and ambulance response times – Meeting requested with Athar Khan**Action 2**: Ask PHE for a link with their lead on deprivation and emergency care. **Request made to Samantha Perkins, PHE**  |
| **Emergency Supply of Medicines Post-Brexit**  | Request report on the risks associated with Brexit in relation to drug supply for the LAS, and the risk register for individual drugs in relation to  | **Request made to LAS pharmacist and by FOI** |
| **ACP Development.** **Alternative Care Pathways** | Athar Khan described current problems with access to ACPs across London, which includes a wide variety of different commissioning arrangements, variable governance, paucity of data, little information about levels activity, a need for enhanced training and a focus on collaborative working between ACP providers and the LAS.  | Meet Athar Khan to discuss how ACPs across London could  be improved.  |
| **Meeting the needs of patients with Learning Disabilities** | How are the developing urgent care services meeting the needs of people with learning disabilities, and how will information would be provided across the system to ensure that clinicians know where to access the care that patients need.  | Meet with Briony Sloper to discuss further. |
| **Co-Production Charter** | Charter presented to the LAS Board. Only one alternation requested and made. Discussed with LAS PPI committee which was very positive. All HW in London asked to sign up and national charities. Discussed with NHS Improvement shared with the Association of Ambulance Chief Executives (AACE). Write to all HW jointly with Hackney HW.  | **No response from the LAS Board.****Discuss with new head of communications Antony Tiernan.****Meeting to be arranged.**  |
| **London Bridge Inquest** | Contact Chief Coroner to request information on Preventing Future Deaths notices issued in relation to the London Bridge Inquest. chiefcoronersoffice@judiciary.uk | The website for the London Bridge Inquest (where court transcripts are published) is at: <https://londonbridgeinquests.independent.gov.uk/hearing-transcripts/> |
|  **Equality and Diversity in the LAS** | a) Melissa Berry reported LAS was to increase the BAME percentage of staff from the current 15%, by 2.5% each year until 2028.b) Melissa is working with universities to encourage them to take positive action to increase the percentage of BAME entrants onto paramedic science courses.c) Chief Executive, Garrett Emmerson with a number of recommendations, but he had neither acknowledged nor responded to the recommendations – despite several reminders.  | See Forum’s Recommendations to Garrett Emmerson below: |
| **Quality Account Response for 2019-2020** | The Forum’s response has been sent to Trisha Bain together with a list of Forum achievements and was published in June 2019.  | **Trisha Bain has provided a formal response to Forum recommendations. LAS progress with our recommendations is disappointing.** |
| **Complaints by Phone** | Proposed LAS should record calls from complainants and copy the transcript and tape to the complainant to ensure accuracy. This approach would give confidence to the complainant that all of the issue they have raised will be fully investigated.  | **Trisha Bain aims to implement by end of 2019.** **Complaints team very much in favour, but their focus is identifying abusive callers.** **Funding is a key problem. Reminder sent to Trisha on** **June 3rd and 31st August and Sept 2nd.**  |
| **COMPLAINTS QUALITY PERFORMANCE****Developing themes from complaints as opportunities for learning** | Jos Bell proposed working group to examine the ways that complaints are investigated and to propose ways of improving the service. Access to thematic reports about complaints showing both incident type and frequency of each type of incident and Quality Report that goes to Board and the CCG (CQRG)  | **Joss Bell invited to join the Forum complaints review group. Heather Lawrence asked to reconvene meetings and agreed to do so.****Response awaited from Garry Bassett, Head of Complaints 5/9/19**  |
| **TOXIC AMBULANCE ENGINES IN STATION AND IN THE PUBLIC SPACE** | The LAS told us that: “Turning off engines this is something we would like to do but the MDT is reliant on a power source, therefore, for the time being we have to keep the engines idling, in the near future we are looking at a new MDT  that can operate without needing the vehicle to remain idling". We asked if “ambulances will be fitted with batteries to deal with this problem re power sources for MDTs?”  In relation to the more general problem of Air Quality in London, traffic jams and leaving engines on to keep the MDTs live, we wondered if there has been an assessment of the health impact on LAS front line staff, e.g. asthma or lung fibrosis? Is there guidance for staff encouraging them to turn off engines when they are on down time? | **1)Issues raised with Edmund Jacobs, Health and Safety lead for the LAS, Justin Wand Deputy Director of Fleet & Logistics, Trisha Bain, Quality Oversight Group and Mark Easton, Accountable Officer for the SHA in view of reduced capital budgets and impact on diesel engine replacement.** **2)Forum member has independently submitted questions to the LAS on this issue** via FOI Act but response is taking a long time. The air pollution problem at Bromley ambulance station is being reviewed and consideration is being given to installing metres to monitor the air quality. **Delay in response submitted to Trisha.** |
| **MEET WITH Dr ONKAH SAHOTA**[**www.london.gov.uk/sites/default/files/london\_ambulance\_report\_final.pdf**](http://www.london.gov.uk/sites/default/files/london_ambulance_report_final.pdf) | Follow up issues raised in Dr Sahota’s report and correspondence.  | **Meeting requested through Fred Jerrome**  |
| **CARE FOR HEAVILY INTOXICATED PATIENTS AT RISK OF HARM** | a) Contact All Party Parliamentary Group on Alcohol Harm – in progress.c) Request information from A&Es and RCEM re impact of heavily intoxicated patients. | **Raised with CQRG on May 28th** No support from CCG or LAS for this development. Soho alcohol project report requested from project manager Kathy Jones |
| **SOUTH EAST 111 SERVICE****NORTH EAST 111**North East London 111, Maritime House 1 Linton Road Barking , IG11 8HG  | Members observations to be carried out in March and April 2019Also Focus Group and joint work with Healthwatch pan-London to be planned | Report submitted to Anne Jones,Clinton Beale, Tracy Pidgeon and CQC.Visits to be extended to North East London in 2019. |
| **EMERGENCY OPERATIONS CENTRE**FUTURE VISITS | Visits to EOC run on a Tuesday, Wednesday and Friday alternating weekly between Waterloo and Bow 9-1pm or 1-5pm – 2 Visitors per day 1 in the morning/ 1 afternoon. | Report in progress. Difficulties in setting up new visits to EOC in view of pressure on system. Discuss with Trisha Bain.  |
| **PRISONS AND SECURE ENVIRONMENT****Access to Prisons and Immigration Removal Centre for Emergency Call** | Forum met staff from the Ministry of Justice to discuss improved access arrangements for paramedics who are called to emergencies in prisons. This follows a positive response to our letter to Justice Minister, Robert Buckland. Discussions have also taken place with Lyn Sugg from EOC regarding the collection of data by the LAS when front line staff provide emergency care in prisons. Lyn has agreed to start the collection of this data.A request has been sent to her re progress.  | **Full Report on meeting to follow.** |
| **Collaboration with the Royal College of Emergency Medicine** | Forum has made contact with Derek Prentice, Lay Group Chair of The Royal College of Emergency Medicine  | Meeting requested to discuss joint meeting on 4 hour target and ambulance queuing.  |

**RECOMMENDATIONS TO GARRETT EMMERSON REGARDING EQUALITY AND DIVERSITY IN THE LAS – NO RESPONSE**

* To change the name of Emergency Ambulance Crew to Emergency Ambulance Practitioners. The word ‘crew’ has no positive connotations for this important profession.
* Ensure resources are available to fully cover the costs C1 training and licenses, without the trainee paramedic having to take out a loan.
* Publicise the very positive career trajectory for paramedics, compared to other professions, e.g. nursing. It is much easier for a paramedic to move from band 5 to 6, and there are now a wide range of job opportunities available for paramedics.
* Provide resources to expand Avril Lynch’s recruitment team, so that they can actively and continuously promote the profession of paramedic science in Further Education Colleges, Sixth Form Colleges and school six forms across London. Boroughs like Newham, Tower Hamlets, Brent, Southwark, Lewisham, Lambeth and Hackney would be excellent places to start. A target should be to work with at least 20 schools and colleges each year. A highly specialised recruitment team would be needed for this development – but it is essential and will ensure that the diversity of the paramedic workforce will within a few years remove the need to recruit from Australia.
* Develop recruitment campaigns in the boroughs highlighted above in churches, mosques and temples. Some of these places of religious worship have very diverse congregations of many hundreds of people who regularly attend services.