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## ACTION POINTS

Monday July 9th 2012

### 1. 1) FUTURE OF THE LAS – GLA STRATEGIC REVIEW

Continue with attempts to persuade London Assembly to attend a joint meeting on their Strategic Review of the LAS.

Dear Mr Alexander

Thank you for your email of 8 July.

You will no doubt be aware that any follow up on work undertaken by the Health and Public Services Committee during the last Mayoral term, will now be channelled through the Health and Environment Committee. Members are keen to keep track of progress on past recommendations and your proposal to initiate such a process on the LAS report is an interesting one. However there are two main reasons why it would not be practicable for the Committee to take up the invitation within your suggested timing - the first is that as far as we are aware, the LAS is yet to appoint a Chief Executive so it would be difficult to elicit a full perspective on the LAS' response to the recommendations, and secondly, further work on the LAS has not been prioritised on the Committee's current work programme. But this does not preclude Members from returning to the topic.

Thank you for taking the time to extend this invitation. Sorry we could not be of more help on this occasion. Please do continue to follow the Committee's work and remain in touch with me and/or my colleagues who provide secretariat support to the Committee (all of whom I've cc'd).

Carmen Musonda

Scrutiny Manager, Environment Committee Tel: 020 7983 4351

Carmen, thanks so much for your response which I find rather disappointing. There have been problems in the past with recommendations made by the London Assembly becoming history and archive rather than action and change. Nevertheless, we appreciate your point about the CE. Let's keep in touch - we will pursue the issues for as long as necessary and would like to share with you future developments about the LAS from the Forum's viewpoint. I do hope that in the future we will be able to collaborate in the development of London's ambulance services.

Malcolm Alexander,

Vice Chair, Patients' Forum

## **1. 2) RATE OUR SERVICE**

The LAS is considering the means of enabling patients to assess the quality and effectiveness of LAS care. Angela Cross-Durrant and Margaret Vander have met to discuss this issue.

- ☐ Invite Margaret Vander to report back on this issue to the Forum

## **1. 3) Cat A RESPONSE IN EAST LONDON**

A meeting has been arranged with Martin Flaherty and Katy Millard, LAS Asst Director of Operations (East) for August 9<sup>th</sup> to discuss problems with meeting targets in east London.

- ☐ Joseph Healy and Malcolm Alexander to report back to the Forum

## **1. 4) COMMITMENT OF THE LAS BOARD TO PUBLIC INVOLVEMENT**

- ☐ Richard Hunt will attend Forum meeting to be held on September 3<sup>rd</sup> 2012

## **3.5 HOSPITAL TURNAROUND TIMES AND PERFORMANCE**

The issue of turnaround times in London has been raised with the CQC but they informed the forum that that had not investigated this situation in London. A further inquiry to Phil Eadie at CQC has been made in respect of Croydon University Hospital (Mayday).

- ☐ Response awaited from Phil Eadie, CQC

## **1. 5) INTRODUCTION OF 111**

Meeting has taken place with Sue Watkins to explore the relationship between the III services and the LAS. The relationships are developing well and a report will be produced for the Forum.

If a patient is referred to the LAS from the III service, the LAS are contractually barred from re-triaging patients – i.e. they have to accept whatever the 111 assessment says.

- ☐ Seek response from Commissioners on this situation and potential harm to patient which may result

## **1. 6) USE OF CAGE AMBULANCES TO TRANSPORT PATIENTS WHO**

## **HAVE BEEN SECTIONED – FOIs to MH TRUSTS**

- Analysis of data from mental health Trusts and the LAS in progress.

### **1. 7) IMPACT OF 12HR SHIFTS ON STAFF AND PATIENT CARE**

- Detailed information received from Ann Ball, Deputy Director of Human Resources LAS will be analyzed by Forum Members
- Issue with the LAS Trade Unions

### **1. 8) LAS OLDER PERSON'S STRATEGY**

The following issues have been raised with the LAS:

- Effectiveness of services provided by the LAS for people who are terminally ill and how they get information about the wishes of people who are dying?
- Ascertain if Living Wills contain information about culture and religious customs the person want adhered to?
- Ascertain whether LAS have an 'end of life' policy, good practice guides and do they do service audits?
- Does the LAS work with GPs to coordinate access to data re care plans?

### **1. 9) CARE FOR PEOPLE WITH DEMENTIA**

The LAS priorities are to:

- Contribute to the early recognition of dementia (National Dementia Strategy)
- Reduce distress caused by hospital inappropriate admission
- Audit compliance by the LAS with current legislation and policy

Action:

- MA to pursue issue through the Mental Health Committee and with Alzheimer's UK.
- Hold meeting on the capacity of the LAS to provide appropriate care for people with dementia. Organise with the LAS and Alzheimer's UK.

### **1. 10) MENTAL HEALTH CARE**

- ☐ Request report on the effectiveness of the CQUIN on the care of people with mental health problems by the LAS.
- ☐ Ask Geraldine Strathdee for information re investigation of problems with access to Places of Safety for patients detained under s135 and s136 of the Mental Health Act.
- ☐ Ask Neil Kennett Brown to report to Forum on handover delays, including delays affecting patients with mental health problems and will report back to the Forum on significant issues.
- ☐ Ask for information on patients with mental health problems taken by ambulance to A&E and unlawfully turned away because of post-code issues, i.e. some A&E departments believe they have the right to accept patients from only certain postcodes and
- ☐ Bed availability in London for patients with acute mental health problems

[http://www.mind.org.uk/assets/0001/5921/Listening\\_to\\_experience\\_web.pdf](http://www.mind.org.uk/assets/0001/5921/Listening_to_experience_web.pdf)

- ☐ Listening to experience-An independent enquiry into acute and crisis mental health care

[http://www.aomrc.org.uk/publications/statements/doc\\_view/54-managing-urgent-mental-needs-in-the-acute-trust-report.html](http://www.aomrc.org.uk/publications/statements/doc_view/54-managing-urgent-mental-needs-in-the-acute-trust-report.html)

- ☐ Managing Urgent Mental Health Needs in the Acute Trust

## **1. 11) STAFFING ISSUES**

- ☐ Agreed to request information on numbers of staff on the frontline who have not completed their training to be paramedics.

From: Ann Ball, Deputy Director of Human Resources, LAS

We have 302 Student Paramedics in post. They will qualify in this financial year or very early next.

11 Apprentice Paramedics have just commenced employment with us on a five year programme by the end of which they will have qualified as paramedics and been awarded a Foundation Degree. We aim to recruit circa 70 more during this financial year.

Circa 30 A&E Support staff will embark on a similar (four year) programme in October.

Circa 35 EMTs will complete their paramedic training this year. A further small number (single figures) will be successful in their application to commence the Foundation Degree programme.

The current breakdown for all ambulance staff is as follows:

A&E Support/EMT1	351.5
EMT	780.9
Student Paramedic	302.0
Apprentice Paramedic	11.0
Paramedic	1391.9
TL Paramedic	191.8
<b>Total A&amp;E</b>	<b>3029.1</b>

#### **1. 12) CHAIRS REPORT**

Peter Bradley will attend the Forum meeting on September 3<sup>rd</sup> before he leaves his post.

#### **1. 13) ANNUAL REPORT, AGM AND ANNUAL ACCOUNTS**

- Noted that the Forum's AGM will be held on September 3<sup>rd</sup> 2012
- Annual Report and Accounts are complete and will be presented on September 3<sup>rd</sup>.
- The annual elections for officers are complete.

#### **1. 14) FOUNDATION TRUST MEMBERSHIP**

Slide are available from Shirley Rush's presentation

#### **1. 15) DEVELOPMENT OF THE PATIENTS FORUM**

Harbhajan Singh from Bexley LINK and Malcolm Alexander to meet to discuss membership drive for Patients' Forum.

**1. 16) THE ANNUAL STAFF SURVEY – 2011 - CHARLEY GODDARD**

Slides from Charley Goddard's presentation are available.

The following issues will be pursued by the Forum:

- The low response rate, especially for front line staff. What can be done to make the annual survey more relevant?
- What will be done about the reports of bullying, not feeling valued and not being willing to raise issues in front of senior staff?
- What will be done to enhance 1:1 supervision and appraisals for staff?
- Whether staff have been asked about issues, which are most relevant to them
- Whether staff believe they were listened to and whether perceptions of not being listened to affected the response rate to the survey.

**1. 17) Visit to the Emergency Bed Service**

A full written report by Lynne Strother and Joseph Healy is available.

**1. 18) Infection Prevention and Control Committee - 31 May 2012**

A full written report by Kathy West is available.

**1. 19) Patient Experience Reports**

- Forum's proposals for commissioning of services for 2013-2014 to be dealt with at the October meeting of the Forum
- Failure of the LAS to respond to the Forum's contribution to the Quality Account refer to CQC, Monitor and the NHS National Quality Board for advice.

End

