

KEY ISSUES FROM TRISHA BAIN'S PRESENTATION – February 13th 2017

- 1) **Clinical Strategy** - discuss the development and implementation of the Clinical Strategy with Dr Fenella Wrigley and Trisha Bain.
- 2) **Staff Sickness** – ensure front line staff are not penalized for being sick, but where there are repeated bouts of sickness, that staff are invited for supportive discussions with their manager.
- 3) **Ambulance Queues** - Effective clinical pathways will be developed in collaboration with STPs to stop the queuing of ambulances outside A&E departments. (Note: in the week Jan 21-26th - 609 hours of LAS ambulance time was spent queuing over 14 minutes this included 52 hrs at St Thomas', 44 hours at UCL and 41 hours at the Royal London).
- 4) **Human Factors** – External trainers will be used to ensure that front line clinical performance is enhanced through a better understanding of the value of teamwork, improving the work environment and an improved culture in the relationship between front line staff and managers.
- 5) **Training of Managers** - This will improve to ensure they properly support front line staff
- 6) **New Quality Standards** will be introduced with clear outcome measures.
- 7) **Learning from Complaints and Serious Incidents** – a collaborative methodology will be developed which could include learning sets to which front line staff and patients and the public will be invited. Other approaches will/may include:
 - Rapid resolution of complaints.
 - Getting feedback from patients who make complaints to see if they are satisfied with the response (at the moment there is virtually no feedback).
 - Providing evidence of enduring learning and service development from Serious Incidents – (see Will They Ever Learn?)

- Providing data showing how many complaints have been upheld, what the outcomes and results were and what evidence there is that complaints have improved services.
- Tell complainants when their complaints have been upheld and how the LAS has learnt from their complaint and how services have changed.
- Learning from the approach other ambulance services, e.g. South East Coast AS
- Improving the complaints section of the LAS website by simplifying the language, improving the typeface and making it accessible to people with disabilities (at the moment help for people with learning disabilities is through the section for people who speak other languages).
- Use videos for staff training, which tell patients stories in their own words.

End

Board Papers: Will the Board please ensure that Board papers are placed on the LAS website 7 days before each meeting?

It was noted that normally papers were shared within 7 days; however Trust Board papers for January had not been received on time; and as a result they had been published on the website late.

Infection Control: Will the Board review its infection control policies to ensure that all staff are vaccinated against influenza and that front line staff don't suffer penalties for taking sick leave?

In response to the Patients Forum's question around infection control, it was noted that the Trust continued to encourage staff to be vaccinated against influenza with uptake now at 65%. It was noted that there were no penalties for frontline staff for taking sick leave.

Safeguarding Training: Will the Board ensure that they exercise full governance over the Safeguarding training of Bank staff in view of the inadequate levels of training through CSR for this group of staff?

In terms of safeguarding training, it was confirmed that the Trust would ensure that Bank staff would receive adequate levels of training

The Overview – June 21-26th 2017

- Performance analysis is underway for the period affected by the elective CAD down time last week. As a result Cat C incidents are being viewed separately and will not be incorporated into performance reporting until validated.
- Category A performance was below trajectory reported as 68.6% against a target of 72.7% (-4.1% variance). A8 YTD performance is at 65.59% against a trajectory of 67.11%.
- Red 1 Performance was reported at 68.57% against a trajectory of 70.61% (-2.04% variance) with Red 2 performance at 65.50% which is below plan by 1.51%.
- A19 performance remains strong and is being maintained. YTD Category A19 performance was reported above plan for last week at 93.36%, which is 0.36% above plan.
- Demand continues to be reported above plan at 5.4% for Cat A activity but is being sustained at a levels below the extremes of winter. Total incidents were above plan by 2.2% overall. Currently, the service is averaging approximately 10.5K incidents on a weekly basis.
- The recent drop in demand reported two weeks ago has been investigated. The phenomenon is likely to have been caused by the unexpected spike in activity reported in January. The reduction is an illustration of activity returning to trend.
- Capacity remains above plan (+6.9%) as substantive hours increase upon the half term week despite being reported under trajectory for this week. This is due to training that is taking place, specifically individual 1:1 interview and reviews.
- JCT has increased back to 114 mins overall. An unforeseen and unexpected increase in handover to green times is likely to have negated the improvements made across the previous fortnight. This position is under review
- MAR continues to be reported at a ratio of 1.31; however, the validated position of the previous week was confirmed as being 1.30.
- Hospital handover times have increased a little this week but are still reporting less than 1000 for last week which is a sustained improvement.

