

**DRAFT MINUTES**

**EXECUTIVE COMMITTEE MEETING OF THE PATIENTS’ FORUM – JUNE 1 2018**

Attendance: Sis Josephine Udine, Lynn Strother, Joseph Healy, Malcolm Alexander

Apologies: Audrey Lucas, Angela Cross-Durrant, Beulah East,

1) Minutes of previous meeting agreed ok

**2) Matters arising:**

a) Members skills and experience to be collected in order to increase the number of members who are ‘experts by experience’, who can become involved in specific areas of service development. Also ensure each HW has an LAS emergency and urgent care lead connected to PF.

b) Quality Account - Forum’s Response – published in QA.

Trisha Bain agreed to a process of discussion regarding implementation of the Forum’s recommendations which are published in the QA.

c) Filming of meetings – this proposal has been dropped because members were against.

d) Agreed to recommend to the LAS that in view of the access problems to Board papers, that their meetings are live streamed and placed on U-tube.

e) Agreed to raise again the issue of access to Board papers and to seek advice from NHS Improvement. Agreed also to check process in other Boards and Transport for London.

f) Agreed to submit the Forum’s Mission Statement to the AGM for agreement of any amendments.

g) London Assembly review of the London Ambulance Service: Meeting has taken place with London Assembly (Lucy Brent and Dr Sahota, Chair of the Health Committee). A public meeting is to be arranged for 17th July at City Hall, to which all members will be welcome to provide information and feedback on the LAS.

h) Agreed to arrange meeting with Amanda Coyle, Assistant Director, Health and Communities and colleagues to discuss the Forum’s report on ambulance queuing following the April 9th meeting.

**3) FUTURE MEETINGS**

**a) July Forum - Equality and Diversity – Roger Kline,** research fellow at Middlesex University – Author of “Snowy White Peaks” of the NHS. A survey of

discrimination in governance and leadership and the potential impact on patient

care in London and England. [www.mdx.ac.uk/\_\_data/assets/pdf\_file/0015/50190/The-snowy-white-peaks-of-the-NHS.pdf.pdf](http://www.mdx.ac.uk/__data/assets/pdf_file/0015/50190/The-snowy-white-peaks-of-the-NHS.pdf.pdf)

Invite Patricia Grealish, Melissa Berry and NEDs

**b) LAS Services to Homeless People – September 2018:**

i) Invite Samad Billoo – LAS and Palmers Green Mosque – leads work with providing health advice and care to users of food banks.

ii) LAS lead on homelessness

iii) GLA lead on homelessness

iv) St Mungoes and Shelter

**c) Urgent and Emergency Care for Patients with Epilepsy – October 8 2018:**

Will be led by Sean Hamilton, who has requested meeting be held at City Hall.

Sean will invite 20 users and relevant charities. Also invite Fenella Wrigley and Briony Sloper to respond on behalf of LAS.

**d) Maternity service in the LAS with Amanda Mansfield - November 2018**

**e) Care of Patients with Dementia – December 2018**

Angela Cross-Durrant to lead.

i)Invite community groups e.g. the older Irish community.

ii) Dementia UK (356 Holloway Road, N7 6PA - Tel: 020 7697 4160 - [info@dementiauk.org](mailto:info@dementiauk.org)

iii) Dementia and BME communities lead: Dr Mary Tilki, Irish in Britain

iv) Show ‘Barbara’s Story’: [www.guysandstthomas.nhs.uk/education-and-training/staff-training/Barbaras-story.aspx](http://www.guysandstthomas.nhs.uk/education-and-training/staff-training/Barbaras-story.aspx)

f) Meeting with no speakers – agreed that this could be by expanding EC or special review meeting or by extending monthly meeting.

g) Care for patients suffering from suicidal ideation – arrange seminar in August.

**4) Access to Complaints Data**

An agreement has been reached with the LAS for a small group of Forum members to review complaints and responses. EC members will be asked if they wish to participate.

**5) Equality and Diversity Meetings**

Noted that 2 LAS Equality and Diversity meetings have been cancelled, and a 3rd was not attended by Patricia Grealish, Director of People and Organisations Development. Agreed to write to Patricia and Melissa to find out why.

The Forum’s proposal for an LAS Diversity Award was rolled out at the VIP award ceremony and given to Samad Billoo, who received a standing ovation.

**6) Defibrillators**

a) 12 members will be trained on June 11th from 2pm to 5pm. Send a reminder.

b) Lambeth Voluntary Sector

Malcolm and Chris Hartley-Sharpe visited Lambeth Accord (weare336), which hosts 16 voluntary sector organisations and discussed installation of defib with Adrian the manager of weare336. Costs have been provided to Adrian and MA has written to organisations located at 336. JH has pointed out the risks of a person suffering a cardiac arrest at 336 and there being no capacity to provide CPR or resuscitation.

**7) Memorandum of Understanding – LAS and Forum**

A meeting has taken place with Heather Lawrence and Garrett Emmerson to discuss the MoU prepared by John Larkin on behalf of the Forum. A note on the meeting has been prepared.

Heather and Garrett are concerned about the Forum’s public criticisms of the NHS, e.g. at our public meeting, which discussed the appalling ambulance queues outside A&Es, because hospitals do not have adequate numbers of beds or the ability to discharge patients more quickly. They seem to want to more control over the work of the Forum, which is of course impossible, and suggested that the Forum either needs to be an external pressure group or in internal collaborator. They are upset by our access to the media. We emphasized the importance of the Forum’s independence and that our influence was dependent on our freedom to speak out. Agreed to refer issue to John Larkin for an opinion as the Forum’s legal adviser.

**8) LAS Strategy**

Noted that the Strategy was agreed in April 2018, but is not available as a discreet document on the LAS website. It was launched in the Evening Standard on Wednesday, May 30th. MA responded to the ES story and gave interviews to LBC, BBC news and London TV News.

The LAS have referred to a Croydon trial regarding their proposal to reduce the number of patients taken to A&E. Agreed to ask for a copy of the research paper on this study.

The LAS strategy (available within the April Board papers of the LAS) appears to be focussed on reducing expenditure and reducing transfers to hospital, rather than improving the quality, effectiveness and safety of services. There is however a focus on improving care for five categories of patients: end of life care, maternity, urgent care, people who fall and mental health.

Agreed to: a) Produce a detailed response to the Strategy during the next 2 months.

b) Closely monitor implementation of the Strategy and any potential or actual harm to patients as a result of reducing dispositions to A&E. Enquire about process of LAS monitoring and review of strategy.

**9) Forum meetings**

a) The LAS Conference Room may not be big enough for some Forum meetings. Agreed to ask if a room is available in Wellington House or Southside for larger meetings.

b) Agreed to encourage more diverse involvement in the Forum, e.g. young people, Youth Mayors, Healthwatch,

**10) Complaints Charter**

The Charter written by the Forum has now been published by the LAS and is on their website and ours. Joseph will publicise from the Forum’s twitter account and MA will distribute to members, HW and voluntary sector , and ask LAS to distribute to their mailing list. Also to be included in next Forum newsletter.

**11) End of Life Care**

Lynn reported that she had been involved in the selection of end of life care staff with Briony Sloper (Macmillan Cancer Support). She noted that responses to questions regarding an understanding of the culture of people who are at the end of life, seemed very limited. She emphasized the importance of very special needs in relation to culture, ethnicity and diversity in the care of people at the end of life. Agreed to ask Briony and Angela to discuss this issue at the next End of Life Care meeting.

**12) Patient Specific Protocols - PSP**

Noted that the PSPs used by the LAS are not adequate because they are not patient centred. A letter has been sent to Trisha Bain and copied to Margaret Luce for the PPI committee. Issues of culture and ethnicity are also of profound importance in PSPs.

**13) Executive Committee Membership**

Agreed to invite members to attend meetings of the EC for specific issues which are within their areas of expertise.

End