**REPORT FOR THE PATIENTS’ FORUM FOR THE LAS**

1. **Category C calls**

The Forum provided the commissioners with six months data showing how the LAS had changed the Cat C targets in a way that provided a much higher level of achievement against the target. The LAS advised that Forum that the change was made in response to a very significant rise in pressure on the LAS. The Forum is concerned that the lower targets will cause harm to patients by delaying patient care.

 **ACTION: Refer Cat C target revision to the CQRG.**

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| C1 | 90% response in 20 minutes | 63.3% | >50% response in 45 minutes | 74.16% |
| C2 | 90% response in 30 minutes | 67.21% | >50% response in 60 minutes | 77.47% |

Commissioners said there had been a recent contract meeting with the LAS which included an agreement on Cat C targets for 2017/8 and they will share the outcome of that meeting with the Forum.

1. **Use of Taxis by the LAS**
2. Taxis are used when the LAS is short of ambulances and/or paramedics, to transport patients to hospital.
3. They also supplement the achievement of the 75% - 8 minute target.
4. We have provided Briony Sloper and Trisha Bain with a letter asking the LAS for a review of the use of taxis for patients, in view of the risks which the Forum has identified to patient care in a particular case. There was also a preventing future deaths notice sent to the Secretary of State by a Manchester coroner in relation to the use of taxis by an ambulance service.
5. **LAS Major Incident Officers - MIO**
6. We raised our concern with Briony Sloper that King’s had received patients from the Westminster Bridge incident, but the LAS MIO had failed to attend to carry out liaison work between A&E and LAS. Briony has confirmed that the Forum’s information was correct and that the MIO had failed to attend a number of A&Es. This issue will be included in the review of response to the incident being carried out by NHS England.

1. Peter Boorman, Regional Lead for EPRR at NHS England (London) - Emergency Preparedness, Resilience and Response, is reviewing the response to the Westminster Bridge incident. EPRR operates to implement the Civil Contingencies Act (2004) and requires NHS organisations, and providers of NHS-funded care, to show that they can deal with major incidents while maintaining services. Peter.Boorman@nhs.net
2. **New Chief Executive of the LAS**

Three members of the Forum attended one of the selection committees for the new CE of the LAS Garrett Emmerson who starts at the end of May.

http://www.londonambulance.nhs.uk/news/news\_releases\_and\_statements/london\_ambulance\_service\_appoi.aspx

1. **Mental Health Care in the LAS**
2. We have discussed with Briony indemnity for mental health nurses to so that they can work on the front line with MH patients in crisis on the street or elsewhere.
3. We are concerned about the priority given to patients with suicidal ideation and how that compared with patients who had taken an overdose. We are concerned that suicidal ideation should be a major priority for the LAS.
4. The Ambulance Response Programme, which is making changes to targets may impact on this situation.
5. **Development of IT in the LAS**

We raised with commissioners the issue of the steps being taken for paramedics to be able to access clinical data on patients that they treat. There is also a major problems regarding access to NHS numbers for patients treated by the LAS.

We asked whether the 2016-7 CQUINS on IT development had achieved their goals, e.g. the e-ambulance? We have also raised this issue with Steve Bass, interim IT lead at the LAS but received no reply or acknowledgement. The Commissioners replied that the ‘road map’ required through the CQUINS had not been delivered by the LAS.

1. **Air Quality Consultation**

We have enquired whether the LAS would be exempt from the new air quality charges to be introduced by the Mayor/Transport for London. Poppy Windsor replied on April 7th re: **Ultra Low Emissions Zone** **Consultation**: “The emergency services are currently not exempt from the charges. We are currently in discussion with the services about how ULEZ may affect their operations. Emergency service vehicles are fully exempt from the T-Charge (Emissions Surcharge) being introduced from October 2017. The full detail of the proposals and a link to the consultation and its documents can be found here”

<https://consultations.tfl.gov.uk/environment/air-quality-consultation-phase-2/>