



cutting through complexity™

London Ambulance Service NHS Trust

Service User Focus Group

30 March 2012



Agenda

- Introductions and purpose (3:30-3:40)
- Introduction to quality (3:40- 3:50)
- Exercise 1 (experience) (3:50-4:05)
- BREAK (4:05-4:15)
- Exercises 2&3 (outcomes and safety) (4:15-4:45)
- Questions and AOB (4:45-5:00)

Introductions

The people with you today:



Fleur Nieboer

Director, KPMG



David Stacey

Manager, KPMG



Stephanie Pain

Assistant Manager,
KPMG

Purpose

To understand how patients / service users perceive the quality of the London Ambulance Service

Purpose

- The journey to Foundation Trust status
- Important self assessment and independent review

Objectives

- Build an overall picture of the Trust
- Prepare the Trust for authorisation
- Use standard approach to provide assurance on good governance
- Provide comparative assessment and insight early in the process

Your role today

- Provide your views and experience of the Trust – good and bad!
- Your feedback allows us to assess the Board's commitment to quality

What is quality?

Experience

- Do they treat you with dignity and respect?
- Are you looked after?
- Do they listen and act on your feedback?
- What do you worry about with respect to your care?
- Do you have any choice in your care?
- What is your overall experience of LAS services?

Outcomes

- Did you know what to expect from your care?
- Is your care effective?
- Do they tell you how you're doing?
- Was the outcome what you expected?

Safety

- Is the Trust safe?
- Have you experienced unexpected issues?
- Are the staff well-trained?
- Does the equipment work every time?
- Is the environment safe and clean?

Would you recommend the Trust to others?

Let's think about your experience of LAS

- Do they treat you with dignity and respect?
- Are you looked after?
- Do they listen and act on your feedback?
- What did you worry about with respect to your care?
- Do you have any choice in your care?
- What is your overall experience of LAS services?

Exercise

- Work as two groups
- Take ten minutes to discuss your experiences
- Feedback

BREAK

**Please complete the
questionnaires
independently during the
break**

Exercise 2: Outcomes

Let's think about the quality of the outcome of your care

- Did you know what to expect from your care?
- Was your care effective?
- Do they tell you how you're doing and where you were going?
- Was the outcome what you expected?

Exercise

- Work as two groups
- Take ten minutes to discuss the quality of the outcome of your care
- Feedback

Let's think about how safe you were under the care of LAS

- Is the Trust safe?
- Have you experienced unexpected issues?
- Are the staff well-trained?
- Does the equipment work every time?
- Is the environment safe and clean?

Exercise

- Work as two groups
- Take ten minutes to discuss how safe your care was / is
- Feedback

Closing discussion

- Next steps in KPMG process
- Closing comments from participants
- Questions?

Thank you

**Your feedback is
valuable!**

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