**PPI and Public Education update**



Some statistics from 2016:

* Visits/events that the LAS were invited to attend = **811**
* Visits/events attended = **583**
* Staff who were active in public engagement = **236**

During the period of **January/February/March 2017**, we have had **185** event requests on our event database. Of these, we have attended **146**. The types of events we attended were:

BLS and cardiac awareness Drugs awareness

Deaf awareness First aid badges (Brownies, Cubs etc)

Knife crime awareness People who help us/Jobs on the move/Superheroes

Road safety initiatives Older people, e.g. pensioners' groups

Learning disabilities Mental health

Junior Citizen Careers

Staff attend events and often to this in their own time. We currently have **1,084** members of staff on our interested staff list and since January 2017, **129** staff have been actively involved in public education.

**Insight Project**

Five Focus Groups were held between December 2016 and January 2017. Each group was independently facilitated and attended by patients, carers and LAS staff. Each meeting followed a slightly different approach, depending on the group and the issues raised.

A number of themes were identified from the Focus Group discussions, along with suggested improvements. These mainly relate to communication, responses to patients, access to services and information, care and treatment, and stigma. Findings are currently being written into a report, and changes will be agreed and actioned in the coming year.

**RNIB**

Following a suggestion from a member of staff, who was met with suspicion when he tried to help a blind person whilst in a public place, RNIB (the Royal National Institute for Blind people) was commissioned to undertake a patient survey. The survey focused on blind and partially-sighted people’s experiences of using ambulance services, and then more generally on the factors which affected their level of trust in strangers.

The survey found that most people who had had experience of using the ambulance service had a ‘very good’ or ‘good’ experience, in terms of the way staff behaved towards them.

**Public Education Staff Development Programme - October 2016**

Ten members of staff completed the Public Education Staff Development Programme. This programme offers staff the opportunity to develop the skills, knowledge and self-awareness that will help them when they are carrying out public engagement work.

**Friends and Family Test**

The patient Friends and Family Test (not to be confused with the staff Friends and Family Test) is still on going as a national requirement for all NHS Trusts.

We are only asked to report the results to NHS England from see & treat patients, and patients who use the Patient Transport Service (PTS).

Leaflets have been distributed to ambulance stations for staff to take out with them, and leave with any see & treat patients.