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Dear Trisha,

I am pleased to attach our report for QOG.

Very best wishes,

Malcolm Alexander

**REPORT FOR THE QUALITY OVERSIGHT GROUP**

**AUGUST 20 - 2019**

**1) Next Meeting of the Forum – September 9th 2019**

1. “SAFE, EFFECTIVE LAS SERVICES FOR LONDON’S LGBTQ

 COMMUNITIES”

 Jules Lockett Practice Learning Manager, Control Services. LGBT Network

 Co- Chair & Alex Ewings Sector Clinical Lead, NW London LGBT Network

 Co-Chair

 B) Celebration of the work of Margaret Luce - Head of Patient & Public

 Involvement and Public Education

 **2) Development of Services for the Treatment of Patients Suffering**

 **from Epileptic Seizures.**

 We are meeting with Fenella Wrigley on August 27th 2019, to discuss the

 recommendations we have made to the LAS (attached). We are developing this work

 with members who experience frequent seizures, and with the Epilepsy Society.

**3) Access to Prisons for LAS – Meeting with the Ministry of Justice**

 We had an excellent meeting with senior staff at the MoJ following our positive and

 supportive correspondence Robert Buckland, who is now Lord Chancellor and

 Secretary of State for Justice. We discussed the MoUs between the Minister of

 Justice and the LAS (lead Lyn Sugg) and with the AACE (lead Clinton Beale). We

 are looking forward to much improved access arrangements to prisons, YOIs and

 IRCs.

**4) Review of Complaints with the LAS Chair and Garry Bassett**

 The Forum’s team will continue to review complaints made to the LAS together

 with Gary and Heather, and make recommendations where we feel they will lead

 to services improvements and improvements in the system of complaints

 investigation. We are very pleased with the recent improvements that have been

 made to support Gary Bassett and his team. Our next meetings with Gary and

 Heather will be in October, December and February.

**5) Diesel Engines and MDTs**

 We have raised a number of questions in June about the issue of ambulance

 crew having to leave diesel engines running to connect to MDT. We were told by

 Julie Parham that:

 "Fuel and turning off engines is something we would like to do but the MDT is

 reliant on a power source, therefore, for the time being we have to keep the

 engines idling, in the near future we are looking at a new MDT that can operate

 without needing the vehicle to remain idling".

 **We asked further questions as follows but have received no response:**

a) Will ambulances will be fitted with batteries to deal with this problem re power

 sources for MDTs?

b) In relation to the more general problem of air quality in London, traffic jams and

 leaving engines on to keep the MDTs live, we wondered if there has been an

 assessment of the health impact on LAS front line staff, e.g. asthma or lung

 fibrosis?

c) Is there guidance for staff encouraging them to turn off engines when they are on

 down time?

**5) Equality and Diversity of Paramedics and EACs**

 We made the following Equality and Diversity recommendations to Garrett on

 June 24th 2019 and despite reminders have received no response to the

 recommendations:

a) To change the name of Emergency Ambulance Crew to Emergency Ambulance Practitioners. The word crew has no positive connotations for this important profession.

b) Ensure resources are available for C1 training and licenses, without the trainee paramedic having to take out a loan.

c) Publicise the very positive career trajectory for paramedics, compared to other professions, e.g. nursing. It is much easier for a paramedic to move from band 5 to 6, and there are a wide range of job opportunities available for paramedics.

d) Provide resources to expand Avril Lynch’s team, so that they can actively and continuously promote the profession of paramedic science in Further Education Colleges, Sixth Form Colleges and school six forms across London. Boroughs like Newham, Tower Hamlets, Brent, Southwark, Lewisham, Lambeth and Hackney would be excellent places to start. A target should be to work with at least 20 schools and colleges each year. A highly specialised recruitment team would be needed for this development – but it is essential and will ensure that diversity of the paramedic workforce will within a few years remove the need to recruit from Australia.

e) Develop recruitment campaigns in the boroughs highlighted above in churches, mosques and temples. Some of these places of religious worship have very diverse congregations of many hundreds of people who regularly attend services.

 **6) Equality and Diversity – Invitation to Harriet Harman**

 We are also inviting Harriet Harman, MP for Peckham and Chair of the

 Parliamentary Joint Committee on Human Rights to speak to a Forum meeting

 on the promotion of equality and diversity in ambulance services.

 **7) Providing the Right Equipment for Bariatric Care**

 We raised an issue in July regarding access to the right equipment for

 bariatric care following an incident, where a 20 stone man (with paralysis) fell

 during an OT assessment at home. This resulted in 3 ambulances (6 staff)

 being sent to lift the man back onto his wheelchair. Unfortunately, the first two

 ambulances did not have the right equipment. Justin Wand, Deputy Director –

 Fleet & Logistics is liaising with Operations to get a full response to our enquiry

 regarding this supply failure.

**8) Governance Review of the HCPC by the Professional Standards**

 **Authority**

 In February 2019 the Forum asked the Director of Standards and Policy for the

 Professional Standards Authority, to test the effectiveness of HCPC

 Governance in relation to their registration process. This was because it had been

 reported to QOG that there were apparent serious failing in the time taken to

 complete registrations of some new paramedics. We suggested that the delays

 were causing substantial problems, in terms of the ability of the LAS to ensure

 that adequate numbers of paramedics were available to provide front line care to

 patients in London. The outcome of their investigation can be found in the

 Professional Standards Authority annual review of HCPC performance

 (2018/19)–section 5 - Registration.

 **9) Gridlock Outside Homerton University Hospital**

 We raised with Fenella on August 15th, a major problem caused gas supply road

 works around the Homerton Hospital. We observed that ambulances were stuck

 getting in and out of the hospital. We discovered that the LAS had not been

 consulted about these major works.

 Within an hour of this matter being reported to Fenella, Laurence Cowderoy

 took control, met with senior staff at the Homerton. He then met the gasworks

 site manager and stakeholder engagement manager, and expressed

 disappointment that the LAS had not at any stage been consulted or contacted

 regarding the planning or impact of the works. They were extremely shocked,

 because it seems they have worked extensively with local stakeholders to plan

 traffic management; it seems that their stakeholder researchers thought the

 hospital represented LAS.

 Lawrence Cowderoy has also written to the Homerton Hospital to enquire who

 led on this piece of work to understand why they also didn’t realise the LAS had

 not been involved. I

 In terms of the traffic issues; on Monday 19th August the signals were

 changed to a three-way system including a signal on Wardle Street. It is

 anticipated this will ease congestion because Wardle Street traffic will be

 guaranteed time to exit, instead of having to wait for a road-user on the high

 street to give way to them. If this doesn’t resolve the issue Laurence will raise

 the matter with the site manager. Outstanding work Laurence!

**10) Meeting with Mark Spencer, NED**

 The Forum EC had a very positive and productive meeting with Mark Spencer

 on August16th to discuss development of the Patients Forum, user

 empowerment, stakeholder involvement in the LAS and the special role

 that the Forum has in the LAS as a representative of patients. We also

 explained our close links with Healthwatch and voluntary sector organisations

 across London.

 Malcolm Alexander

 Chair

 Patients Forum for the LAS

 WWW.PATIENTSFORUMLAS.NET

 August 19th 2019