

FINAL Note on Meeting with Heather Lawrence, Chair of the LAS

February 22nd 2017

Kathy West and Malcolm Alexander

1) Outage Report

Heather said a detailed examination of the causes of the outage on January 1st 2017 was in progress and the system collapse is being looked at from several angles. There is an investigation by NHS England, NHS Improvement, local commissioners, the LAS and a commercial company. An interim Chief Information Officer appointment (Steve Bass) has been made for the LAS, to ensure competence with governance of the LAS IT system. Heather said that although other ASs in the UK do not use the Northrop Grumman system used by the LAS, that as far she knew system resilience varied amongst UK ambulance services, i.e. all go down from time to time, but some more than others.

Heather said there had been one death potentially linked to the outage and this is the subject of a Serious Incident investigation and an inquest.

2) Collaborative work between the Forum and LAS

We described the successful collaboration between the LAS and the Patients' Forum on Sickle Cell care and treatment, which began in 2015 jointly with the Sickle Cell Society, and the work on diabetes type 1, which began in November 2016, jointly with Diabetes UK. This is developing with the support and leadership of Jaqui Lindridge, Consultant Paramedic. We described our ambition for further collaborative projects of this type, possibly in the field of mental health care.

3) Clinical Strategy

The Clinical Strategy was presented to the last LAS board meeting and approved. We felt it was very aspirational and needed a lot of work and resources to ensure successful implementation. Heather said that this work would be led by Fenella, Trisha and Briony. She acknowledged the goals of the Strategy needed to be set out as action plans and that implementation would be over a number of years.

4) Governance Review of the LAS

Heather said that Philippa Harding who formerly worked with Monitor is carrying out a governance review of the LAS, which will include corporate governance, major risks to the organisation and evidence that action is being taken to respond to any significant risk.

5) Sandra Adams, Director of Corporate Governance /Trust Secretary will

be leaving the LAS on March 30th to work with Northwick Park Hospital as Director of Corporate Affairs.

6) Race Equality and Board Appointments

a) Two new Directors have joined the Board: Jayne Mee and Sheila Doyle (see below). Jessica Cecil will remain as a Board associate as her time on the Board has expired. We expressed concern that although the gender composition of the Board has changed (3:5) that the ethnic diversity of the Board completely fails to represent the diversity of London. There are no people on the Board of a BME heritage. Heather said that Peter Moleneux, Chair of the South West London and St George's Mental Health Trust would be advising on this issue. We recommended the Heather seeks advice from John James, the Chief Executive of the Sickle Cell Society.

b) Heather said that Melissa Berry's contract has been extended to ensure that race equality work in the LAS continued to be developed.

c) We discussed the low level of resources in the equality and diversity department of the LAS. We noted that Janice Markey is returning to the department, and stressed the need for this work to be adequately supported to ensure that staff and patients with all protected characteristics are empowered and enabled.

d) A VIP award for race equality has been agreed, but progress with this needs to be monitored.

e) Noted that a bid has been put into the Department for Culture, Media and Sport for a Q Volunteering model project based on the LAS's work around tackling health inequalities and improving access and representation of BME communities. Bid was put in by Ricky Lawrence and is likely to be successful.

Jayne Mee

Jayne Mee joined us in January 2017. She has spent more than 25 years in human resources and organisation development, working in executive roles with the Boots Company, Whitbread, Royal Mail, Punch Taverns and Barratt Developments. Most recently until June 2015 she was Director of People and Organisation Development at Imperial College Healthcare NHS Trust. Through her work as an HR/OD consultant and executive coach, Jayne supports executives and organisations in culture change, engagement and transformation. She is also a trustee of St John Ambulance, where she also chairs the remuneration committee, and is a trustee of MEI (Mathematics and Education and Industry).

Sheila Doyle

Sheila joined the Service in February 2017. Sheila, who is currently chief information officer at Deloitte UK and Switzerland, has held senior IT positions across a number of organisations including Norton Rose Fulbright, BP, Royal Mail, and IBM. Sheila spent a number of years in Hong Kong, Singapore and Australia before returning to London with her family.

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