

1. Extract from Minutes of Trust Board meeting held on 26th June 2012

Clinical quality and safety

The Patients' Forum had submitted a question about whether the LAS had a plan for the development of a 24/7 bariatric care service and whether resources had been identified for this service. Lizzy Bovill responded that one of the CQUINs for 2012/13 related to care of bariatric patients and the Trust was currently undertaking a demand analysis for bariatric vehicles to understand whether there were any trends. An equality analysis was also being undertaken to confirm that the initial response to a bariatric patient was the same as to other patients. The outcomes of these pieces of work would be monitored through the Clinical Quality Group. Malcolm Alexander commented that the cost of using vehicles supplied by private providers was significant and this also did not allow for a 24 hour service.

Performance

Martin acknowledged that performance in the East area was poor and he agreed to meet with Joseph Healy outside of the meeting to address his concerns.

Martin explained that the reasons for the low levels of performance in the East included an increase in the workload in this area and a greater number of vacancies. The operations team would look to review staffing in the East area and had focussed private ambulance resource in this area to try to recover the position.

CommandPoint

The Patients' Forum raised a query about whether CommandPoint provided opportunities for patient specific protocols to be communicated quickly to frontline staff. Peter responded that, in this respect, the system operated in the same way as CTAK, but that CommandPoint had an additional function to hold a précis of the key elements of the Patient Specific Protocol and this was already in place.

Questions from the Public

The Chair of the Patients' Forum had submitted a number of questions to the Trust Board. The appropriate members of the executive agreed to follow these up outside of the meeting.

2. Extract from draft Minutes of the Trust Board meeting held on 25th September 2012

The Chair noted that Malcolm Alexander was the new chair of the LAS Patients' Forum and would be attending the Trust Board meetings from now on. Malcolm had sent in a number of questions to the Trust Board that would be addressed throughout the course of the meeting.

Patient story

Steve confirmed that, following the patient story heard at the last Trust Board meeting, a reflective exercise had been undertaken with the members of staff involved, which they had found to be very beneficial. The LAS had also signed up to the NHS London dementia improvement programme to develop current practice and service provision for dementia patients.

The Chair agreed that the patient stories should be varied and therefore he had been happy not to include one on today's agenda. He would like to see future patient stories highlight any actions that had been taken to address the issues raised.

Clinical quality and safety

The Chair noted that the Patients' Forum had submitted a question to the Trust Board asking whether all entrants on the High Risk Register had been notified and been given a chance to appeal against the entry and what protection had been given to people living adjacent to high risk addresses. Peter Suter responded that there had been significant focus on the High Risk Register and that a process was in place to inform all entrants. Crews had been trained to undertake a dynamic risk assessment for both patients on the register and those living nearby. Peter stated that he would be happy for the Management Information team to meet with the Patients' Forum to address their concerns in more detail.

Risk register and Board Assurance Framework

Sandra referred to a question that had been submitted by the Patients' Forum that asked whether the Trust Board had considered the risks relating to the changes to the wider healthcare system and the potential fragmentation of commissioning. Sandra stated that the Trust did not have a risk that was expressed in this way, but that this issue sat behind a number of other risks and CQUINs. The Trust would continue to work with the commissioners to mitigate the impact of this risk.

Payment by Results

The Patients' Forum had submitted a question about what consideration had been given to the impact of Payment By Results. Mike responded that the Trust had been shadowing Payment by Results with the commissioners and that it represented both an opportunity and a threat. The risks would therefore need to be managed appropriately.

Questions from the Public

The Chair of the Patients' Forum had submitted a number of questions prior to the meeting, which had been addressed during the course of the meeting. There were no other questions from members of the public.