

By email: patientsforumlas@aol.com

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Thursday, 08 February 2018

Dear Malcolm,

Breach of Statutory Duties by Brent CCG

Thank you for your letter of complaint dated 22 January 2018 setting out a number of issues regarding the statutory duties of Brent CCG in relation to London Ambulance Service NHS Trust (LAS) performance data.

I am sorry to learn that you feel Brent CCG is denying the Forum reasonable access to performance data as this is not the intention. I understand that you requested a number of LAS weekly performance reports in September 2017 and we explained that the CCG received the information from LAS in confidence as an indicative performance report based on unvalidated data.

We further explained that the reports don't contain full explanations and could be misinterpreted if no further analysis is undertaken or information provided on the unvalidated data. We therefore suggested that you request these reports from LAS as the information owner as LAS will be able to provide the appropriate narrative and caveats to the data were it to disclose the information.

Nevertheless, I understand the importance of public, patients and carers involvement in commissioning matters, and I am keen to ensure the CCG does everything possible to help facilitate this. I can therefore confirm that the following actions have been taken:

- Monthly performance reports (with validated data) covering April 2017 to October 2017 have been sent to you by email. These reports cover performance reporting before the introduction of the Ambulance Response Programme (ARP).

- The new performance report under the ARP is expected to be signed off by Friday 2 February 2018 and will be shared with you once approved via the relevant contractual meeting.
- The December 2017 Clinical Quality & Risk Group (CQRG) meeting was a shorter meeting specifically looking at preparations for winter. The relevant papers have been sent to you and I apologise that this was not done promptly.
- Papers for the January 2018 meeting were circulated on 26th January and I can confirm that you were on the distribution list and as such should have now received these.
- You should also have received quarterly invitations to the CQRG meetings to present the Patient Forum updates as discussed with Elizabeth Ogunoye.

Finally I thank you and the Forum for your invaluable contribution and look forward to continue working with you. I hope that I have addressed all the concerns you have raised but please do not hesitate to contact me again if you would like to discuss any aspect of this letter.

Yours sincerely,



Rob Larkman
Chief Officer, Brent, Harrow & Hillingdon CCGs and SRO LAS Commissioning

Cc: Elizabeth Ogunoye, Deputy Director, LAS Commissioning
Garrett Emerson, Chief Executive, LAS
Jane Cummings, Regional Director, NHS England (London Region)