Meeting with:

Trisha Baines, Chief Quality Officer

Briony Sloper, Deputy Director for Quality and Nursing

– April 20th 2017

**Kathy West, Lynn Strother, Malcolm Alexander**

1. **Quality Account**

* Briony agreed to present the QA to the Forum on May 8th
* Forum’s response to be prepared by April 28th and will go to members in advance of May 8th meeting.
* QA will be presented to the Trust Board meeting on 25 May 2017.
* Briony will present to Hillingdon OSC on April 27th
* Enfield HW will not be able to respond this year to QA because of too much pressure.
* Alvin will be asked if HW pan London will respond and wish to collaborate with PF re response.
* PF will send its response to LHW for comment.
* QA will be sent to CCGs and comment/response from CQRG (Clinical Quality Review Group).
* We recommended that the QA has an attached action plan otherwise the report will not have much meaning to the public. We also proposed that a short version is produced for the public.
* QGAM – the Quality Governance committee will monitor progress with implementation of recommendations.

**Action: Write to Alvin – OK**

1. **New Quality Standards**

* These standards are included in the QA and are consistent with CQC quality measures.
* There will be a ‘gap analysis’ before the CQC Quality Summit in May.
* Implementation will be progressed by the redesigned Quality Directorate.

1. **Use of Taxis for Transporting Patients**

* Briony agreed to let the Forum have a response to the letter sent by the Forum on behalf of a patient who had a poor experience when she was transported to hospital by taxi instead of ambulance.
* Noted that the patient is not willing to meet the LAS until she has received a detailed response from the LAS
* **Taxi Survey –** noted that in2015 the LAS Patient & Public Involvement (PPI) team was asked by the Executive Leadership Team to undertake a survey of patients who had been sent a taxi response rather than an ambulance, in order to gain an understanding about their experience. The report is attached.

1. **LAS Academy**

Four members of the Forum spent time with the Academy in April to observe the selection process for staff seeing professional transition to become paramedics. Out of 155 applicants only 15 will go forward for paramedic training.

A report will be produced but some of the observations were as follows:

* More preparation prior to interview at the Academy would be advisable.
* The skills needed to join the academy to become a paramedic are those needed by all front line clinical staff and consequently it may be the case that on-going training needs to be reviewed.
* The introduction of human factor training may be of benefit to staff when they are uplifting their skills.
* We will work with Tina Ivanov on this issue. She is Deputy Director for Clinical Education and Standards

1. **Clinical Strategy**

We discussed progress with implementation.

* Milestones have been produced for the coming year
* A business case has been produced with goals, objectives and KPIs for implementation of the clinical strategy. This is about to be signed off.
* The document includes a digital strategy and all staff will have hand held devices by January 2018.
* Steve Bass the Interim Director of IT is leading on implementation with Sheila Doyle, Board Member.

Sheila Doyle, is Deloitte’s chief information officer, has over 30 years’ IT experience and has held senior positions at Norton Rose Fulbright, BP, and various financial services organisations. Sheila spent several years in Hong Kong, Australia and Singapore. Whilst at IBM she provided IT consulting  services to financial and manufacturing sectors in the Asia Pacific region.

1. **January 1st Outage Report**

This is expected to be available at the end of May (the cause of the

Outage is known).

1. **CQC Report**

* Expected in May or June 2017.
* The Forum has attempted to communicate with the CQC but has failed to get any response. A further attempt will be made and contact made with a senior staff member.

1. **Ambulance Queues**

We expressed concern that ambulance queuing continued to divert ambulances from responding to emergency calls and that Northwick Park continues to have considerable ambulance queuing and 60 minutes breaches. Delayed discharges due to the need for social care are not as common as has been suggested as the cause of delay.

The following actions are in progress across London:

* Emergency care groups
* Action by the CQRG which is dissatisfied with progress.
* 12 noon daily calls between key players to resolve major problems.
* Hospitals are attempting discharges before 11am and this approach is spreading across London.
* The LAS is attempting to reduce the number of admissions to A&E

The Forum will raise the issue with as many bodies as possible over the next

few weeks.

1. **Working with the STPs**

The LAS has redesigned it areas to match STPs areas.

* Directors and Non Executive Directors are linked to each

STP area.

* Data is being collected to identify high pressure in each of the 5 areas.

1. **Hearing Voices**

We emphasized the need for the patients’ voice and frontline staff voices to

be heard by the leadership of the LAS.

* There will be both staff stories and patient stories presented to the Board at their monthly meetings.
* We focussed on the need for outcomes from the stories and evidence of service improvement.

1. **VIP Awards**

We discussed the negative feeling that some staff feel about being

nominated for an award. New approaches might be used in future, e.g. peer review rather than individual recommendation.

1. **Learning from Complaints and Serious incidents.**

It was agreed that Forum EC members will visit the complaints department to give and opinion on investigations and outcomes of complaints.

The LAS Insight publication is producing interesting information on learning from complaints and SIs, but it is not available on the LAS website. Action will be taken to ensure that reports will be available for patients when they have been affected by a serious incident.

Action:

* Contact Gary Bassett
* Ensure monthly Quality Report is distributed to members.

1. **Website**

Agreed that the Forum will work with the LAS to improve the website – section by section. Agreed to start with complaints pages.

1. **Quality Oversight Group**

Terms of Reference are being prepared. The first meeting will be in June.

1. **Equality and Diversity Committee**

Mark will Chair until the new HR director starts.

1. **Indemnity for Nurses and Midwives**

This has been agreed, enabling them to work on the front line with paramedics.

1. **Police Mental Health Lead**

Briony is meeting with Met Police MH team leader Elena later in the month.

[www.mind.org.uk/media/618027/2013-12-03-Mind\_police\_final\_web.pdf](http://www.mind.org.uk/media/618027/2013-12-03-Mind_police_final_web.pdf)

See also: State of Policing, The Annual Assessment of Policing in England

and Wales 2016 Her Majesty’s Chief Inspector of Constabulary

www.justiceinspecState of Policing, The Annual Assessment of Policing in

England and Wales 2016

Her Majesty’s Chief Inspector of Constabulary

torates.gov.uk/hmic/wp-content/uploads/state-of-policing-2016-double-

page.pdf

Police and Crime Act 2017 – MENTAL HEALTH PROVISIONS

End