**MEETING WITH ELIZABETH OGUNOYE –**

**COMMISSIONER FOR THE LAS**

NOVEMBER 7th 2017

Audrey Lucas, Beulah East, Lynn Strother, Malcolm Alexander

1. **LAS strategy:** we discussed the complexities of engagement and the problems of engaging with the community for a document which is not being consulted on. We also commented of the lack of diversity in the pictures used in the document. Elizabeth had not seen the strategy. The stakeholder workshops will be held on Dec 7th A.M for public involvement and PM for all other stakeholders. The strategy is not expected to go to the CQRG (CCG clinical review group, but will go to the CCG Strategy Commissioning Board.

The strategy is based on a single point of access to the service a differentiated model of service provision which will include the 111 service and ‘hear and treat’ which is run by the LAS

1. **ARP: Started on November 1st.** CCG will monitor implementation of ARP including the ‘tail’ i.e. the patients who wait much longer but are often not mentioned in audit data. All four targets will not be monitored locally and nationally but are not statutory. National comparisons of the 4 targets between ambulance services are now possible. We highlighted concerns about elderly fallers waiting hours in freezing conditions for responses and suffering harm as a result, e.g. disorientation, confusion, pneumonia and urinary tract infections. EO said that the Sheffield study had closely looked at these issues over two years and had not seen any evidence of additional harm.

Forum will meet Dr Sahota, Chair of GLA health committee to discuss. Beulah to make arrangements.

1. **Ambulance Queues:** We noted that queues were still forming and that in the period October 23-29, that 32 hours of ambulance queuing had occurred at Northwick Park. We noted that when Northwick Park was at full capacity that ambulance are still turning up. EO explained that new methods are being used to free up ambulances, e.g. transferring patients to wheel chairs and tagging patients who have a higher level of risk. We expressed concern that there was no ways of assessing harm to patients who were in queues for long periods and that outcome measures are needed to measure the impact of ambulances queues and delays on patients.
2. **Mock CQC visits** – November: 21, 22, 23, 28, 29, 30. Forum members are joining these visits.
3. **Complaints Charter** - Almost finalised and then will need to be designed for enhances and durable public access.
4. **Defibrillators in London’s Schools –** We shared the outcome of this study with EO. The final report will be produced for the next Forum meeting on November 13th
5. **Future Meeting of the Forum:**

* November will be the AGM and presentation by Margaret Luce re PPI in the LAS.
* December will be an ‘open house’ for new ideas.
* Sam Perkins invited from PHE to discuss flu epidemic and vaccination in January.