

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Tell us about your experience of Emergency and Urgent Care

## THE FORUM'S PRIORITIES FOR THE EMERGENCY AND URGENT CARE IN LONDON

- **AMBULANCE QUEUING MUST BE STOPPED AT A&E DEPARTMENTS**
- **MORE EFFECTIVE AND SAFE MENTAL HEALTH CRISIS CARE**
- **FASTER RESPONSES TO LAS CATEGORY 2 CALLS**
- **BETTER DEMENTIA CARE:** See Barbara's story on YouTube: [www.youtube.com/watch?v=DtA2sMAjU-Y](http://www.youtube.com/watch?v=DtA2sMAjU-Y)
- **GREATER EQUALITY AND DIVERSITY IN THE LONDON AMBULANCE SERVICE**

### WHAT IS THE FORUM

The Forum is an independent watchdog monitoring the London Ambulance Service (LAS). It advocates for patients by keeping a watch on emergency and urgent care in London, and it campaigns for more effective services.

Patients, carers, community organisations and Healthwatch can join the Forum and contribute to its work to achieve safer and more effective care.

The Executive Committee regularly meets with senior LAS staff and LAS Commissioners, to raise issues and to make proposals for better and more patient-centred care.

The Forum meets with health groups, e.g. mental health and sickle cell, and campaigns for their experiences to influence LAS services. Most LAS clinical services are excellent – the Forum's promotes patient involvement and seeks to ensure that all patients receive care of the highest quality.

### HOW IT WORKS

The Forum holds monthly public meetings that are open to Forum Members and to the public. These are usually held in:

**LAS Conference Room  
Waterloo Road  
LONDON, SE1 8SD**

Near Waterloo Station.

### YOU ARE WELCOME TO ATTEND

The Forum invites service users and other influential speakers to discuss a wide range of issues connected with urgent and emergency care. They address the Forum and respond to our questions and recommendations for service improvements.

The Forum also meets with the Commissioner for the LAS who represents all London Clinical Commissioning Groups (CCGs) to discuss ideas for service development.

### THE FORUM'S ACHIEVEMENTS

The Forum works with the LAS to improve care and practice in many areas, including:

- Prioritising training, care and treatment for patients with a mental health crisis, dementia, stroke and epilepsy.
- Improving end-of-life care and transport for people who are terminally ill.
- Promoting the development of 'falls teams' for people who do not need hospital care.
- Encouraging a greater focus on the outcome of complaints and serious incident reports, as a means of improving services.
- Promoting implementation of the Duty of Candour when patients have suffered harm.

**The Forum promotes equality, inclusion and diversity in the LAS.**

### JOIN THE FORUM

Receive monthly invitations to Forum meetings, and information about developments in urgent + emergency care.  
[Patientsforumlas@aol.com](mailto:Patientsforumlas@aol.com) ... 07817 505193 ... [www.patientsforumlas.net/join-us](http://www.patientsforumlas.net/join-us)

### THE FORUM'S EXECUTIVE COMMITTEE

Malcolm Alexander - Chair - Sister Josephine Udine - Vice Chair - Angela Cross-Durrant - Vice Chair  
Joseph Healy - President

**EC Members:** Lynn Strother - Beulah East - Dora Dixon-Fyle - Audrey Lucas - Rashid Ali Laher

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