

Patients' Forum Ambulance Services (London) Ltd

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Chair: Malcolm Alexander

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Vice Chairs: Saleha Jaffer & Joseph Healey

Peter Bradley CBE

Chief Executive Officer

London Ambulance Service NHS Trust Headquarters

220 Waterloo Road London SE1 8SD

February 2nd 2009

Dear Peter,

Thank you for your helpful and constructive letter of 8 December 2008 following our meeting with you and your colleagues on 21 November 2008.

We are happy to reciprocate your recognition of the mutual understanding and respect which characterise the positive working relationship between the Trust and the Forum. The Forum shares your commitment to continuing this positive relationship, reinforced by the ongoing need to bring about real benefits for patients and public through working together on the many important health-related issues facing the community. Complementarily, the Forum remains dedicated to its charitable objects of providing benefit to the public through the promotion of the efficiency of ambulance services and the advancement of health or the saving of lives, including the prevention or relief of sickness, disease or human suffering.

The Forum welcomes your assurances about ensuring the continuing involvement of Forum members in the Trust's committees and service development projects, and in observation and monitoring activities. We much appreciate your arrangement to provide indemnity insurance cover for Forum members on ambulance observation shifts, combined with your concessionary arrangement in favour of Forum members by reducing the Ambulance Observers procedural formalities for Forum members to Part B only of Form LA123. We share your aspirations for jointly continuing to promote patient and public involvement in developments including strategic planning. We welcome your commitment and assurances for working towards equal opportunities in workforce and service provision and ensuring the highest quality of patient care, as well as your recognition of the need to maintain focus on reducing health inequalities and enhancing public health including working with other

agencies.

We acknowledge the comments in your letter of 8 December 2008 confirming, as previously discussed, a mutual pragmatic approach to situations which may involve the confidentiality or sensitivity of information.

We appreciate your confirmation that you are happy for the Forum to continue to use your meeting rooms free of charge when they are available.

It is clear that we also share an encouraging mutual expectation that the relationship between the Trust and the Forum is likely to evolve and develop further. We note in particular your plans for continuing to develop local arrangements for working with LINKs and your hope that Forum members will be among the initial membership of the Foundation Trust as and when this is established. In short, we welcome and share your overall sense of commitment to a continuing productive and positive approach to involving patients and the public in 'a wide range of London Ambulance Service activities.

With kind regards
Yours sincerely

Malcolm Alexander
Chair