**Draft Note Meeting with Tracy Pidgeon**

**June 12th 2018**

**Tracy Pidgeon is Head of Governance, London Ambulance Service 111, 5th Floor Southern House Wellesley Grove Croydon| CRO 1XG**

1. The 111 service for South East London is located Croydon and covers the borough of Lambeth, Lewisham, Southwark, Bromley, Bexley and Greenwich. It is run by the LAS and the contract comes up for re-tendering by the CCG in the near future.
2. The 111 contract for North East London (Hackney, Enfield, Tower Hamlets, Newham, Waltham Forest, Redbridge, Barking and Dagenham and Havering - <https://tinyurl.com/y8l955r8>) will pass to the LAS from August 1st 2018.
3. The 111 team led by Tracy Pidgeon are keen to develop effective PPI in both of the 111 services run by the LAS.
4. Sampling 1% of patients who use the SE London 111 service currently takes place (about 3000/year) to gather their views of the service. The response rate is to be confirmed. An example of feedback analysis is attached.
5. We discussed a range of options for greater involvement of the Forum and Healthwatch, patients and the public. We reflected on the use of Arnstein’s Ladder to determine the level of involvement being sought.
6. It is expected that by October 2018 that 111 and 999 access points will be combined into a single service (is this rational?) and will be known as the Integrated Urgent Care Model (IUCM). The Forum has seen no analysis demonstrating the potential of this model for enhancing the quality and safety of emergency care.
7. We looked at a number of options for involvement which included:
8. Enabling the Forum to monitor the service though direct contact with a sample of patients who have given consent to be contacted by the Forum.
9. Inviting Healthwatch and PF-Health liaison leads to participate through the sharing of their experiences of 111 services obtained from users from their boroughs.
10. Examining feedback from patients in relation to diversity and protected characterists.
11. Holding events to which service users are invited so that they can contribute towards 111 service development and plan enhanced user feedback.
12. Plan first community meetings for October 2018
13. Forum to prepare draft letter for service users that can go out with requests for feedback. The letter will invite users to the first user involvement meeting.
14. Present a range of service development approaches to those who attend and those who are interested but cannot attend, e.g. enhanced systems for connecting patients to other clinical services (ACP), GP, dental and pharmaceutical appointments.
15. Consider E&V of III services (Healthwatch can if they wish by law) following a period of training. Using our 999 model this could include listening into calls from patients.
16. Development of feedback loops that demonstrate patient feedback influences service development.
17. Produce information about trends in the development of 111 services, which can be shared with service users, e.g. effective use of ACPs.
18. Share the methods used by 111 for clinical governance and outcomes
19. Consider access to resources for some of these projects.
20. Distribute the LAS Complaints Charter for Urgent and Emergency Care to all complainants, put on website and publicise.

**Malcolm Alexander, Chair, Patients’ Forum for the LAS**