



Patients' Forum Ambulance Services (London)
6 Garden Court
Holden Road
Woodside Park
London N12 7DG

31 May 2018

Dear Malcolm and colleagues

Meeting to Discuss Patients' Forum

Firstly can we thank you, Sister Josephine and Joseph for attending the meeting on Tuesday and also for the work that the Patients' Forum has done over the years to support London Ambulance Service (LAS) and the patients we serve. We value this highly. We also appreciate the frustrations you have encountered over the years by the Trust's inability to move forward on certain issues that you have raised.

We discussed the recent work of the Patients' Forum, engagement on our new Strategy and aspects of wider public engagement you have undertaken in recent months (e.g. on hospital handovers) that as Garrett explained had proved difficult for the Trust in terms of our managing relationships with some of our key system wide partners (e.g. acute Trusts, NHS Improvement / NHS England, Sustainability Transformation Partnerships etc.).

We believe the most valuable aspect of our partnership with you is in your ability to be a 'constructive critical friend' to the organisation, working alongside us to continually refine and improve care for patients, through constructively challenging us with well evidenced analysis and research. We felt it would be unhelpful if, through external or media related activity, the Patients' Forum came to be seen as more of an external 'confrontational' lobbying group. If from time-to-time such issue arise we ask that you inform us in advance so that we can proactively manage the situation from an LAS perspective.

We therefore remain enthusiastic about continuing to work closely in partnership with you going forwards. However this needs to be within the context of a wider patient, public and carer engagement strategy that, as we discussed, we are looking to develop.

We felt the meeting was beneficial and we agreed a way forward, which we set out below:

- That we would work with you on the development of a wider patient, public and carer engagement and involvement framework. This is likely to include various methods,


both qualitative and quantitative to gather a more comprehensive view of the experience of these groups,

- We would continue to engage with the Patients' Forum in specific areas for improvement which would be included in planned activities during the year. These activities would be prioritised and based on the views of the groups and methods highlighted in bullet point one.
- We would meet regularly to discuss progress and issues on a quarterly basis, you would still meet with Trisha on a monthly basis.

We would also be interested in agreeing with you a revised / new 'memorandum of understanding', setting clearly the relationship between the Trust and the Patients' Forum in the way described above, to enable us continue our productive and valuable relationship. We will come back to you on this once our new patient, public and carers' strategy is developed.

We look forward to working with you to meet our joint aims in ensuring that continue to improve the outstanding care that we aim to provide to our patients and the population of London as a whole.

Yours sincerely



Heather Lawrence OBE

Chair

Cc. Garrett Emmerson – Chief Executive
Dr Trisha Bain – Chief Quality Officer