

Patient's Forum LAS Action Points - October 2008

1) Communicating with patients, community organisations and the public

Despatch info about Forum meeting by the 15th of each month:

- Local authority OSCs
- Community Group
- LINKs
- Hosts
- Joseph Healy's lists

2) Equality and Diversity in the LAS

a) Invite Caron Hitchin and the Commission for Equalities and Human Rights to December 1st 2008 meeting to discuss progress with implementing the diversity agenda - Lead Saleha Jaffer, Vice Chair.

b) Contact Caron Hitchin to arrange a meeting and to collect data

Questions for LAS:

- What the current ethnic and gender composition of front-line staff (excluding emergency operations centre and other non-mobile staff)?
- How does this compare with the composition over the past five years?
- What is the ethnic and gender breakdown of staff recruited the LAS during 2007-2008?
- What arrangements are planned to include Forum members in reviewing progress with implementation of the diversity and equal opportunities in the LAS?
- What progress has been made with employment of disabled staff?

3) City Hall Debate

a) Hold debate in City Hall in the second week of January, January 12th (the AGM) to discuss the arguments for a new target for category A calls - arrival within 8 minutes for 100% of life threatening emergencies - The delayed 25%. Base argument on time to arrive, clinical outcomes and social justice.

b) Write to LAS for data on arrival times after 8 minutes for cat A, numbers and clinical outcomes etc.

Questions to LAS

- What data is available on the time taken for the LAS to provide care for the 25% of category A patients who do not receive a service within 8 minutes?
- What data is available on the clinical outcomes for the 25% of category A patients who do not receive a service within 8 minutes?

4) Mayor of London

Write to Mayor re joint work on targets for emergency services and funding of the Forum.

5) Guy's and St Thomas' PTS User Group

a) Confirm membership of the group from Bill Cullinane - Joseph Healey

b) Continue to work with Bill Cullinane on draft questionnaire re assessment criteria.

6) Patient Transport Services

- a) Seek comments from Nic Daw on Forum's note on PTS - sent to Nic Daw on October 18th 2008 - Malcolm Alexander
- b) Chase up outcome of PTS users conference held May 2007 - Discussed with John Comerford Deputy Director of PTS on October 24th 2008 - Malcolm

7) Purchasing and development of PTS

a) Contact Malcolm Stamp, Chief Executive of the Provider Agency at NHS London to seek role for PTS users, the Forum and LINKs on the purchasing and quality of PTS services - wrote in October and email contact made on October 23rd, Angie.Wood@london.nhs.uk.

b) Discuss with NHS London plans for transport to proposed polyclinics and method of payment for these services. Raise with Ruth Carnall. Michael English to raise issue through NHS London, Patient and Public Advisory Group

c) Raise question of use of Taxi-cards for journey to polyclinics with London Councils (Cllr Moylan from Kensington and Chelsea and member of TfL) in view of transfer of acute services to primary care centres (polyclinics).

d) Consider meeting on transport and health care and invite Darren Johnson to speak.

e) CRB checks on PTS crew - seek confirmation from a sample of NHS Trusts that all patient contact staff are CRB cleared.

f) Renal Patients and PTS

Action: Contact the Kidney Patients' Association at G&T to discuss joint work-email sent October 26-2008.

8) Pandemic Flu

a) Contact Ruth Carnall to locate key person re pandemic flu following departure of the public health lead - replied "Our Pandemic Flu coordinator is chloe.sellwood@london.nhs.uk"

b) Agreed to propose London wide public meeting on emergency strategy for pandemic flu

c) Seek advice from London Health Observatory - <http://www.lho.org.uk/>

d) Discuss with the Health and Public Services Committee at GLA - http://www.london.gov.uk/assembly/scrutiny/health_ps.jsp

9) Action Against Medical Accidents

Action 1: Seek information from Gary Bassett, LAS on the following issues:

- The effectiveness of triage in emergency care
- Monitoring the outcomes of triaging decisions
- Linking the LAS website to the AVMA website
- Training for staff on the 'Being Open in the NHS'
- Closer work between LAS and AVMA
- Information of the document on 'the patients' experience being produced by the DH. Agreed to seek a draft copy from the DH.

Action 2: Seek information from Peter Walsh on the impact of privatisation on the frequency of patient safety and medical accidents.

Action 3: Ask AVMA for advice about how to support the AVMA campaign to make it illegal for a health body to fail to report a patient safety incident to the NPSA and reveal details to patients.

Action 4: Discuss with AVMA steps to ensure that LINKs knew about AVMA's work.

Outstanding Issues from September 2008

1) Meeting with Peter Bradley to discuss relationship with the Forum

- A date has been agreed.
- John Larkin, Michael English, Sister Josephine, David Payne and Malcolm Alexander will attend meeting with PB

2) Statutory position re provision of patient transport services.

- Awaiting advice from Nic Daw (LAS).

3) Carer's access to PTS services and the training re the rights of carers.

- Contact Carers Association

4.0 Cardiac arrest survival rates

- Information sought from Rachael Donohoe, Head of Research, on two occasions. No reply. She is now on maternity leave. Matter has been raised with Margaret Vander and other contacts established.

MA/JH/SJ Oct2008