

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Chair: Joseph Healy

Vice Chairs: Lynn Strother, Sister Josephine Udie & Malcolm Alexander

Action Points from Patients Forum held October 10th 2011 – DRAFT

Points 1 - Request report on the Serious Incident investigation of the death of Sarah Mulanga during a sickle cell crisis.

Thank you for your email. I am afraid that we cannot release the report as a) it is now with the Coroner for the forthcoming Inquest, and b) we do not have the family's permission to release it to you. We have advised them previously of the various interested parties including the Forum and have asked them to let us know if they wish us to release the report. We have not received their permission to do so.
Sandra Adams, LAS

The Forum has argued that the outcome and recommendations from the investigation should be in the public arena.

Point 2 - Agreed to send briefing note to the London Borough of Hackney and then to other Boroughs, which might be considering introducing road bumps.

Response received from Hackney Council – 1st November /2011 - attached

Dear Mr Healy,

Re: Road Bumps – potential harm to patients

Thank you for your recent letter dated 28 August 2011, which formally objects to the implementation of road humps to reduce speed limits. Please accept my apologies for not sending this response earlier.

In 2008, the Council made a commitment to reduce the speed limit on all roads under the Council's control by implementing 20 mph zones/speed limits. The zones consist of signs, road markings and traffic calming. The Council's practice has been to use a minimum of physical traffic calming measures in the roads where the surveyed

traffic speed is more than 24 mph, in accordance with the Department of Transport's recommendations.

The 20mph zones have been rolled out in batches on a year by year basis since 2008 and we have implemented approximately 24 individual zones. In each of these zones we have consulted residents, businesses, stakeholders, and emergency services including the London Ambulance Service (LAS). We can confirm that, to date, we have not received objections from the LAS to any of our proposals. We are currently implementing the last group of six 20 mph zones in order to achieve the Mayor of Hackney's manifesto commitment of having 20mph limits on all residential roads.

In 2009 the London Assembly's Transport Select Committee investigated the effectiveness of 20mph zones. Their report "Braking Point" concluded that 20mph zones have made a major contribution to London's road safety record. In areas where zones have been introduced there has been a 42 per cent reduction in casualties. The estimated benefit to London from casualty reductions in its 400 existing 20mph zones has a value of at least £20 million per year to the community. Therefore it can be seen that there are a lot of positive benefits in introducing 20mph zones which we consider outweigh the small disadvantages.

Hackney Council appreciates the work of the LAS and other emergency services and has no plans to introduce humps on class A or B roads. We are currently investigating the possibility of using intelligent speed technology such as average speed cameras and vehicle actuated signs to reduce speeds on our major roads. As you may be aware Hackney Council was one of the first four London Boroughs to successfully bid for trials of average speed cameras in 2010. Unfortunately, the trials did not go ahead due to lack of funding from Transport for London (TfL) who was sponsoring the project.

As most of the 20 mph zones have already been implemented before your objection was received, it is not possible for us to make changes that will mitigate your concerns at this stage. Despite this, we will liaise with LAS Operation Managers when we carry out the review of the zones, to ensure that any concerns they have are included.

In the meantime should you require any further information or assistance, please do not hesitate to contact Maryann Allen, Team Leader - Road Safety on 020 8356 8184 or by email at maryann.allen@hackney.gov.uk

Tim Shields, Chief Executive, Hackney Council

Point 3 - Write to London Resilience, its Chair the Deputy Mayor, and LAS to invite them to a meeting to discuss the state of multi-agency planning for major incidents, and to ascertain details of planning process and arrangement for governance of local resilience plans. <http://www.leslp.gov.uk/>

**Response received from London Resilience.
Request sent to Richard Barnes, Deputy Mayor**

Malcolm, Thank you for your e-mail. Rest assured that I am more than happy to address the forum in the New Year. Please get in touch with the office and we can arrange a suitable date, Richard Barnes, Deputy Mayor for London

Point 4 - 7/7 inquest. Write to Coroner asking for details of progress since her Rule 43 recommendations at the 7/7 inquest.

Dear Mr Alexander, Lady Justice Hallett has now returned to sitting as a judge of the Court of Appeal and as such has no formal role to play in the implementation of her recommendations. She is pleased however, to hear that groups such as your own are taking a continued interest in monitoring the progress of implementation. Whilst she does not feel it appropriate for her to attend your meeting she would be very glad to receive feedback from you. With kind regards, **Judy Anckorn**

Point 5 - Ambulance targets and call connect revision: Distribute copies of Steve West's slides. (Association of Chief Executives of Ambulance Services) and to invite him to a further meeting to ask more detailed questions.

To be actioned

Point 5 Invite Professor Matthew Cooke, National Clinical Director for Urgent and Emergency Care to Forum meeting to discuss ambulance targets.

Invitation sent Professor Matthew Cooke

Point 6 Equality Impact Assessment – Cat B.

Malcolm, I have received this and a member of the team will be replying to you shortly.

Emma O'Donnell
Senior Policy Manager
Urgent and Emergency Care
Department of Health

Point 7 - Command Point update

Meeting with Peter Sutter for an update requested.

Point 8 – Ask LAS Board for AGM to be more focused on the public.

Raised in PPI Committee

Point 9 – Quality Accounts – Request LAS response to Forum’s submission to Quality Accounts for 2010-11 and the process of outcome measurement for 2011-12.

Requests made to Sandra Adams and Steve Lennox

Dear Steve, thanks for much for your email. I attach our statements for the 2010 and 2011 LAS Quality Accounts. What i am trying to obtain is details of your progress against each of the recommendations that we made to the LAS for 2010 and 2011. The intention of public statements to the Quality Account is to improve the quality of services and we would therefore like to see evidence of continuing improvements against our Quality Account recommendations to the LAS for 2010 and 2011.

Dear Sandra and Steve, I thought it would be useful to list some of the points highlighted by Professor Sir Bruce Keogh and David Bennett in relation to QA and public involvement.

I would be very grateful if you could respond before our Forum meeting on monday week. Very best wishes. Malcolm

- **Be held to account by the public and local stakeholders for delivering quality improvements.**
- **Despite many good examples of wider engagement with patient, public and staff in the process of agreeing a Quality Account, some providers need to make significant improvements in this area.**
- **Performed on the measures that you know mean most to your patients;**
- **Reviewed services and engage with your patients, public and governors, in setting your priorities for the future;**

Point 10 - Directory of Urgent Care Services being prepared by London commissioners. Public access.

Action: meet NKB to discuss the publication of the Directory.

Point 11 – Healthwatch

- a) The public and patients should be actively engaged in the redesign of urgent and emergency services.
- b) Healthwatch needs to develop a pan-London approach to the monitoring of urgent and emergency care – 31 LINKs/Healthwatch acting separately cannot achieve this effectively.
- c) During the period 2011-2012 PCT Clusters will need to be closely monitored to ensure they are providing effective, local, urgent care and ‘out of hours services’.
- d) Make contact with with Gus Wilson, (Development and Communications Manager London Health Commission) and Cllr Victoria Borwick (Londonwide Assembly Member City Hall), to discuss the role of Healthwatch in the monitoring of urgent and emergency care services in London. **OK Done**
- e) Pan London Healthwatch is needed to communicate with Health and Wellbeing Boards on a pan London basis (possibly through the GLA/Community Voices for Health). **OK Done**
- f) Work with ‘Community Voices for Health’ through Lynn Strother, Vice Chair. This will enable the Forum to get messages to many organisations, activists and service users across London. **Request made to the GLA**

Point 12 – Equality and Diversity in the LAS

- 1) Copy the SHAs Equality Delivery System document to members and invite Mary Clarke to the Patients Forum - **Done**
- 2) Invite Janice Markey, Bill O’Neil and Ricky Lawrence, and Peter Hanil to the Forum meeting attended by Mary Clarke.- **Invited**
- 3) Request monitoring data for 2010 on the 9 protected areas by grade. – **Received**
- 4) Request a copy of the most recent LAS staff survey. –

The CQC report on our 2010 results can be found here:
http://webarchive.nationalarchives.gov.uk/20110718105843/http://www.cqc.org.uk/publications.cfm?fde_id=17442
This year’s survey will close in mid December 2011, with the results to be published in March 2012.
Charley Goddard, HR Manager- Staff Engagement
