

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Chair: Malcolm Alexander PatientsForumLAS@aol.com

Patients' Forum Ambulance Services (London)

Monday October 6th 2008, 5.30 - 7.30 pm

LAS Headquarters, 220 Waterloo Road, London SE1 8SD

Nearest Tubes: Waterloo, British Rail: Waterloo,

Buses: : 1,4,26,77,68,168,171,172,176,188,507,243,341,381,507,521

Time	Page	Welcome and Introduction	
5.30		1) Minutes of September 8 th Meeting	Attached-1
		2) Matters arising and action points	
		<ul style="list-style-type: none"> ✓ • Patient Transport at Guy's and St Thomas' - report on users' meeting ✓ • Confidentiality agreement ✓ • Indemnity for ride outs and visits ✓ • LAS training statistics 	Joseph Healey Michael English Mark Mitten Attachment-2
6.00		3) Peter Walsh, Chief Executive of AVMA (Action Against Medical Accidents)	
		Patient Safety in the NHS Is urgent reform needed?	
6.30 break		✓ 4) Diversity in the LAS	Saleha Jaffer
		✓ 5) First Responders Meeting Report	Mark and Sis J
		6) Annual Health Check	Malcolm Alexander
		7) LINKs developments across London	Malcolm Alexander

7.30	<p>8) Report on commissioning of ambulance services (Richmond and Twickenham PCT)</p> <p>Meeting will end 7.30pm</p>	<p>Attachment-3 or available on request</p>
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Note from Tricia Choppin regarding Bromley Hospital transport arrangements.

Hi there Malcolm

I thought I'd bring you up to date regarding the transport lounge on the second floor at the rear end of the PRUH in Bromley Hospital. We looked at it and felt there are some good points about it but the siting - so far away from the entrance is a disadvantage. I have copied below some of the response I sent to the BHT CEO.

'Whilst I am all in favour of patient choice, I should say that I completely agree there are some really good things for patient transport users waiting in the new discharge lounge - nursing presence, (hopefully) free tea and coffee and TV or magazines to while away waiting times - and I think most people will, quite rightly, want to wait in a more comfortable, warmer area.

My concerns are, as you are already aware, around the area of the site of the room and its distance from reception versus the amount of time the nurses will have to send transporting patients up and down. Susan told us the Trust will monitor this and that is fine. I have to say I am also a little concerned about ingress and egress, with the five day ward within the same general area. Susan told us that the entrance/exit for the five day ward is at one end of the ward and the entrance/exit for the discharge lounge is at the other and she was sure pathways had been checked etc to minimise the danger of any cross infection. That is fine as far as it goes, but I think the reality is that with no physical barrier to stop them (and, surely, there can't be) people will use the nearest entrance or exit to hand. I hope the Trust will also monitor this though I am sure I'm preaching to the converted and it is already in hand.

We shall keep a very close eye on this.

Tricia Choppin, formerly Bromley Patients' Forum