

Meeting between CQC and London Ambulance Service Patients Forum

Date: Wednesday 25 June 2014

Venue: Finsbury Tower

Present: Roger James, James Titcombe, Malcolm Alexander (Chair, Patients Forum, LAS)

MA explained the Patients Forum (PF) and its links with London Ambulance Service (LAS). The PF existed prior to 'LINKs' and has detailed information about how the LAS functions. MA expressed concerns that the previous CQC inspection report did not reflect the PF's information that was given to the inspector at the time. He wrote to the then inspector but got no response. MA was dissatisfied with that CQC inspection report and the inspector's lack of response thereafter.

Roger explained that the inspection regime had changed recently and whilst the CQC routinely requested information from statutory stakeholders prior to inspections, it did not automatically do so from organisations such as the Patients' Forum.

All agreed that CQC should engage better and work more closely with the PF, in order to obtain information about the performance of LAS and the views of people who use LAS services.

Malcolm said that David Griffiths, the National Professional Advisor for Ambulance and Urgent Care (Hospitals Inspectorate) would address a public meeting of Forum on November 10th 2014.

Actions:

1. London Region (operations) would make a firm commitment to maintain dialogue with MA and the PF on an ongoing basis and particularly prior to CQC inspections in order to share intelligence about LAS.
2. The Forum will ensure a continuous flow of information to Timothy Brackpool about any relevant issues concerning the performance of the LAS in relation to CQC standards.
3. CQC staff to refer to the PF's website at www.patientsforumlas.net for further information
4. The lead inspector for LAS (Tim Brackpool) to contact MA at patientsforumlas@aol.com in order to have an initial meeting to go through the PF's 2013 inspection of the LAS report (available on website).

Roger James

Inspection Manager