**ENDING AMBULANCE QUEUES AT LONDON’S A&Es**

**MONDAY – APRIL 9th 2018**

**5.30–8.00pm COMMITTEE ROOM 2, CITY HALL**

April 3rd 2018

Dear Healthwatch,

On April 9th the Forum will hold a meeting at City Hall (Room 2) to address the very serious problem of ambulance queuing outside London’s A&E departments. The business part of the meeting will start at 5.30pm and the main session on ambulance queuing at 6pm, finishing at 8pm. We have however allowed for extra time to 8.30 should this be required, e.g. if those attending wish to raise further issues of importance to the discussion. .

The panel of speakers who have agreed to attend are as follows:

* James Guest, from the Patients' Forum who will open the session.
* Dr Kuldhir Johal – Brent CCG and CQRG (Clinical Quality Review Group)
* Paul Woodrow – LAS Director of Operations
* Dr Katherine Henderson-Royal College of Emergency Medicine & St Thomas’
* Dr Nick Mann - east London GP and representative of KONP

Representatives from Northwick Park and UCH hospitals are expected to attend.

Each speaker will address the meeting for about 15 minutes and questions will be taken between and after speaker’s presentations. We aim to get a lively and productive debate and agreement on the way forward.

**Our key objectives for the meetings are to consider:**

1. Poor performance against the 4 hour target in London’s A&Es and the impact on patients’ clinical care
2. The impact of this deteriorating performance on ambulance queues and handover delays.
3. The potential harm to patients waiting for an emergency ambulance and any evidence of actual harm.
4. Whether winter A&E pressures are becoming all year round pressures.
5. What resources are needed to substantially diminish ambulance queuing and delayed handovers.
6. The impact of A&E patient queues on hospital and LAS staff.
7. What action is planned and needed to resolve these critical issues.

We very much look forward to seeing you on April 9th we hope you will invite your members and colleagues in your local hospitals and CCGs.

Very best wishes



Malcolm Alexander

Chair

Patients' Forum for the LAS

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*Mr Derek Prentice, the Royal College for Emergency Medicine's lead patient representative and Lay Committee Chair, said: “Yet again patients have had to endure another winter of misery due to inadequate resourcing. Understandably public satisfaction with the health service has fallen. Our patients, staff and the NHS – now in its 70th year – deserve better. We need long term solutions, including more funds, beds and staff”*