

PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Chair: Malcolm Alexander PatientsForumLAS@aol.com

8th September 2008

Claire Garbutt,
Policy Manager
LAS, 220 Waterloo Road, SE1

Dear Claire,

Older Person's Strategy

I am writing to raise a few issues with you concerning the Older Persons' Strategy.

- 1) Members want to emphasize the critical role of the PTS in meeting the needs of older people and ensuring that access is fair and equal in all communities. Ensuring that user's of PTS can express their views about the quality of the service without anxiety is of great importance.
- 2) The use of the 'message in a bottle scheme' was emphasized by Forum members as good practice that should be extended to more older people.
- 3) When the Strategy was first published there was inadequate governance with respect to the implementation of its recommendations. We would like your assurance that all recommendations will be embedded in a system of accountability, ultimately to the Clinical Governance Committee and the public, to ensure that delivery of the recommendations.
- 4) For implementation to be successful it is essential for the LAS to enter into a Compact with the 'voluntary sector' (http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4005635).

This needs to include:

- a) Borough based 'pensioners' forums' and 'pensioners' action group'.
- b) Age Concern and Help the Aged at a Pan-London and local level.
- c) The Greater London Association of Pensioners (Lynn Strother).
- d) The National Pensioner's Convention - London Section (Dot Gibson).

We look forward to receiving your comments.

Best wishes

Malcolm Alexander
Chair