

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

Patients' Forum Ambulance Services (London) Ltd

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October 5<sup>th</sup>, 2008

Dear Malcolm,

We are concerned that there appears to have been no public involvement or consultation with the Forum, LINKs or patients, in the process of development of the Framework Agreement for PTS, or in the process of selection of PTS providers for contracts across London.

It is particularly, surprising that there has been no consultation whatsoever with the Patients Forum Ambulance Services (London) as we are well known to NHS London at all levels of the organisation.

As you know NHS London has the following duties:

***Patient and Public Involvement:***

*C17: Patients and carers' views are sought and taken into account in designing, planning and delivering and improving services*

You will also know that *Section 233 of the Local Government and Public Involvement in Health Act 2000, 7 requires that the Strategic Health Authority must:*

...make arrangements, as respects health services for which it is responsible, which secure that users of those services, whether directly or through representatives, are involved (whether by being consulted or provided with information, or in other ways) in—

- (a) the planning of the provision of those services,
- (b) the development and consideration of proposals for changes in the way those services are provided, and
- (c) decisions to be made by that body affecting the operation of those services.

Will you please give me your assurance that you will include the Patients' Forum and LINKs in the development of commissioning arrangements for PTS services across London?

Can we also have your assurances that NHS London, the London Procurement Programme and PCTs will involve patients/users in any decisions that affect the commissioning of PTS, and that any relevant draft documents will be fully discussed with patients and their representatives? The absence of public involvement in the development of the Framework Agreement is a notable omission.

I am sure you are aware of the guidance provided in the Code of Practice on Consultation published by the Cabinet Office, Better Regulation Executive. <http://www.berr.gov.uk/files/file44364.pdf>, and the reasonable expectations that this places on the London Provider Agency and the London Procurement Programme.

Could you please send me any documents relevant to any decisions made by the LPP in respect of commissioning PTS across London and contact details of the personnel who are leading this process?

I look forward to receiving your detailed comments on the points made in this letter.

Best Wishes

Malcolm Alexander  
Chair

Ruth Carnall, Chief Executive, NHS London  
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