

# PATIENTS' FORUM

AMBULANCE SERVICES (LONDON)



MONITORING  
LONDON'S EMERGENCY  
AND  
URGENT CARE SERVICES



## **PRESS RELEASE – MARCH 11th 2020**

# **OUTSTANDING EDUCATION CENTRE COLLABORATION ENDED BY LAS!**

A highly innovative education project between the LAS and the Patients' Forum has been abandoned by the LAS without notice to the participants.

The project, called the 'Patient and Public Involvement Panel', was set up at the request of the HCPC to support the training and education of Emergency Ambulance Crew and Technicians, who are studying to become Paramedics.

The 3 Patients' Forum PPIP members regularly visited the Education Centre at Fulham, and participated in the following activities to provide an independent patient led assessment:

- Observations of assessments and interviews with new applicants
- Lectures to students about the importance of patient involvement
- Producing reports proposing improvements to the work of the education centre
- Attending the HCPC Internal Paramedic Programme Steering group
- Providing many volunteers to the Education Centre, who acted as mock patients for assessment - sometimes for several hours a day

The last Forum presentation to students took place on January 14th 2020 and since then absolute silence from the LAS Education Centre Tutors!

Malcolm Alexander, Chair of the Patients' Form said:

**“Having had an amazing relationship with the Tutors and students over several years it is appalling the without notice or apology that the LAS has again shown that it wishes to suppress patient participation and the patients voice. The lack of respect shown to volunteers is unbelievable. Yet again the LAS has shown its lack of due regard for the NHS Constitution and public involvement legislation”.**

**Malcolm Alexander is Chair, Patients' Forum, Ambulance Services – London. The Forum was founded in 2003.**

**He has managed and chaired several national and local public involvement bodies, and taught Masters courses at Westminster University for several years, specialising on patient and public involvement. Malcolm is on the Board of Healthwatch Hackney and is a Healthwatch appointed Governor to the Homerton Hospital.**

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**WWW.PATIENTSFORUMLAS.NET**



London Ambulance Service  
NHS Trust



## **Paramedic Programme Patient and Public Involvement (PPI) Panel**

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### **Terms of Reference**

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#### **Background**

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The London Ambulance Service Paramedic Programme recognises that patient and public involvement (PPI) brings an essential and independent assessment to

the work of the Academy. Being separate from the day-to-day running of the LAS, patients and public involvement can be an integral component in the development and shaping of the Academy's training programme and its outcomes.

The Paramedic Programme is an in-house programme to enable currently employed Emergency Medical Technicians (EMT) and Emergency Ambulance Crew (EAC) the opportunity to progress to Health and Care Professions Council (HCPC) registered Paramedic status.

The Paramedic Programme consists of an access 'ramp' module lasting six months, followed by three semesters of study, each lasting a further six months.

The total time from engagement on the 'ramp' module to completing the semesters is two years. During this time, students must continue their clinical practice with Placement Educators (PEds).

The PPI Panel is committed to equality, diversity and inclusion in all of its activities.

These Terms of Reference (ToR) are intended to assist the PPI Panel to play its role as part of the Paramedic Programme.

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### The Role of Lay Members of the Paramedic Programme (PPI) Panel

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1. To meet with the Programme Manager and Programme Leads quarterly at PPI Panel meetings.
2. To provide a patient and public perspective on the overall aims and objectives of the Programme.

3. To advise on the development, delivery and progress of the Programme.
4. To provide assistance with the internal recruitment of students to the Programme, including participation in selection interviews
5. To assist with module development.
6. To assist with the recruitment of Lay Members to participate in the Programme delivery for each semester.
7. To report to the HCPC Internal Paramedic Programme Steering Group Meeting on a quarterly basis.

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### Membership of the Paramedic Programme (PPI) Panel

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- 1) The PPI Panel shall have a membership of no more than 3 Lay Members and 3 Academy staff.
  - See *page 4 – Academy Staff*
  - See *page 5 - Patients’ Forum for the LAS PPI Panel Lay Members*
- 2) Academy staff membership of PPI Panel will be:
  - The Programme Manager ... ..
  - The Programme Lead ... ..
  - The Programme Lead ... ..
- 3) When there are vacancies on the PPI Panel, membership will be open to patients and members of the public who are able to meet the time commitments and are prepared to participate in training to enhance their skills.
- 4) Lay Members may be sought from:
  - LAS Trust members
  - Healthwatch
  - The Patients’ Forum for the London Ambulance Service
  - Relevant and appropriate voluntary organisations

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## Frequency and Duration of Meetings

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- 1) The PPI Panel will meet quarterly and members should attend all of these meetings if possible.
- 2) Meetings of the PPI Panel will last no more than two hours.
- 3) PPI Panel meetings will be held two weeks in advance of Steering Group meetings, to ensure that Minutes and issues from the PPI Panel can be presented in a timely way to the Steering Group.

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## Expenses

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- 1) Travel expenses may be claimed on the submission of an Expense Claim Form. This will be provided on the day of the meeting.
- 2) An Honorarium of £20.00 will be available for each meeting attended.
- 3) The decision to pay for loss of earnings will be subject to discussion and resolution with the Head of PPI and Public Education for the LAS.

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## Accountability

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- 1) The PPI Panel will monitor the effectiveness of PPI within the Paramedic Programme and will collect feedback from patient and public involvement participants within each module.
- 2) The PPI Panel will invite lay participants on the Paramedic Programme to attend two PPIP meetings each year to provide their feedback.

- 3) The PPI Panel will be accountable to the Steering Group and report on PPI throughout the Paramedic Programme.

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## Working Methods

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- 1) The Programme Administration Team, in liaison with PPI Panel members, will agree agendas for PPI Panel meetings at least seven days in advance of each meeting.
- 2) The Programme Administration Team will ensure that Minutes are taken and shared with PPI Panel members when in draft form.
- 3) The Administration Team will send agendas and draft minutes out seven days in advance of PPI Panel meetings.
- 4) Minutes will be shared with the Steering Group and once agreed may then be placed on the Patients' Forum website, but may be subject to editing on issues relating to confidentiality or privacy.
- 5) A Conflict of Interest must be declared at each meeting of the PPI Panel if a member of the Panel has an interest, or becomes aware of an interest, which could harm the objectives of the PPI Panel or the Paramedic Programme..

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## Review

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The PPI Panel members will review the work of the Panel, and its Terms of Reference annually.

The Academy will share relevant documentation with the PPI Panel for the purposes of the Review.

## Academy Staff

	<p><u>Higher Education Manager</u> LAS Strategic Lead and Health and Care Professions Council (HCPC) named Lead for the Academy HCPC Paramedic Programme.</p>
	<p><u>Programme Leads</u> Tactical leads and programme development for the Academy HCPC Paramedic Programme.</p>
	<p><u>Education Manager</u> Resource lead for the Academy HCPC Paramedic Programme.</p>
Module Leads	Individual module development and day-to-day delivery of the Academy HCPC Paramedic Programme.

## Patients' Forum for the LAS

Malcolm Alexander	<u>Chair, Patients' Forum for the LAS</u>
	<u>Member of the Patients' Forum for the LAS</u>
	<u>Member of the Patients' Forum for the LAS</u>

## Glossary of Terms Used in the Programme

CEPN	Community Education Providers Network
Cohort	Group of students
EAC	Emergency Ambulance Crew
EMT	Emergency Medical Technician
GSM	Group Station Manager

HCPC	Health and Care Professions Council
HW	Healthwatch
HWE	Healthwatch England
LAS	London Ambulance Service
LHW	Local Healthwatch
PEds	Placement Educators
PFLAS	Patients' Forum, LAS
PPI	Patient and Public Involvement
PPIP	Patient and Public Involvement Panel
PRM	Programme Members
PM	Panel Members
RTP	Return to practise
SEMs	Student Enrolment Management Systems
ToR	Terms of Reference
QGMs	Quality Governance and Assurance Managers

## Web Addresses

Equality and Inclusion Team	<a href="mailto:www.equalityandinclusionteam@lond-amb.nhs.uk">www.equalityandinclusionteam@lond-amb.nhs.uk</a>
Health and Care Professions Council	<a href="http://www.hcpc-uk.org">www.hcpc-uk.org</a>
Healthwatch England	<a href="http://www.healthwatch.co.uk">www.healthwatch.co.uk</a>
London Ambulance Service	<a href="http://www.londonambulance.nhs.uk">www.londonambulance.nhs.uk</a>
Patients' Forum LAS	<a href="http://www.patientsforumlas.net">www.patientsforumlas.net</a>