

# Quality Accounts 2010 - statement

## Patients' Forum Ambulance Services (London) Ltd

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### Forum Officers

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**Company Secretary:** John Larkin

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**Chair:**

Malcolm Alexander  
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**Vice Chair:**

Sister Josephine Udie  
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**Vice Chair:**

Joseph Healy  
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## **Public Involvement**

LAS actively takes account of views and experiences of patients, users, LINKs and the Patients' Forum by:

- seeking views and taking them into account when planning services.
- carrying out consultations and discussions with patients, the Patients' Forum and LINKs.
- Involving Patients' Forum/LINK members in the work of some LAS committees.

In 2010 the Forum was refused membership of the Quality Committee, which replaced the Governance Committee. A Forum representative had previously sat on this committee and made an active contribution.

## **Improvements in quality sought by the Forum**

- a) Publish information on the impact of public involvement on services, strategies and policies.
- b) Introduce a systematic approach to consulting Patients' Forum/LINKs on new and revised policies and strategies.
- c) Ensure LINKs and Patients' Forum are given opportunities to contribute to decisions about planning and providing services, through representation on key committees and steering groups, co-designing services and delegating activities to users and community representative to reflect requirements in Real Involvement (DH)

## **Category A Response**

Carry out a retrospective study of the 4591 patients who were classified as Category A in 2009 who did not receive a Category A response, to assess outcomes for patients not receiving a Cat A response within 19 minutes.

## **Multi-disciplinary reviews of patients care**

Arrange for all paramedics and technicians to be supported and encouraged to meet with A&E/hospital clinical staff in formal multidisciplinary meetings, to review the care they have provided and to learn lessons from the clinical outcomes of patients who have been in their care.

## **Patient Transport Services**

Adopt the Quality Standards for PTS developed by the Patients' Forum in collaboration with patients, LINks and voluntary sector groups across London.

## **Communications with patients**

Develop a programme to recruit Emergency Operations Centre staff who can practice clinically in more than one language, to ensure that whenever possible all patients receive a service appropriate to their clinical needs.

## **Diversity in the LAS workforce**

Seek advice from the Equality and Human Rights Commission on the means of bringing about a transformation in the diversity of the workforce so that it reflects the population of London. The LAS should examine recruitment procedures and 'cultures' within the LAS to discover if there are factors which prevent the development of a fully diverse LAS frontline work force.

## **Mental Health Care**

Review the care and treatment of people suffering from severe mental health problems who are taken from a public place or their home to a place of safety. They should assess clinical outcomes and the patient's views on the care received. Consideration should be given to developing an expert cadre of paramedics trained as mental health practitioners.

## **Complaints and Incidents**

Recommendations from each patient complaint to the LAS should be sent to the Patients Forum immediately the investigation is finished. After six months the LAS should produce a report on implementation of each recommendation with evidence of impact, outcomes and enduring improvements to LAS services.

End  
1/6/2010