Questions for the Board – 29 January 2019

Dear Malcolm,

As promised, please see below the responses to your questions.  Unfortunately, I am unable to share the draft minutes with you at this point, as they have not yet been reviewed.  I will pass these on as soon as possible next week.

QUESTION 1

The Forum welcomes the great progress made by the LAS and Forum in production of the Complaints Charter and Patient Specific Protocol guidance. Will the Board ensure distribution of these key document to service users?

Response

We will put the Charter on the website and we have already included a link in our letters in response to complaints.  As the Patients’ Forum is aware we are currently finalising Patient Specific Protocol guidance and will share this as appropriate.

QUESTION 2

In light of the findings of the recent LAS report on Safeguarding referrals, will the Board support a greater focus in the LAS on the clinical effectiveness of referrals made to other health and social care agencies?

Response

All safeguarding referrals continue to be made appropriately to local authorities and we have requested that commissioners support our endeavours to receive regular feedback in relation to outcomes.

QUESTION 3

Will the Board consider developing a plan for the creation of more effective working relationships and shared outcomes with its STP partners?

Response

We are committed to continuing to develop better relationships with our system partners and have appointed a Head of Partnerships (due to start in the next few weeks) who will focus on this work.

QUESTION 4

Have all London STP fully accepted and signed up to the LAS long term strategy?  
Note: only one London STP lists the LAS as a partner organisation.

Response

All STPs were fully consulted in the development of our strategy.  We continue to work in collaboration with them on relevant aspects of delivering this.

QUESTION 5

Will the Board agree a modus operandi for consultation on new LAS strategies with patients and the public that is consistent with the NHS Constitution?

Response

The Board is due to consider a draft Patient and Public Engagement strategy for approval at its meeting on 31 March 2019.  This has already been shared with the Patients’ Forum and we welcome any further feedback.

I would also like to take this opportunity to remind you that you can ask questions such as these at any time, via Trisha Bain, and don’t need to wait for Board meetings.  A number of these questions were not ones that the Board would have been able to answer at the meeting and were more appropriate for management responses.

Best wishes,  
Philippa Harding