

**QUESTIONS FOR THE LAS BOARD FOR
TUESDAY, 26 JUNE
From the Patients' Forum**

1) Is the LAS in negotiations with the directors of commissioning for North East London and City PCT concerning the low availability of HASU (acute stroke) beds, and if so what progress has been made?

2) In view of the overall increase in complaints for the last quarter, and in particular the increase in the number of complaints about delays, will the LAS ensure that lessons are being learnt from each complaint about improvements in response times, communication with patients about the cause of delays, and the clinical outcome for patients?

3) Will Command Point provide opportunities, in the near future, for 'patient specific protocols' and their wishes about 'end of life' care to be communicated quickly to front line staff?

4) Does the LAS have a plan for the development of a 24/7 bariatric care service and have resources been identified for this service?

5) Will the research methodology for interviews with non-conveyed patients include detailed, qualitative interviews?

6) In view of the abnormally high current utilisation rate of

the LAS (22% increase of Cat A), does the LAS Board believe it is sufficiently funded for this level of activity?

7) The data on performance figures given to the Patients Forum contain some concerning figures for the East zone on Category A patients in particular. What is the explanation for this and what is being done to address it? We are putting this question again (having put it at the last Board meeting) as the figures which the Forum has recently received for both the year ending April and for the month of April from the East have given further cause for concern. We are also aware that commissioners are concerned about this also.