

**PATIENTS' FORUM EXECUTIVE COMMITTEE**

**March 22nd 2018**

**1) Attendance: Angela Cross-Durrant, Adrian Dodd and Malcolm Alexander**

**2) Minutes of the Previous Meeting: agreed a correct record.**

**3) Matters Arising**

**A) LAS Draft Strategy:** The Forum has never received any response to the detailed comments we made on the Strategic Intent in December and we have been offered no meeting for discussion regarding our comments. We note there is to be no consultation on the draft Strategy. It therefore appears that the Strategy does not have public support. The following questions have been submitted to the LAS

a)    What are the high level strategic aspirations for enhanced patient

services and will these change year by year?  
b)    What is the time scale for delivery of the strategy?  
c)    How will progress towards better care and treatment be measured?  
d)    How is the strategy linked to funding?  
e)    Does the LAS have the necessary capabilities to achieve its strategic

goals?  
f)     How will the LAS ensure that strategic progress and change are enduring

rather than start and stop?  
g)    How will the commissioners and STPs be involved in strategy delivery?  
h)    What is the LAS strategy towards STPs and how will success for patient

care be measured?  
i)     Will the strategy include a focus on dealing successfully with winter

pressures?  
j)     Will there be an associated action plan and KPIs?      
k)    Is there a focus in the strategy on reducing pollution through the purchase

of new fleet?

1. **Q Volunteering:** Noted that money is being returned to the DDMCS. The Forum project proposal for the use of £50,000 was rejected by the Chief Executive, Garrett Emmerson. Thanks to Sister Josephine for her great work to try and get the DDMCS and LAS to agree to the proposed Forum project.
2. **LAS Complaints Charter for Urgent and Emergency Care:** Noted that this is complete and has gone to LAS communications to produce a version compatible with the NHS Accessible Information Standard.
3. **LAS Complaints Review:** The LAS has been unable to provide the Forum with access to anonymised complaints for an independent audit.
4. **Defibrillator Campaign:** Joseph has supplied email addresses of voluntary sector bodies in Lambeth. MA has written to them asking them to jointly purchase a defib for 336 Brixton Road.
5. **Brent CCG:** has asked CCGs not to share data on performance with outside bodies.

**4) Communications from the LAS**

Noted that LAS Board papers were not sent out for the February meeting and that papers for the March board meeting have still not been sent out or placed on the LAS website, despite assurances that they would be available 7 days in advance of the meeting. This concern has been shared with the CQC.

**5) Forum Meeting – April 9th 2018 at City Hall**

a) The City Hall meeting room will be available from 5.30pm until 9pm.

b) The following speakers have **agreed to attend:**

* Dr Johal, Chair of the CQRG – Speaker
* Paul Woodrow – LAS - Speaker
* James Guest – Patients' Forum - Speaker
* Dr Nick Mann, east London GP and KONP – Speaker
* Arshiya Khan, Chief Operating Officer and Jon Baker, Deputy Medical Director from Northwick Park Hospital
* Amanda Coyle, Asst Director of Health and Communities, Greater London Authority

Dr Fenella Wrigley is unable to attend as she works in the Royal London A&E on that evening.

**c) Invitations** have been sent to the CEs of six London hospitals with the longest ambulance waits. Invitations will also go to London Assembly members and if possible London MPs. LHW will be asked to attend and send the invitation to their acute hospital CEs. Richard Webber from the Collage of Paramedics and DH will also be invited.

**d) Order of Speakers:**

i) James will open the discussion

ii) Paul Woodrow

iii) Dr Johal as commissioner – expectations and outcomes.

iv) Dr Nick Bass

**e) Time for speakers** – 15 minutes with a couple of questions after each presentation.

**f) Questions** from members mostly after speakers have finished – about 8pm.

**g) Briefing** will be provided for all speakers.

**6) May Forum Meeting**

Speaker: Pauline Cranmer, Deputy Director of Operations – Control Services– responding to the Forum's EOC report and its recommendations.

**7) CQC Inspection**

The Forum has submitted its report to the CQC on the progress made by the LAS and areas for improvement. The Inspection is now complete, including the Well Led review. There will be no summit. Agreed to invite CQC to July meeting.

**8) CPR Training**

24 members have volunteered for CPR training in June and July. These will be 3 hour sessions prior to Forum meetings. Add Adrian to the list for July.

**9) Membership**

Currently, about 50 paid up members.

**10) Work with the Academy**

Six members have been trained to participate as 'mock patients' for the assessment of paramedics in training. The Patient and Public Involvement Panel (PPIP) is going well. A new website is being developed specifically about the Academy work.

**10) Diversity Award for the VIP Awards**

Beulah attended the selection process meeting with the Chair of the LAS, Heather Lawrence. There were 11 submissions and they were measured against:   
a) Their actions as a role model in championing and building diversity within the service.

b)Their work to develop an inclusive culture in the LAS.

c) Demonstration of their respect for and valuing of differing backgrounds of staff and patients.

The recommendation was to give one award and highly recommended the rest.

**11) Draft Quality Account**

Send to EC Members for comment.

**12) Patient Barring**

Noted that an FOI have been sent to all London acute hospitals with an A&E asking for details of the number of patients who have been barred. This followed discovery of a patient who spent 7 hours in an ambulance because several hospitals refused to accept the patient. Chelsea and Westminster hospital has the highest number of barred patients from data received so far.

**Action:**

1. Agreed to ask Briony Sloper at the LAS for details of their response to A&E that bar patients and what action they take to get the right care for patients.
2. Present FOI results to the April Forum meeting.
3. Obtain copies of barring policies hospitals.

**13) Attendance at Executive Committee Meetings**

Noted that attendance has been low at EC meetings. Agreed to seek advice from EC members on the best ways to get the highest possible attendance.

End