**EXECUTIVE COMMITTEE MINUTES**

**AUGUST 31st 2018 – EV Southwark, SE1 at 4-5.30pm**

**1) ATTENDANCE:** Lynn, Malcolm, Audrey.

 **APOLOGIES:** Joseph, Angela, Adrian, Sister Josephine, Beulah.

**2) MINUTES OF AUGUST 3rd EC**

Agreed a correct record.

**3) PF ANNUAL REPORT**- finalised and submitted to Companies House by John

Larkin, Company Secretary. Will be widely distributed to LAS, Commissioners and Members.

[www.patientsforumlas.net/uploads/6/6/0/6/6606397/patientsforum-2017-](http://www.patientsforumlas.net/uploads/6/6/0/6/6606397/patientsforum-2017-) final\_editing\_draft-malcolm-finished.pdf

**4) LAS AGM – September 25th –**

Invitation attached. Is being widely advertised. Questions to the LAS AGM

regarding mental health care will be prioritised. Question to include:

* Effectiveness of LAS nurses
* Proposed staffing developments for mental health care
* Role of mental health car – nurse and paramedic

**5) FORUM MEETING - SEPTEMBER 10th**

Speaker’s Panel: Connie Cullen – Shelter, Zafar Sardar - LAS Emergency

 Operations Centre and Julie Carpenter - Adult Safeguarding for the LAS.

**6) FUTURE MEETINGS IN 2018**

October-Epilepsy, November-Maternity, December-Open House.

**7) PUBLIC INVOLVEMENT IN THE 111 SERVICE**

North East and South East London. No further information available about LAS

plans for monitoring of the 111 service.

**8) PATIENT SPECIFIC PROTOCOLS – PSP – Information for Patients**

 Awaiting draft document from the LAS. Angela Cross Durrant, Vice Chair is

 looking for examples of good practice. Essential that patients know how to initiate

 PSP. Once information is prepared it will be widely distributed through

 Healthwatch and GP surgeries.

**9) ELIZABETH OGUNOYE**

Noted with sadness that Elizabeth is leaving the CCG. Send card before she

leaves on September 19th.

**10) VOLUNTEERS WORKSHOP**

LAS are organising a workshop to assist in the development of their Volunteer

Strategy. 10 Forum members are attending.

**11) LAS STRATEGY**

Forum to select 5 keys areas for close monitoring and to include selection as part of the Forum’s Open House meeting in December designed to select priorities for 2019. Trisha will join meeting after main discussion.

**12) BARIATRIC CARE**

Despite repeated questions on this issue, the Forum has been unable to get any details of the progress being made by the LAS in setting up a high quality service. The LAS has no data about the use of the bariatric care service and the HART team which provides specialised care for people described as bariatric has no data either, because there is no bariatric code. Issue was raised with Kevin Bate, Deputy Director of Operations – Central Operations, but no reply yet received.

Agreed to raise with Trisha Bain and LAS Commissioners (Dr Johal).

**13) EQUALITY AND INCLUSION COMMITTEE**

Audrey and Beulah attended. An external adviser was present at the meeting who provided useful advice. Minutes will be requested from Melissa Berry and a meeting arranged with her. Concern that our representatives were left to wait for 25 minutes in reception while the meeting was going on.

**14) DEFIBRILLATORS – DRAFT FORUM NEWSLETTER**

a) Newsletter intended for voluntary sector and Healthwatch to promote installation of defibrilltors. Currently being checked by Chris Hartley-Sharpe for accuracy.

Malcolm to discuss with Chris on September 4th.

b) Defibrillator installation petition: Forum has distributed widely.

**15) TRAFFIC DELAYS – IMPACT ON PERFORMANCE**

A member of the public has raised a number of issue regarding the impact on traffic delays on the performance of the LAS. Trisha Bain arranged for these questions to be answered. A few more questions have been raised and will be put the LAS. A question has also been put to CARU about the impact on traffic delays on responses to patients who have suffered a stroke. The correspondence will be shared with the Mayor and the London Assembly Health Committee for their review of the LAS.

**16) EOC & RIDE-OUTS**

Agreed to invite members to participate in visits to the EOC, 111 service and Ride-Outs. A thematic approach would be used and a focus on mental health will be the first theme. A set of questions would be prepared to provide guidance for members.

Pauline Cranmer has been asked to respond to outstanding recommendations and arrange visits in the Autumn.

**17) WORK WITH THE ACADEMY**

 **a)** MA has presented to 16 students paramedics on the role and importance of PPI

 in their work. Learning from complaints and clinical interactions with other acute

 sector colleagues were issue of particular concern. Noted that none of the students

 knew about the LAS’s new strategy.

 b) Kye Gbangbola Chair of the Sickle Cell Society invited LAS to film young people

 at the Sickle Cell Society summer camp about administration of pain control.

**18) SUPPORTING COMPAINANTS**

The Forum is supporting a colleague who has made a complaint to the Ombudsman. Agreed to take forward key issues after the investigation is complete, and to promote training for front line staff after an incident or complaint – with feedback to complainants when the training is complete.

**19) REST BREAK AGREEMENT**

Noted the Forum has raised in the in the past the impact of the agreement for staff to leave a shift early, if they had no break during the shift. Agreed to explore the current situation and request data on staff numbers at the end of shift over the past 3 years.

**20) BOOZE BUS**

Agreed to ask CQRG about future funding for vehicles and centres across London,

designed to provide support for people in streets who are heavily intoxicated. The objective in the past had been to safely divert people from A&E, and provide advice about recovery from excessive alcohol use.

**21) ACCESS TO COMPLAINTS DATA**

Malcolm Alexander met with Heather Lawrence to review a sample of complaints and to discuss developments in the handling of complaints.

**END**