**PATIENTS’ FORUM FOR THE LAS – EXECUTIVE COMMITTEE**

**OCTOBER 16th** 2017

**Attendance:** Angela Cross-Durrant, Joseph Healy, Audrey Lucas, Lynn Strother, Adrian Dodd, Beulah East, Malcolm Alexander

**Apologies:** Sister Josephine Udine

1. **Minutes of the Meeting held September 1st** and matters arising

Agreed to raise the issue of congested roads and the impact of additional bike lanes with the LAS CE because of the impact this is having on the speed of movement of ambulances.

**Action:** Malcolm

1. **Race Equality in the LAS**: Agreed to write to Patricia Grealish and Melissa Berry concerning the slow rate of change in the LAS. Issues include the recruitment strategy, the need to develop strong relationships with colleges across London to encourage recruitment, the problem of continuing recruitment from Australia, the lack of recognition of the skills education of vast numbers of people from BME communities, the continuing belief that young BME candidates in particular need support to apply to join the LAS. Concern was also expressed about the skills and competences of middle managers and the slow pace of change.

**Action:** a) Angela to prepare draft letter

b) Audrey and Beulah would in future attend the Equality and Inclusion Group.

1. **Membership of LAS Groups**: **See attached**. There are opportunities for EC members and other Forum members to pair up to share ideas and ensure attendance at the Groups. Noted that the Terms of Reference for each group would be sent to members who will attend the group meeting. Action: Send out terms of reference.
2. **Winter Pressure Money – SLAM**

Noted that the South London and Maudsley mental health trust plan to set up an emergency car service staffed by a policy officer and nurse. Agreed to write to SLAM to advise them that this model was inconsistent with good practice because it is potentially harmful to patients and criminalises illness.

Action: Malcolm.

1. **LAS Strategy:** Noted that Audrey, Beulah and Malcolm will meet Angela Flaherty (Acting Director of Strategy) and Briony Sloper on October 17th to discuss the development of the LAS strategy. Agreed that Consultation on this strategy was very important. EC members wanted to know:
2. What are the high level aspirations for enhanced patient services and will these change year by year?
3. What is the time scale?
4. How will progress towards better care and treatment be measured?
5. How is the strategy linked to funding?
6. Does the LAS have the necessary capabilities to achieve its goals?
7. How will the LAS ensure that progress and change are enduring rather than start and stop?
8. How will the commissioners and STPs be involved in strategy development?
9. What is the strategy is towards the STPs and how will success for patient care be measured?
10. Will the strategy include a focus on winter pressures?
11. Will there be an associated action plan and KPIs?
12. Working with TfL to enable faster movement of ambulances throughout London?
13. Reducing pollution through the purchase of new fleet?
14. **LAS AGM –** Noted that the Forum gave a presentation on co-production at the AGM. There was disappointment at the low turnout and poor preparations for the AGM.
15. **Q Volunteering:** Some aspects of the project are not going well and money is being returned to the DMCS. The RVS is developing the project in Hackney and Merton. Malcolm and Audrey will discuss project with Briony on Oct 17th and Sister J will meet Briony and Chris Hartley-Sharpe on October 24th
16. **LAS Complaints Charter for Urgent and Emergency Care:** Noted that this was now complete and would be presented to the LAS board on October 31st**.** It has also been shared with the Association of Ambulance Chief Executives (AACE).
17. **LAS Complaints Review:** The information sharing agreement is yet to be completed. Angela has produced a model to guide assessment of complaints which has been presented to Gary Bassett.Audrey, Beulah and Malcolm will be visit the complaints department for the assessment and will also discuss with Gary the system and criteria used in their audit of complaints.
18. **Defibrillator Campaign:**
19. Joseph will supply email address of voluntary sector bodies in Lambeth. MA will write asking them to jointly purchase a defib.
20. Data from LA re schools has now been collected and will be analysed shortly. Some LA responded very positively, e.g. Hillingdon, Sutton and Ealing. Most are quite negative.
21. Andrew Thompson, Vice President of Boots replied that he is unable to accept the Forum’s invitation to attend a Forum meeting. Lord Toby Harris has written to him and the Chief Commoner of the City of London is due to do so.
22. **Death following the Jan 1st Outage** *–* Beulah attended inquest and shared her report. Noted the death was not considered preventable and the 45 minute delay was thought not to have contributed. Death was due to a methylamphetamine overdose. The Coroner was sensitive and enabled the family to speak.
23. **Concealment of Performance Data by the CCG:** Noted that Brent CCG has refused to provide the Forum with data about breaches. The data is sent to 200 CCG email addresses and is not labelled confidential or un-validated. The CCG is unable to produce validated data for CCGs or the Forum. MA to produce short request note for EC members. FOI has been sent to the CCG but request refused.
24. **Ambulance Response Programme:** This programme appears to sanction and embed deteriorating responses to patients currently designated as Category C. Improved responses will be available for patients who suffer stroke or cardiac arrest.
25. **Forum Meetings:** November will be the AGM and there will be a presentation by Margaret Luce re PPI in the LAS.

December will be an ‘open house’ for new ideas, followed by a meal in the EV restaurant.

January – Sam Perkins will be invited from PHE to discuss flu epidemic and vaccination.

1. **Executive Committee Meetings.** Agreed that 5.30pm was a good time for meetings.
2. **Emergency Operations Centre**. MA agreed to produce this report in the following week. Draft would be shared with SB.
3. **Newsletter:** Agreed to produce a newsletter describing the Forum’s achievements.

End