**MEETING WITH TRISHA BAIN, CHIEF QUALITY OFFICER AND**

**BRIONY SLOPER, DEPUTY DIRECTOR OF QUALITY AND NURSING**

**KATHY WEST AND MALCOLM ALEXANDER – PATIENTS’ FORUM FOR THE LAS**

**March 30th 2017**

1. **Use of the LAS Taxi Service**

We presented a detailed review of the use of a contracted taxi for a patient who had been in severe pain, with poor mobility. The patient had submitted a complaint which had not been upheld and had asked the Forum to take up the issues on her behalf. Trisha offered to meet the complainant and Briony agreed to review the issues raised in the by the Forum. Briony said this was the first complaint received concerning the use of a taxi.

MA will inform complainant of the offer to meet and to examine issues in detail.

1. **Quality Oversight Group**

The new committee will have oversight of quality for the LAS.

* Terms of reference available shortly
* Will provide oversight of all quality committees in the LAS
* Work will be aligned with CQC domains
* Forum will be invited to attend.

1. **Responses to Complaints**
2. Trish said that a more practical approach was needed for dealing with complaints, based on outcomes, assurance and action.
3. We agreed the Forum would regularly review a sample of responses in the Cody Road complaints department. The review will include an assessment of content, style, assurance, language and outcomes in relation to service improvement.
4. Language will be assessed to if it is understandable and coherent, e.g. plain English and/appropriate for the client.
5. Evidence of continuous improvement when recommendations have been made following complaints investigations.
6. Longer term feedback **to patients to show how their complaint has impacted on services.**
7. **Co-Production for Service Improvement**

We discussed some of the recent developments with services for people with sickle cell disease, diabetes type 1 and the work with the RNIB for people with sight disabilities. The sickle sell work has been part of a collaboration with the Sickle Cell Society and the Merton Sickle Cell group and the diabetes work with Diabetes UK. This work is continuing with the support of Jaqualine Lindridge and Margaret Luce’s team. The Forum’s summary of objectives for the diabetes work was shared with Trisha and Briony.

We discussed using the model adopted for the SCD and Diabetes with other patients groups. This consists of a public meeting of about 30 people with a particular condition in which they can describe their experiences, while LAS clinicians listen then respond. This is following by an agreed action plan for service development. Dr Fenella Wrigley, has suggested using the model for people with asthma.

The work with the RNIB provided a number of options for ensuring that people with sight disabilities would access services and is fully described in the Insight publication.

1. **Pan London Healthwatch Group**

Briony attended the HW group and was invited to attend future meetings. The turnout was very good and she felt there were important opportunities for collaborative work in the future.

Action: Ask Alvin Kinch, HWE for a copy of the meeting notes.

1. **Q Volunteering Project**

The LAS has received a grant from the Department for Media, Sport and Culture to development LAS volunteering amongst BME communities. An event is to be held in the first week of July in the World Cafe for BME volunteers.

1. **LAS Major Incident Officers - MIO**

We raised our concern that King’s had received patients from the Westminster Bridge incident, but the LAS MIO had failed to attend to carry out liaison work between A&E and LAS. Briony confirmed that was the case said that the MIO had failed to attend a number of A&Es, but a ‘police liaison officer’ at King’s had given a great deal of support to both Kings A&E and LAS crew.

1. **Quality Account**

The annual statutory Quality Account will be available in draft form on April 13th and will be sent to the Forum and Overview and Scrutiny Committees on that date. Agreed to invite Briony to a Forum meeting to discuss the QA and to assist the Forum in the preparation of its formal response.

1. **VIP Awards**

The Forum’s proposal for a VIP award for the member of staff who had done most to promote race equality in the LAS has been accepted. A further proposal that each year 2 awards should be assigned in line with protected characteristics has also been well received. This would enable to protected characteristics to be covered over a five year period and specific work to be carried out for each protected characteristic in advance of the annual award. Confirmation is awaited of final arrangements and the VIP ceremony is to be held at the end of April.

1. **New Falls Service**

A new pan London falls service was started in December 2017. It runs from a rapid response unit on Thursdays, Fridays and Saturdays. Equipment included a Mangar ELK/Camel are included in the RRU equipment. **(e**mergency lifting devices designed to lift the frailest individual to a bariatric patient from the floor in a safe and dignified manner. The ease of use means that a person can be lifted with the help of one person, minimising the risk of injury to both the fallen individual and the person lifting them).

1. **Mental Health**
2. Nurses are on band 7. They cannot work on RRUs at the moment because of indemnity issues. A similar situation affects the LAS midwife. This issue is to be discussed at a meeting with all English
3. Highest number of MH calls is between 4pm and 4am.
4. We agreed to development methods to get feedback from users of the NETS mental health services and patient who receive held via the mental health nurses.
5. The NETS service is still developing and covers every part of London except areas covered by SLAM (south London). Problem is that SLAM uses many beds outside London.
6. **End of Life Care**

NETS has been extended to cover hospices for journeys from hospice to home.

1. **Health Care Professionals**

HCPs, including GPs are the biggest users of LAS emergency resources. The LAS believes that many of these calls are not genuine emergencies.

1. **Well Led Review**

This is to be carried out by Deloittes (note a member of the LAS Board works for this company).

End

What is QGARD