

## OUR ACHIEVEMENTS ...

The Forum has worked with the LAS and the Commissioners to improve care and practice in many areas, including:

- \* Prioritising training, care and treatment for patients with a mental health crisis and dementia care.
- \* Improving end-of-life care and transport for people who are terminally ill.
- \* Promoting the development of 'falls teams' for people who have fallen, but do not need hospital care.
- \* Developing joint work between the LAS and local services, to improve access to local care services.
- \* Encouraging a greater focus on the outcome of complaints and serious incident reports, as a means of improving services.
- \* Supporting and implementing Duty of Candour when optimal care has not been provided.
- \* Promoting equality, inclusion and diversity in the LAS.

### FORUM'S EXECUTIVE COMMITTEE 2015/2016

**Malcolm Alexander - Chair**  
**Sister Josephine Udie - Vice Chair**  
**Angela Cross-Durrant - Vice Chair**  
**Lynn Strother**  
**Kathy West**  
**John Larkin - Company Secretary**  
**Joseph Healy - President of the Forum**

## THE FORUM'S PRIORITIES FOR THE LAS

**Emergency Care within 8 Minutes** - Targets for emergency care are not being met for some patients. The LAS must be given sufficient resources to provide emergency care within 8 minutes - immediate care saves lives and substantially reduces disability.

**Urgent, but not an Emergency (Category C)** - LAS responses to Cat C calls are often poor. Patients who are very ill, but not life-threatening, sometimes wait hours for treatment, instead of 20 minutes. The LAS must have resources to meet Cat C targets (20 minutes for 90% of calls).

**Home Care - Not Hospital Care** - The LAS should develop agreements with local health and social care services in EVERY London Borough, so that immediate, effective and safe support and care is provided to patients who are frail and vulnerable, but need home care and not hospital care.

**Dementia Care** - Training in Dementia Care must continue to improve and to become more comprehensive - e.g: with pain control. We have recommended the film 'Barbara's Story about Dementia Care' is seen by every member of the LAS staff.

- See Barbara's Story on YouTube at [http://www.youtube.com/watch?v=DtA2sMAjU\\_Y](http://www.youtube.com/watch?v=DtA2sMAjU_Y)

**FAST Test for Strokes** - Refresher training is needed by all front-line staff to ensure that they are fully competent to identify strokes using the FAST test, and to rapidly transport patients to Stroke Units.

**FAST** ... .. **FACE** - **ARMS** - **SPEECH** - **TIME** to call 999

**Mental Health Care** - People with severe mental health problems who become ill on the street - or at home - and require emergency care, should be treated immediately by Paramedics and Nurses with specialist training in mental health care.

**Ambulance Queueing Must be Stopped** - Ambulance queueing outside A&E Departments is completely unacceptable and must be stopped. It results in very sick people waiting an hour or more for A&E care, and prevents Paramedics from treating other seriously ill patients.