

Public Consultation Meeting 12/10/12 Saints Round

1. Poor attendance – Whilst I thank you for giving me the opportunity to be involved in the public consultation I don't think it was advertised adequately, time was 10am on a Friday morning when people are at work. It was a waste of money and I have to congratulate you on holding them where you are going to put a hub after all those people in the town will not be effected.
2. Stand by Posts –What are the costs involved in purchasing the cabins, installing the sewage, and security, sewage telephones, computer and security. If you use police/fire stations etc. you will still incur costs. Have these been considered or are you expecting them to be met by their budgets not yours? These cabins are not going to be as user friendly as your present stations, would you like to have to use them instead of your office? The crews at Daventry inform me that only a few months ago you re-decorated their station which has reclining sofas, male and female showers & toilets, a very nice kitchen, its warm and cosy so why is it you want them to use the Abbey junior school with a down grade of facilities and I might add not an ideal place due to traffic in the local road and the fact of the children in the area? Why should you expect your crews to visit supermarkets to use their facilities and obtain hot drinks as well as expected to sit in the ambulance would you do it?
3. Presentation - this doesn't include alternative options to building hubs, or anything to do with the current and future levels of ground crew/vehicles. You slide of current stations and new standby points is very misleading as at present 94 stand by points to be added to stations on page 6 which would total 160 points in use but your new proposal of standby points is only 131 this a reduction in cover?
4. Weather - bad winter snow falls grinds the county to a stop so how do you expect all your crews to get in from rural areas to the 2 hubs and home again?
5. Co – responders – these are in addition to the service you provide so why are you constantly relying on them more and more and if they are in attendance at a patient then another call comes in you are re-routing the ambulance to the other job examples have been given of this. And YOU stated that if you had to pay co-responders you would have too loose paramedics they are an addition to your service you supply not part off. The fire service is loosely doing co-responders but why are they paying for it out of the budget that has been given for fire and rescue purposes and not to prop the ambulance service up? Is this the correct use of council tax money or fraudulent use?
6. Staff – Do you listen to your staff that are at the sharp end or just asking their opinion to tick a box? Surely you will have to compensate them for the extra traveling they have to do to the hubs? I can see that their working day will be extended constantly and impead on the rest time by law that is required between shifts extended traveling time will have an effect on their family life. What is the cost going to be of the preparation crews which is in addition to your staffing level now? Your crew who are going to take the ambulance out will still need to carry out the 5 checks that the road traffic act requires them to do regardless of the signed piece of paper and they also tell me they will check the medical equipment as you policy states at the present time that any short falls or issue with the equipment they will be liable to disciplinary action? Health & safety does not allow crews to carry food in an ambulance and it's a long way back to the hub to get their packed lunch as they can't take it

with them to their standby cabin? Are they going to return to the hub to use the current level of facilities they have if so at the detriment to patient care? How does all this affect the working time directive?

7. Change – you say you need to change but at what cost? What are the actual cost in setting up and the running of these cabins and using other buildings and facilities of other organisations?
8. Phone Information – your document mentions ‘delivering the care over the phone’ this is only as good as the information you are given by a member of the public who is in distress and feels they should have an ambulance crew come and attend to them. The wrong information given and diagnosis is dangerous and could lead to death are you happy to have that on your conscience?
9. Management - In your documents you have produced at a vast cost it doesn't give alternative options nor does it list how the chief executives and upper management are going to save cost or improve their service? The fact is you need more crews and vehicles on the road to attend patients that you currently are not doing. By saving money and not recruiting the high management jobs you have advertised at the moment would allow you to invest on the front line staff which is required?
10. Shift change – I find it hard to believe that you want all your crews to change over at one of 2 places. During this time what happens to the service to outlying rural areas? Staggered start times will not help with cover as they will still be required to respond to jobs as they come in.
11. Work force – Through discussions with several of your staff it would appear that they feel their views and concerns are not listened to but these are the people who throughout their shift create the figures you are judged against. A happy work force is a very productive one but this doesn't seem to be the case within EMAS?
12. Local Knowledge – This matters when someone's life is on the line. Recently I have had to direct several of your crews locally to patients as they came from out of the area this isn't good enough and only going to get worse?
13. Delay – If vehicles are going to start their shift from the hub somewhere like Brackley will not have that ambulance for 1 hr. If you are saying there will be another one there then what happens if it is at Banbury Horton Hospital or are you going to rely on South Central Ambulance Service to prop you up?
14. Standards – These haven't been mentioned. Are meeting the standards and criteria laid down by the governing bodies/ government do the results show you need more crews on the road as your calls are increasing?
15. Out sourcing – Can you tell me how much money you are having to spend on private and voluntary aid organisations to assist you in meeting the demand as this shows you don't have the vehicles and staff on the road to supply the service required?
16. Refurbishment – No accurate figures have been given into the cost of the refurbishments required on the existing stations. Why is the maintenance of these buildings an issue as surely you have a yearly maintenance budget given to you?
17. Consultants – What have been and are going to be their costs in total. But surely if you weren't going to build hubs this money could go to improving your existing stations and for front line services I feel this may be costing many hundreds of thousands of pounds for something that is only in public consultation stage?

18. Change – it seems that a lot of money is required to build the hub and standby points but is it cost effective against what we have now? After all the cabins needs all the main services and security etc. then you may find their location is wrong so you have the cost of moving them.
19. Estate – not all your ambulance stations are simply able to be sold off for one reason or another. Corby has a lovely new station you recently built now you want out of it what a waste of money. Are you able to raise all the capital through the selling of those stations? Even if someone wants to buy them before you start your hub building programme and as long as they stay on budget for build costs?
20. Radio – The recent radio interview with Northampton radio, Phil Milligan stated ‘the crews will have better facilities’ at what cost. They don’t sit on stations waiting for calls so why go about building hubs, standby points which potentially aren’t going to be used for long periods of time and are going to cost a great deal?
21. Hub training staff – are you going to need to recruit more training staff for all of your new hubs as they will not be located in one place? (more costs)
22. Hub ECO friendly – my experience has shown that as soon as these words are attached to anything then the costs rocket so at what cost is ECO friendly costing in relation to the savings in the long term?
23. Fleet management – I find it hard to believe that your crews have to take their vehicles themselves to be worked on why don’t you have strategically placed spares so this doesn’t happen and use lower paid personnel to collect and deliver them?

I look forward to your speedily response to these points so it will enable me to complete your feedback form accurately before the closing date as part of your public consultation and be able to attend your future meetings with accurate information and maybe ask further questions.

I feel that your time set aside for the public to have their say is in no way near long enough giving ample opportunity to ask questions even if it is only 8 people which showed it was timed wrong as people were at work but also not advertised enough but the advertising will be ensured doesn’t go un – noticed.

David

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