

## ***Public Consultation***

### ***Louth***

***10/10/2012***

Q – Question

A- Answer

O – Opinion

Q. Response times – where is our new hub going to be in Louth?

A. Skegness

O. I have only had to use an ambulance once, it came quick because they only had a yard to come, and if I have to wait for it to come from Skegness it won't be there as quick.

A. It won't be at Skegness it will be from where it last came clear. Response times should improve. The call will be made but Ambulances will be available.

Q. Is Louth totally going?

A. No, it will be a community and not a hub; the staff will start at Skegness and will travel around the area. They will be dispatched from Louth.

O. Does the consultation stop on 7th Dec then can nothing else be done to stop it? No more meetings for the public. People didn't know that the meeting was happening.

Q. the service we receive is wonderful. Am I mistaken? Or is it going to change?

A. We know we don't hit all national standards. We are looking to future proof so we can look forward we are looking to improve the service.

O. Supportive of the proposal over lay our exercise with local knowledge. We have indicated that we are unable to meet our targets, you say tat it is going to take until 2018 to meet the proposals, what do you expect to start meeting targets

A. We send different levels of response and we need to use our staff to the best standard. These things happen at different times, there is a management restructure so we can spend more money on the front line and we are employing ECA's to work on the front line. The estate part will take the time, other changes will happen next year. We are confident in these changes. The changes need to be bedded in.

Q. you state that ambulances will be deployed from Skegness to the Louth area, will the ambulances be saved from jobs until they get to Louth? Crews will be logging on and it will be on the coast.

A. If they get majax then they will have to attend. Start and finish time of shifts have to be staggered. The crews will currently travel around and out of the county.

Q. where on the standby plan will Louth be on the systems data plan?

A. Cannot say as it changes.

O. We will have the same level of cover but it won't be in Louth because the crews that start in skeg will go to their highest point in the stand by plan, which will mean Louth will not be covered at all. We will not be covering Louth with the same quantity as we are now.

Q. Beds are getting reduced in hospitals. Ambulances are stuck in A&E how will that improve patient care

A. We can't answer on behalf of the hospitals. We are aware of turn around issues and we are putting in system which records when the ambulance arrives and when the ambulance leaves. We have agreed with the health authority that it will be monitored and action will be taken with the relevant hospitals. We know we have an issue on turn around, we are working on that. We do need to have more ambulances on the road, we have a lot off the road due to our fleet, and we have issues where ambulances go off the road for minor issues which needs to be resolved. Having hubs will resolve the amount of time that ambulances are off the road which will have a knock on effect. We target to have ambulances no older those 5 years old.

Q. Are you paying overtime to travel to Skegness?

A. In the proposal they will get their fuel time and not travel time.

Q. Is there anything I can say or do which will make you change your mind?

A. Yes we have come with an open mind.

O. I don't believe that this is a consultation. You do this and we are against it, what then? You will still have to go ahead. How is this consultation?

A. Issue on where are the CAP's are the 13 points right, we want views, we have to make a change and you wouldn't thank us if we didn't and into here years when we fail you will be complaining.

Q. How do you know that you have to do better for you patients, is that what this is about?

A. We are failing on our A19, we know we are not delivering in because we are failing to achieve our targets.

Q. If the people in Louth are satisfied why are you going to alter it?

A. We know we need to change, we could just change it or we could come out and engage you. Which is what we are doing, there is an opportunity for everybody to go through and express a view, we will take that on board we need to make a change, we feel that we could make a better service; our medical director says that is in peoples best interest to deliver it. My view is that we are going to have a problem if we don't change it, you as the public have the right to make a point, please don't leave here thinking we have made our decision and you would be missing your chance to alter it for your benefit.

O. I used to be a nurse and had an accident, I have given my life to the NHS I am passionate about it,

Q. Why did you decide on Skegness? Why isn't it more central? In the summer we are busy, has that been fobbed.

A. You have to put in the human element. Everyone heads our way in the summer.

Q. Derby has 31. Notts has 30, Lincs only 36, Leic 18 norhants 32. Lincolnshire Ambulance service needs to come back again.

Q. You say the ambulances will stay the same, EMAS is too big to manage and this is where the problem is. Population is growing, older population, we need more ambulances. Main ambulance station being in Skegness it has puzzled means Louth is miles away from everywhere, very central, why would you put a major station that needs to be in all sorts of directions on the coast. Half of the land in Skegness is in the sea.

A. The service will be dispatched from the CAPS, not from Skegness. We are having meetings with the staff to discuss their issues.

O. If you shrink it down to Lincolnshire, it will work better.

Q. Skegness is a high risk flood area, there for you could loose money also 13 million to repair stations how much of that is Lincolnshire?

A. That is 13 million across Lincolnshire.

O. Fuel bills for staff will grow, stick it more central not at the coast.

Q. staff finishes late, if hubs were located near hospitals it would be easier for staff, better for vehicles and more cost effective.

Q. I will not accept anyone else's opinion on a vehicle, I will still expect as it will be points on my license and not on threes.

A. Correct as the driver of the vehicle the points would go on your license. We aren't looking to change the law, just trying to improve timings. The dirty jobs just as changing the oil will be done for you, if the engine seizes up you will not be blamed, we are going to stop that from happening.

You're on about putting more people on the road, how long is it taking from the minute the patient sees the patient until they go to hospital,

One of the parts of this strategy is aimed at that point, as the OSM and clinician, I respond in car I know what it feels like to be at the patient's side and be told I have to wait for a crew, and this strategy is to address that point. We can hit 8 minute responses in towns. We are looking at selecting what resource goes to what job.

We will never be able to change what the public say when they call 999. We can put a clinician on the end of the phone rather than a call taker so the clinician can ask more questions. Looking to put in an urgent tier to go to the lesser emergencies so paramedics to respond to what they should.

O. You need the staff to provide the best service. Health and Safety for staff. Travelling to and from Skegness is UN safe in the winter.

A.