

## Being the Best Event Feedback Form

<b>Meeting:</b>	<b>Lutterworth Public Consultation</b>
<b>Time and Date:</b>	<b>10.30 am on 22 October 2012</b>
<b>Venue:</b>	<b>Lutterworth Town Hall</b>
<b>EMAS Attendees:</b>	<b>Karlie Thompson, Mick Jones, Nick Reynolds, Pete Ripley, Louise Robinson</b>
<b>Number of Attendees:</b>	<b>10</b>
<b>Press in Attendance:</b>	<b>Lutterworth Mail</b>

<p><b>Main Topic Discussed:</b></p> <ul style="list-style-type: none"> <li>Location of the hubs</li> <li>Advertisement of consultation meetings</li> <li>Liaison with West Midlands Ambulance Service over hubs.</li> </ul>
<p><b>Positive Feedback:</b></p>  
<p><b>Main Concerns Raised</b></p> <ul style="list-style-type: none"> <li>Both hubs are proposed to be in the North of Leicestershire, with not much in South Leicestershire.</li> <li>Who / what decided where the hubs and Community Ambulance Posts (CAPs) would be located in the new proposal?</li> <li>West Midlands Ambulance Service (WMAS) are going through a similar restructure and introducing the Hub model. Lutterworth is close to Warwickshire, are there any hubs planned to be in this area?</li> <li>Have EMAS spoken with WMAS about their hub plans and locations? If there is a hub opening in WMAS close to Lutterworth, then EMAS might not need to consult on having an extra hub in that area.</li> <li>Currently Community First Responders (CFRs) replenish their used equipment at stations closest to them. Will CRFs need to visit the new hubs in the future to do this?</li> <li>How was this public consultation meeting publicised? A banner outside of the venue and an advert in the local newspaper would have been a better idea to draw in locals.</li> <li>Are the public consultation meetings held at different times of the day? Are locals asked where they would like the meetings to be held?</li> </ul> <p><b>Employee related concerns raised:</b></p> <ul style="list-style-type: none"> <li>Will staff, who live in rural areas, have to start their shifts from the hubs (proposed to be located near Loughborough and Gorse Hill) and then travel back out to the CAPs?</li> <li>Are EMAS road staff's unproductive miles monitored? As these must contribute to major expenses. Will staff be paid to travel to the new hubs?</li> </ul>

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- Typically when a resource moves in to the city it tends to have trouble moving back out to rural areas as it will be allocated numerous jobs in the city. Will crews be able to declare themselves as Vehicle Off Road (VOR) after starting at a city hub to then respond in rural areas?
- How often will EMAS staff be in Lutterworth?
  - It has been confirmed that Lutterworth Ambulance Station will become one of the South Division's new CAPs, meaning there will be a fit for purpose CAP positioned in Lutterworth.

#### Brief Meeting Evaluation:

EMAS need to ensure they communicate with WMAS with regards to locations of hubs to ensure they are evenly distributed.

Concerns were raised over Lutterworth station closing as this is currently in a prime location and there would therefore be a lack of resources available in Lutterworth; those who attended were assured that Lutterworth station would become one of the new CAPs in South Division.

Future public consultation meetings should be arranged later in the evening to allow for larger amount of attendees and the meetings should be publicised better within local areas.

#### Any Other Comments:

- At the end of the consultation will someone collate where the responses have come from? E.g. what age groups. It would be useful if this information could be made public.