

Being the Best

Stamford Public Consultation Meeting

The George Hotel, Stamford

Wednesday 31st October 2012

Q = Questions O = Opinion

Points raised as follows:-

O. Not happy with having the Board Meeting in Nottingham on 10th January that the public are invited to, can this not take place in Lincolnshire?

Q. Are the current Board members new people?

Q. The presentation given was not specifically about Lincolnshire, how do you propose to achieve targets, if having station bases?

Q. How many days a week will staff work during a 12-hour or more shift?

Q. What provision have we made to prevent staff suffering from fatigue?

O. Generally worried about crews sat in a lay-by's on standby.

Q. *Asked by member of public living in the Rutland area* – Where will their local hub be positioned? As response times are terrible at the moment.

Q. What part of Lincolnshire is Market Deeping as feels as though they are completely forgotten?? Feels the A8/A19 is meaningless to the public and do not understand how these targets are reported? How are these new proposals going to improve performance?

Q. Have you got a site in mind for the community ambulance post in Stamford?

O. *Asked by a member of staff* – Spoke about his long hours of work, an average 57½, feels it is atrocious have to collect their ambulance from the proposed new hub at Sleaford to take back to Stamford putting an extra four hours on the working day – this is not looking after staff welfare and giving the help and support needed.

O. Morton is not a suitable location – Bourne would be more geographically advantageous. How is this location going to benefit staff getting to an emergency?

O. 'The Being the Best' booklet is very poor and lacking with information. Proposals for Lincolnshire are going to see the least benefits than any other counties, why is this? Looked at Board papers online and feels as though the Board seem to be hiding a lot of information away from the public knowledge. EMAS website is very hard to use and finding information is not easily accessible.

Q. How many times are EMAS going rely on external agencies help meet their targets? Need to employ more members of staff.

O. Unanimous feeling the public events in Lincolnshire have been very poorly advertised. Public should be able to see at least three months in advance of what EMAS are proposing.

Q. Do you really think it is acceptable for EMAS Service to rely on First Responders' or outside agencies?

Q. Local roads are often flooded, how do you propose to combat this?

O. Closing down Stamford station is not going to provide the best possible service. Used to be manned by 17 personnel no basically having nothing in Stamford. Should seriously re-modelling the existing plan and keep an ambulance station in Stamford and not at Sleaford as proposed.

O. Timings just don't seem to work, Sleaford and Boston both having new hubs but are positioned too close together, if you thought re-positioning into Stamford, Bourne, Market Deeping, Rutland or Bourne would make more sense.

Q. If crews get blood on their uniform do they have to go to Sleaford to change it?

Q. Do EMAS 'cross cover'? If so, do we also get help/support back in Lincs if no crews available?

O. Need local people working in their own areas utilising their local knowledge.

Q. Will staff get extra mileage money to drive to the new Hubs?

O. It is proven fact there are more housing developments in and around the Stamford areas, hence more people. EMAS should be demanding more money from the Government to get more resources. Is someone at EMAS challenging this?

O. Boston/Sleaford/Lincoln are all within a 40 mile radius of each other. It takes 38 miles to travel from Stamford to Sleaford. EMAS will not meet the 8 minute response target if based at Sleaford.

Q. Will there be proper storage/garaging facilities in the bad weather i.e. defrosting ambulances takes time?

Q. How much does the Fire Service charge for their call outs per year? Why do we rely on these agencies to meet our targets?

O. Offer of "free accommodation" came from the local Police, Fire and Hospitals thus creating an ambulance availability 24/7 in Stamford.

Q. Whatever is said at the meeting here today will obviously make no difference whatsoever, Stamford will be closed whatever meetings happen – 99.9% agreed! Surely this is only the consultation period and there should be a possibility of keeping the station in Stamford?

Q. If you look at the map with the Hubs and the community ambulance posts all are predominately based in the West of the county and not the South. There is a 40% increase with the current population in the South, how are these new plans going to help increase targets in the future?

Q. Can EMAS send a copy of proposed questions of this meeting to the local council before the next meeting in this area.

Q. Do not agree with what is EMAS is proposing – will not work and will put an extra 1.5hrs (at least) on the staff working day.

Q. Is this a one stage consultation – are we going to consult again on this to possibly fine tune the new model?

Q. If we find the new plan does not work, is there a plan B?

Q. What happens if an ambulance is already out and not back on time for shift change, will there be another ambulance available?

Appreciation & opinion – Thank you for the presentation, feels that it is not going to suit everyone but if you look at the map, Stamford is located at the bottom and there is a massive space in the middle i.e. Rutland. I feel Rutland would be the best place for the hub as crews run in and out of Stamford and Peterborough hospitals.

Q. How do we analyse the information, do we use a computer programme? Are we tweaking this to suit EMAS's needs?

Q. Generally concerned about provision of the health service in global terms. What assurance can we give that EMAS is not going to be sold off to a privatised company?

Q. Is this the first ambulance authority to do this?

O. I feel EMAS have let the stations become run down on purpose, leaving no alternative to close it.

Q. Are we saying EMAS might increase the number of Hubs/community posts on feedback of this meeting?

Q. The maps in the public consultation document does not distinguish whether they are community posts or standby points (modular building). What are EMAS actually proposing. Are they basically just a porta-cabin?

O. There is no link from the EMAS website to the board papers – you have to search really hard for this information.

Q. Who did we lose the PTS contract to? Was it a private company? I have very strong concerns that A&E will be privatised too.

Q. Have any of the current managers in EMAS been out with the front line crews in the last ten years to see what actually happens out on the road.

Q. Would it be better for present members of staff in the South to be transferred across to East of England Ambulance Service and keep the cover in this area?

O. Feels closing down the stations because of maintenance basically is false statement from EMAS. EMAS just want to sell the land.

Q. Why haven't we kept up with the maintenance of the existing buildings, hence closing them?

O. All EMAS think about is city stations and not local. Do we not realise two miles up the road is one of the busiest roads in the UK – A1?

O. The new proposed post in Morton is ludicrous and is a very small village. The cross roads are dangerous – where is the new hub going to be actually positioned?

O. Thank you for the presentation but this would not of taken place in Stamford if it wasn't for her contacting our chief executive. Feels Lincolnshire is being left out of the EMAS model and hopes because of the Media presence her concerns will be addressed. So many people work in the day, so how can many people be expected to attend? The town council is holding a meeting on 27th November 2012 at Queen Elinor School, Stamford. EMAS have been invited but have not responded as yet.

Q. Stamford is expanding in population – why not place a new hub on Epping Road?

O. We need more ambulances here, not thirty miles away.

O. Feels as if the feedback form questionnaire on the back of the 'Being the Best' brochure are loaded and not enough space to give our comments/queries.

Q. Is this not for government profit?

O. There isn't enough time to adjust the new model upon feedback of the questions and concerns in time for the consultation closure.

O. Google search did not produce any advertisements for the publicity meetings to discuss the proposals – very poor comms.

O. EMAS can hold another meeting in the town hall free of charge at Stamford.

Appreciation – Success story. Member of public's son was hospitalised two months ago and received treatment. Response time of the ambulance was brilliant and we live in a rural area.

O. Never heard anything so crazy in my life – what evidence have you looked at to know you will get the best service – mad conclusions, just doesn't make sense.

Q. Does the ambulance stay in Stamford all day or is it moved across the county.

O. Many lives will be put at risk before we realise EMAS have got it wrong.

