

Being the Best

Lincoln Public Consultation Meeting

Drill Hall, Lincoln

Tuesday 30th October 2012

Q = Questions O = Opinion

Points raised as follows:-

Q. Are the proposed changes politically motivated?

Q. In the future plans are there any proposed redundancies?

Q. Where are hubs going to be situated? It was suggested that North of the city would be an ideal location.

Q. Will they defer from the standby points?

Q. If there are only minimal changes in Lincoln, how will this improve the service on a whole?

Q. Are we going to increase vehicle capacity in Lincolnshire? As they cannot see how responses are going to improve when manpower or vehicles are not going to increase?

Q. At what level of staff are qualified? Have been informed the majority of ECA's are not properly qualified.

O. Not acceptable only concentrating on saving money instead of saving lives.

Q. How are people in Lincolnshire going to access the Major Trauma Unit in Nott's? If crews have the correct training they should be able to make their own decision to take patients straight to the Trauma Unit. There seems to be a back log and build up of ambulances

O. The helicopter takes less than eight minutes to get to a response, it should be utilised more often.

O. Feels the old system of completing a PRF manually works a lot better than the new electronic system.

O. No mention of First/RAF Responders have been mentioned and feels without using these volunteers EMAS would not be able to reach their response times. The volunteers do a brilliant job but need to employ more clinicians for their expertise.

O. Need more ambulances on the roads not cars – hence not able to transport patient to hospital.

O. Feels the handover system at the A&E Dept. is very poor, if the turnaround time was faster then crews could get back out on the road to save more lives.

Q. Will the changes improve the staff morale as it is very low at the present time?

O. With the Hubs being so far apart there is going to be a definite extra 2 hour increase on the staff working day.

Q. Are the standby points going to have garaging facilities? Especially in the winter months as the vehicles will be put at risk.

O. It makes more sense to 'tweak' the present system, not use private ambulance so often and employ more manpower. Feels as though the Trust is moving towards privatisation.

O. Response times should be more sensible in Lincolnshire as it is more rural than Nott's/Derby/Leicester and Northants.

O. One model is supposed to suit all areas, this is not correct for Lincolnshire it just doesn't make sense.

Appreciation – member of public spoke about his own experience of being taken via ambulance to hospital on two separate occasions and gave praise of the crews of how wonderful, caring and compassionate they truly are.

Appreciation – member of public stated he had recently rang the new '111' service and an ambulance was mobilised and at the address within half an hour so this is proof that the system does work.