

Being the Best

Lincoln Public Consultation Meeting

Bentley Hotel, Lincoln

Wednesday 24th October 2012

Points raised as follows:-

Q. Why move stations from their current bases?

A. Has been produced by data analysis to receive better coverage hence better performance figures.

Q. Who takes the responsibility when a certain piece of equipment is supposed to be on a vehicle and it is not there?

A. It will be Make Ready job role to have the vehicle prepared/loaded and ready for the crews. Whether it is equipment or drugs everything it will be dated and signed for.

Q. Why has extra cover been taken away from Skegness, Lincoln, Grimsby and Scunthorpe?

A. This is not the case. A demand analysis has been performed and it has looked at historical data where extra cover is most needed. Resource dept. possibly needs to look again and see whether the demand has changed. If overtime is available and staffs is willing to cover, it will be authorised. At this moment in time also looking at the correct skill mix of staff in Lincs i.e. 60/40 skill mix. Looking at double DCA's and crews specifically for urgent details. There will be more resources into CAT Teams, putting more clinicians to ask the correct questions. Currently looking to have more frontline ECP's and ask for more money from our Commissioners.

Q. Can you not just spend the money redecorating and making the existing stations better?

A. Unfortunately this is not viable as it would cost too much money. This is a 5-year plan so will not happen over night, there is still money available to maintain the current bases.

Q. Feels Lincolnshire has been treated unfairly compared to other Divisions as to where the Hubs are. EMAS do not cover sea rescue, why are there so many positions on the East coast? Feels should be one at Horncastle as this is the most central position for Lincolnshire.

A. Please feed back your views/opinions via e-mail, twitter etc...the positions of the Hubs are only proposed and are not yet finalised.

Q. What qualifications do Amvale staff have and can this be clarified via e-mail/noticeboard as staff are unsure and do not always feel happy working alongside them, staff feel disgruntled at using outside agencies so often.

A. They are exactly the same qualified as to EMAS staff and are all registered with the HPC. A notice will be sent out to all staff to put their minds at rest but also your divisional OSM would be able to clarify any concerns. At the moment outside agencies are being utilised as we are short of staff in Lincs but this is currently being rectified as there are 18 new starters currently on a course at Bishops T/C.

Q. What is the ratio/percentage of 'shortfalls' if we didn't use outside agencies?

A. Unsure exactly what they would be as we do not utilise them on a daily basis, only as and when.

Q. *This was asked by the wife of a Paramedic:* If EMAS are proposing to shut down stations and create hubs, as staff currently live close by to their station bases how many hours is this going to put on a working day, travelling to and from the proposed hubs? This could possibly equate to a 16-18 hour day due to finishing on time etc and this is not safe for the patient or the member of staff.

A. Totally agree that would not be acceptable. This is the consultation process and EMAS are still looking at travel/postcodes/distances in the new model.

Q. Huge concern about travelling to work in the over winter months, not safe on the roads in Lincs. At this moment in time staff currently walk to work if the roads become unsafe to drive.

A. Agreed and is aware of this problem. We are currently looking at ways to combat this.

Q. Has EMAS considered downtime to travel all the way back from hospitals to the new Hubs to clean and re-stock vehicles?

A. Looking at solutions with local A&E's and Primary Care Trusts to using their facilities.

Q. Has heard on the grapevine that Horncastle Ambulance Station is bequeathed to someone and could not be sold.

A. They too have heard this but to date there is no evidence to believe that this is true.

Q. Staff feel they are not being kept informed regularly enough as to the new changes.

A. They are currently looking at putting more messages out to all staff via the Chief Executives monthly bulletins.

Q. Annie Berry from GMB was asked what her view from a Union perspective was.

A. Less hubs in Lincs, will not be cost efficient, need to improve the coverage, need better support for staff as would have a knock-on affect from a health and wellbeing aspect.

Would also like noting to the poor advertising of this meeting. No-one is aware the meeting is taking place. Heard no radio coverage or read no media coverage.