

Being the Best Event Feedback Form

Meeting:	Northampton Association for the Blind (NAB)
Time and Date:	09 October 2012 02:00pm
Venue:	Holy Sepulchre Church, Sheep Street, Northampton. NN1 3NL
EMAS Attendees:	Richard Clayton
Number of Attendees:	16
Press in Attendance:	None

<p>Main Topic Discussed:</p> <p>Being the Best Consultation presentation given to attendees, with additional information provided on performance, different categories of calls, different responses, role of ECP's, the Northants falls service</p> <p>Following the presentation, a number of questions asked and answered. Questions raised regarding Btb:</p> <ul style="list-style-type: none"> Response times – will the 8 minutes response change following the review? – the group was informed that the A8 and A19 target were commissioned targets and would not change CAP – can I walk into a CAP and get assistance if there was a resource available? – as with ambulance stations now, when ambulances are positioned there they would treat patients. It was also explained that this should not be relied upon and alternatives to self-presenting at ambulance stations should be considered (contacting their GP / NHSD etc) Ambulance stations essentially being replaced by CAPs? – the proposal for Northants currently is two hub stations supported by a number of CAPs strategically located around Northamptonshire Crews – will have longer to travel. Is this a concern for staff? – these concerns have been raised by staff and we have, and will continue to factor these concerns into the consultation process. Most staff will see a very small increase but some staff will see extended journey times Motorways RTC's – will review make it easier to deal with these? – dependant on the location of the incident Has the decision already been made to close stations? – no, this is a consultation process and we want to hear your views Are ambulance stations going to close to save money? – this is not a cost cutting exercise <p>Non-consultation related questions asked related to:</p> <ul style="list-style-type: none"> 999 number change – brief details provided about the increase in demand EMAS connection to Air Ambulance? – explained about my role as a Trustee of The Air Ambulance Service and these proposals will not affect how we deploy the Air Ambulance Hoax phone calls – conversation about using our services correctly and about hoax / inappropriate calls
<p>Positive Feedback:</p> <p>2 compliments received from attendees regarding service provided by EMAS crews</p>
<p>Main Concerns Raised</p> <p>No particular concerns raised relating to proposals</p>
<p>Brief Meeting Evaluation:</p> <p>General feel during and post meeting was that it was received well. Attendees seemed to have a better understanding of the reasons why proposals were being introduced following the meeting.</p> <p>Some of the group did confirm that having listened to the news, they believed that ambulance stations were being closed as a 'cost-cutting' exercise, and that it had been helpful to have heard what had been said.</p>
<p>Any Other Comments:</p> <p>Large print consultation documents requested</p>