



# South Central Ambulance Service **NHS**

NHS Foundation Trust

## **Minutes of the first formal meeting of the South Central Ambulance Service NHS Foundation Trust (SCAS) Hampshire Patient Forum held on 13 May 2014 at Hampshire County Council, Winchester**

**Present:** Al Tottle, chair  
Liz Rees, SCAS Head of Patient Experience  
Monica Moro, SCAS Membership, Engagement and Marketing Support Officer  
Jon Dermott, SCAS Interim Emergency Services Manager  
Ron Last, patient forum member  
Sam Goold from Healthwatch Southampton and patient forum member

**In attendance:** members of the public; foundation trust members; Jennie Dock, Practice Manager at Hedge End Medical Centre; Allan Glass, SCAS partner governor, Jon Cotterell, SCAS Hampshire public governor; Jane Bray, Integrated Services Manager at Southern Health NHS Foundation Trust; Liz Steel from Fair Oak School; Tracey Edwards from Healthwatch Hampshire

**Apologies:** Ludlow Johnson, SCAS Equality and Diversity Manager  
Rob Kemp, SCAS Area Manager – South West Hampshire  
Ali Beg, patient forum member  
John Stranger, patient forum member  
Maureen Stranger, patient forum member

**Not present:** Maureen Sollitt, patient forum member  
Mark Collins, patient forum member

### **HPF01/001**

#### **Chair's Welcome and Apologies for Absence**

The Chair welcomed all present to the meeting and introduced SCAS representatives together with two of their governors.

The Chair also apologised for Ludlow Johnson's absence due to sickness and explained that a presentation on SCAS and its Misuse Costs Lives campaign will replace Ludlow's scheduled presentation on public sector equality duty.

### **HPF01/002**

#### **Terms of Reference and Honorary contract and Nomination form for Patient Forum**

The Chair explained that copies of the Trust's documents for the Patient Forum were available for attendees to complete and return to the Trust if interested to formally join the Forum as a member.

#### **Action 1/002a**

Monica Moro to email Freepost address to attendees with regard to returning completed and signed copy of Honorary Contract to her.

### **HPF01/003**

#### **Presentation**

The Chair presented a powerpoint presentation on SCAS and the Trust's *Misuse Costs Lives* video.

Comments and questions from attendees:

*'Phoned 111 as my 14 years old child was unwell. Staff were very cautious and an ambulance was dispatched. I don't think my son's condition warranted an ambulance.'*

Liz Rees offered for her call to be audited and for feedback to be provided on why an ambulance was mobilised.

*'Phoned 111 twice for my 19 years old son. Was very impressed with 111 caller and nurse but not with Out of Hours service.'*

LR explained that Out of Hours service is a completely separate contract to 111 and the trust has no control over it, although it works with OOH in respect of concerns and complaints and does provide feedback to them.

*'Young mums nowadays take their babies to A&E even when unnecessary, 'just in case.'*

*'Will Misuse costs lives be shown on TV?'*

Monica Moro explained that this was too expensive.

*'Litigation might cause an increase on A&E admissions because, for instance, youth group organisations are afraid to be sued if something goes wrong'*

#### **Action 1/003a**

Liz Rees to ask for the call re: ambulance dispatched unnecessarily to be audited and will feedback to caller when this has been actioned.

### **HPF01/004**

#### **A&E Ambulance queues at Emergency departments**

The Chair explained to attendees that one of our patient forum members had requested a group discussion on the above and that Jon Dermott was available to answer any questions they had on the subject. Jon gave an overview in respect of current situation with regard to ambulance queuing at EDs, which has improved over recent months.

Comments and questions from attendees:

*'My wife was taken to Winchester. The ambulance crew had to wait an hour before being taken inside A&E dept.'*

*'It sounds to me that this is a hospital problem rather than an ambulance problem.'*

Jon Dermott explained that sometimes it can be the hospital causing the problem but it can be just caused by an influx of people to A&E.

*'Have you thought about having staff based at the hospital to clean ambulances?'*

JD explained that the trust uses a contractor and it does not have any staff based at Southampton General; teams of staff who stock and wash vehicles are based at key ambulance stations but it would be impractical to have them based at hospitals as well.

*'Read in the Portsmouth News that Queen Alexandra Hospital was hit with more fines for waiting times in A&E and this delay has had an impact on South Central Ambulance Service, which has also levied separate fines for keeping its crews waiting in A&E.'*

JD explained that the SCAS works very closely with hospitals to look at ways of reducing handover delays and these have improved considerably recently. Hospitals do have internal processes to react to ambulance queuing; however there are also financial penalties built into the commissioning of emergency services.

*'Is there anything we can do differently to improve A&E pressure?'*

*'From my experience in Spain hospitals have both Minor Injury Units and A&E departments and patients are directed according to needs.'*

Most EDs do have a minor and majors unit and there are also MIUs in other locations in the county although JD commented that people often do not know where MIUs are in their area and he is hopeful that 111 will resolve this problem as they will be able to appropriately sign post people to the right place.

*'Do you think A&E influx is caused by a decreased access to GPs and Out of Hours services?'*

JD commented that the change in GP contracts has had an impact on A&E influx.

*'Education is important, e.g. NHS Choice'*

*'So hard to get an appointment at GP surgeries'*

Liz Steel from Fair Oak School gave the example of the Trust's Name the Bear competition which was linked to the 999 Children Awareness campaign and how passionate she is about prevention and first aid training for children.

Liz entered some of the school's pupils to the competition and won first prize. The Trust's Area Manager for Southampton and South West presented the award at the school and all 600 pupils had the opportunity on the day to learn about first aid, browse inside an ambulance and learn about the work of frontline staff and the equipment which they carry in the vehicles.

Liz asked if the trust does educational events at colleges.

MM explained that the Trust does not have a budget for public engagement and, although we are keen to support events that aim to educate and raise awareness about our service, we rely on the goodwill of our frontline staff to volunteer and attend events during their rest days, and this limits the events we can support.

*'What do you think is the reason for A&E influx? Is it just down to GPs' restricted access?'*

JD explained that in the past people used to ring 999 only when it was a serious emergency. This has changed in recent years and all ambulance trusts have seen an ever increasing demand for the services. Also, we have an ageing population and this has an impact too.

#### **HPF01/005**

#### **Feedback from group on any other local Hants issues**

The Chair asked the group if there were any local issues and updates which they wanted to share.

Allan Glass informed that there is now a CFR (Community First Responders) scheme in the New Forest and they are always looking for volunteers.

Jon Cotterell had no updates. However, he encouraged the group to come up with ideas based on the evening's discussion and gather feedback on patient experience from people who have used the trust's services.

Practice Manager from Hedge End Surgery would like a representative from SCAS to be involved in their regular stakeholder's meeting as currently it has reps from other healthcare organisations in the area and believes that both the Trust and the surgery will benefit from SCAS' involvement.

LR informed the group about the launch of the Trust's 999 and 111 Pathways; this means that all 999 and 111 call takers in both EOCs (Hampshire and Bicester) will be using the same clinical triage process. It will be starting in Hampshire before the end of May and rolled out across the Trust. The main benefit is that it will provide a seamless transfer of calls between the 999 and 111 processes which in turn will offer an enhanced patient experience from a single, common interchangeable system.

LR also informed the group that the Trust has recently been awarded the PTS (Patient Transport Service) contract for the whole of Hampshire and Isle of Wight and this should prove to be a significant benefit for everyone by offering a single provider across the whole area.

**Action 1/005a**

Hampshire Patient Forum members (existing and new) to gather patient experience feedback and also share ideas about future activities as a follow-up from meeting. All to be sent to Monica Moro.

**Action 1/005b**

LR will arrange for someone to contact Practice Manager from Hedge End Surgery to arrange to be involved in their stakeholder meetings.

**HPF01/006**

**Any other business**

The Chair asked the group if they had any other business to discuss.

Ron Last asked if it would be possible to arrange a visit for the Hants Patient Forum members to Otterbourne, the Trust's EOC (Emergency Operational Centre) for Hampshire.

MM replied that she will arrange this.

**Action 1/006a**

Monica Moro to arrange visit to Otterbourne for Hampshire Patient Forum members.

**HPF01/007**

**Proposal re: vice chair position**

The Chair explained that existing members of the Forum and aspiring members are required to either nominate themselves or nominate a member of the forum as vice chair.

**Action 1/007a**

Existing members and new members of the Forum to send Monica Moro their completed nomination form.

**What happens next**

The Chair explained that Forums will meet every six months, equivalent to two meetings per year in each of our four constituencies (i.e. counties covered by SCAS). Frequency may vary at members' request.

The Chair informed the group that a copy of the meeting's minutes will be sent to all attendees and those who were unable to attend, including representatives from other organisations.

**Action 1/007b**

Existing members and new members of the Forum to send Monica Moro their comments re: frequency of meeting.

**Date of Next Meeting**

To be announced. Please see Action 1/007b for further details.