



South Central Ambulance Service **NHS**

NHS Foundation Trust

Minutes of the second formal meeting of the South Central Ambulance Service NHS Foundation Trust (SCAS) Bucks and MK Patient Forum held on 26 November 2014 at Bicester HQ

Present: Bob Duggan, chair
Ludlow Johnson, SCAS Equality and Diversity Manager
Senga David, SCAS Head of Patient Experience
Monica Moro, SCAS Membership, Engagement and Marketing Support Officer
Patient Forum members:
Dave Johnson (Bucks governor)
George Rudge (Healthwatch MK)

Apologies: David Ridley (patient forum member and Bucks governor)
PTS (Patient Transport Service) representative

Not present: Patient Forum members:
Christine De Myers-Robinson
Jean Ley
Peter Ballantyne

Steve Winfield (Emergency Service Manager-MK)

BMKPF01/001

Chair's Welcome and Apologies for Absence

The Chair welcomed all present to the meeting and introduced SCAS representatives.

BMKPF02/002

PTS (Patient Transport Service) queries for group discussion

The Chair explained that George Rudge, one of our patient forum members and Healthwatch MK representative, had requested a group discussion on the above.

George Rudge explained that he has travelled over 3,500 with Patient Transport Service this year and been in cars for about 96 hours. Some were leased cars by group of drivers and others were old and covered in ambulance service stickers. On one occasions he had to sit on a seat which was covered by a blanket and he thought this was unhygienic.

Some days he was the only passenger but normally there would be two other patients with him in the car.

Some drivers came late and on one occasion he received a phone call from the allocated driver advising him that had he had to do some early dialysis runs, hence his lateness.

Other drivers were late because instructions were not received on time.

GR also felt that SCAS should have control and not the drivers.

He explained that he had sent Monica Moro two questions in advance on voluntary drivers. However, he had more questions for the group as follows:

I receive 28p a mile from Healthwatch England as a volunteer. I believe you pay your drivers about 45p a mile. Please can you let me know if this the correct tariff?

The Chair advised Mr Rudge that he will find this out for him.

Do you hold copies of the drivers' licence, insurance and MOT?

The Chair advised Mr Rudge that he will supply the information for him.

GR asked the group if team leaders or the service manager has ever visited one of the hubs between 10am and 12noon. He urged that they should be in a departure lounge to see what happens quarterly on days when they have more than one driver wanting work than required.

He also suggested that there should be a direct line between the Churchill Reception and Control and this would save drivers sitting around when equipment does not operate (he has seen drivers redial several times when need to speak to Control).

Furthermore he informed that he had to sometimes wait in cars outside other hospitals for over an hour while the driver tries to find out if a patient is ready to go home.

Ludlow Johnson said that this was unacceptable and asked RG how often he used PTS vehicles.

RG replied that he never travelled in any of the PTS vehicles, only on volunteer driver cars over a seven and a half weeks period. He also felt that all drivers should wear a green jacket thus keeping a good standard of corporate image throughout.

Dave Johnson said that all CFRs have a green polo shirt with a volunteer Community First Responders logo and SCAS crest and volunteer car drivers should have the same attire.

LJ said that, again, this was unacceptable and will include the item in the next Patient Participation Group meeting (chaired by Will Hancock, SCAS Chief Executive).

The Chair also presented the questions which were put forward in advance by George Rudge with relevant answers from Katharine Naylor, SCAS Hospital Liaison Officer. These were as follows:

Q1: On days when the service has more drivers than needed do they split the patients so one car has one and a second car has two?

A: The planning team utilise all vehicles and drivers to what patients need to be moved on the day so if we have a vehicle going from Aylesbury to Oxford which can fit in three patients we would use that crew to move all three and use the other vehicle and drivers for other movements needed.

It would not make sense to send three vehicles down so the patient has a vehicle each because that would not move other patients in the agreed times.

Q2: Why does the ambulance service not have a controller in the lounge of the Churchill rather than in the ambulance unit round the back?

A: The Reception desk is forever linking the driver with Bicester regarding when delays take place if they can get through on the phone.

SCAS as an organisation has a contact centre in the South and North for patients and hospitals to call. The crews have another telephone number to get hold of the contact centre if they need too. We do not have any contact centre controllers around the hospital.

The Chair advised the group that he will highlight GR's story in the next Board meeting as the Patient story.

DJ recently attended two public events, one in Milton Keynes and one in Aylesbury, and found that all patients who spoke to the PTS crew were very grateful and happy with the service.

LJ advised that the results from some of the surveys which the Trust had carried out showed that some vehicles within the fleet are not comfortable.

He also added that PTS is a pre-booked service and that there shouldn't be any lateness especially with regard to pick-up times.

Action 2/002a

Ludlow Johnson to include GR's feedback on volunteer car drivers on next Patient Participation Group.

Action 2/002b

Bob Duggan to cover GR's feedback on volunteer car drivers as the Patient story on next Board meeting.

BMKPF02/003

Feedback from group on any other local Bucks issues

The Chair asked if there were any other issues to be discussed.

DJ highlighted the fact that on the SCAS corporate videos aimed at the public there are no details about mental health and he has liaised with Sue Putman, SCAS Clinical Mental Health Lead and Monica Moro to cover this very important issue.

LJ advised that Oxford Mental Health Forum conducted a research, supported by Healthwatch Oxfordshire, on access to the mental health for students.

DJ informed that he wants to know more about what SCAS does about mental health with regard to 111 and 999 internal training and volume of calls from patients with this disorder.

He met with Monica Moro to discuss his list of questions to senior managers on the subject and MM confirmed that she sent DJ the responses from Sue Putman and the Education department and is waiting a reply from Lynda Lambourne, Assistant Director- 111.

The Chair asked if there was resilience when 111 went down on wk com 17 November.

MM replied that she would find out.

Action 2/003a

Monica Moro to find out for the group about resilience for 111 on wk com 17 November.

BMKPF01/004

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. DJ accepted the post of vice chair after being nominated by RG and the Chair.

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.

Date of Next Meeting

Next meeting will be held in May (date and venue: tba).