



**Minutes of the second formal meeting of the South Central Ambulance Service NHS Foundation Trust (SCAS) Oxfordshire Patient Forum held on Wednesday 6 April 2016 at Wesley Methodist Centre, 40 High Street, Witney, OX28 6HG**

**Present:** Tim Windsor-Shaw, Chair  
Ross Cornett, SCAS Emergency Services Manager-Operations, Oxfordshire  
Amanda Painter, SCAS Head of Patient Experience  
Monica Moro, SCAS Membership, Engagement and Marketing Support Officer

**In attendance:** Catherine Hitchens, Chairman – Fifield Parish Meeting; Richard Maynard, Marketing and Communications Manager, Healthwatch Oxfordshire; Rosemary Gibbens, public member; Brenda Churchill, Councillor for Witney Central Ward and representative of Deer Park Patients Participation Group; Cllr Jim King, Mayor of Witney; Bill Wragge, Health Policy and Partnerships Officer for West Oxfordshire District Council.

**Apologies:** Rachel Coney, SCAS Charity CEO;  
Ludlow Johnson, SCAS Equality and Diversity Manager;  
Marina O’Callaghan, SCAS FT member;  
Caroline Rouse, Foundation Trust Governor and Membership Manager Oxford University Hospitals NHS Foundation Trust;  
Ella Young, Representative of Banbury Citizens Advice Bureau;  
Cynthia Mancey, SCAS FT member

**Not present:** Patient Forum member:  
Di Kannard, North Oxfordshire Locality Patients Forum representative

**OXONPF02/001**

**Chair’s Welcome and Apologies for Absence**

The Chair welcomed all present to the meeting and said that unfortunately Rachel Coney was unable to attend due to sickness.

**OXONPF02/102**

**Feedback from group on any local Oxfordshire issues – open discussion**

Brenda Churchill asked Ross Cornett about CCGs’ funding for SCAS.

RC replied that the Thames Valley Clinical Commissioning Groups hold a contract with SCAS for the provision of 999 emergency ambulance services. The contract is re-negotiated on an annual basis in a similar way to acute contracts and is currently still in negotiations.

BC believes that CCGs and Trusts should start afresh and be given a black canvas.

### Patient's experience

BC told the group that her father, who is blind, had to call NHS 111 three times and on each occasion was asked several questions. It would have been more beneficial if he and his carer knew in advance what to say (e.g. list of medication currently taking, past medical history, etc).

Bill Wragge suggested that members of the public could have something written down as a guide before they ring NHS 111 or 999.

BC and the rest of the group agreed with the idea.

Catherine Hitchens advised that elderly people do not use the internet and the guide should be advertised in the media.

<b>Action 1/102 – Ross Cornett to liaise with Oxon GPs and their PPGs to come up with a check list</b>
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RC gave a presentation about SCAS, its structure and services, together with information about its stakeholders within its coverage area (see *Appendix 1- Ross Cornett's presentation*).

Jim King enquired about the Witney standby point in the Abbots area.

RC explained that the vehicle remains there at all times and operates within the Witney area only.

BW enquired about the difference between Community First Responders and Co-Responders.

RC explained that Community First Responders are volunteers living locally who support their local community by attending emergency calls ahead of an ambulance.

Co-Responders work in the fire service, HM Forces or RNLI (Royal National Lifeboat Institution). For instance, Fire Co-Responders are retained fire fighters who attend emergency calls on behalf of the Trust, as part of their day to day role with the fire and rescue service.

JK enquired about the role of Volunteer Car Driver at SCAS.

RC explained that SCAS NEPTS (Non-Emergency Patient Transport Service) is assisted by Volunteer Car Drivers, who provide transport using their own cars, for patients who experience difficulties travelling to their hospital appointments. He also added that all VCDs need to undertake a Disclosure and Barring (DBS) check.

BW asked if SCAS thinks the CQC will survive, with NHS Improvement having taken over from Monitor.

TWS explained that we need to have a body which inspects NHS Trusts. The CQC monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and they publish what they find, including performance ratings.

NHS Improvement, on the other hand, supports providers to deliver, helping the NHS meet its short-term challenges and secure its future.

BC asked if SCAS keeps stats of people who make unnecessary 999 calls.

RC stated that the Trust has a Demand Management Plan which monitors all calls.

TWS informed the group that SCAS has a 999 *Misuse cost lives* campaign which won several awards and was launched a few years ago in response to SCAS receiving hoax calls and inappropriate calls. It is designed to raise awareness of appropriate use of the ambulance service, to encourage people to access the service appropriately and to reduce inappropriate demand on, and misuse of the ambulance service.

**Action 1/103 – Monica Moro to let group know percentage of calls which were deemed inappropriate.**

JK asked where SCAS is in the 'league table'; compared to other ambulance trusts.

RC advised that we are in the top three.

BC stated that a lot of people do not use the internet, especially elderly people, and SCAS should use the radio, TV and newspapers for disseminating messages to this specific target audience.

**Action 1/104 – Amanda Painter and Monica Moro to look at ideas for spreading patient messages cost effectively via the aforementioned communication medium.**

### **OXONPF02/003**

#### **Any other business**

JK asked about the bad press around the diagnosis given to patients from call centres and enquired if SCAS look at the figures.

RC confirmed that the Trust checks the figures on a regular basis.

BW raised the need for linking up information between GPs, hospitals and ambulance trusts.

CH informed that the Community Information Network (CIN), run by Age UK and financed by Oxfordshire County Council, could be a good communication tool for SCAS.

**Action 1/105 – Monica Moro to get information about CIN and then liaise with Ross Cornett re: messages**

BW invited RC and TWS to give a talk at the next West Oxfordshire Locality Forum meeting.

**Action 1/106 – Monica Moro to email Tim Windsor-Shaw and Ross Cornett's contact details to Bill Wragge. She will also email a copy of RC's powerpoint presentation to BW, as requested.**

BW suggested that the County Council could add some information about SCAS to the Council Tax Bill details which is distributed to all residents.

**Action 1/107 – Bill Wragge to send Monica Moro more details (deadline for submitting SCAS information, space limit etc).**

**OXONPF02/004****What happens next**

The Chair explained that forums meet every six months, equivalent to two meetings per year. Frequency may vary at members' request.

**Date of Next Meeting**

Next meeting will be held next October (date and venue: tba).



# Who are we?

*Get involved*

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## South Central Ambulance Service

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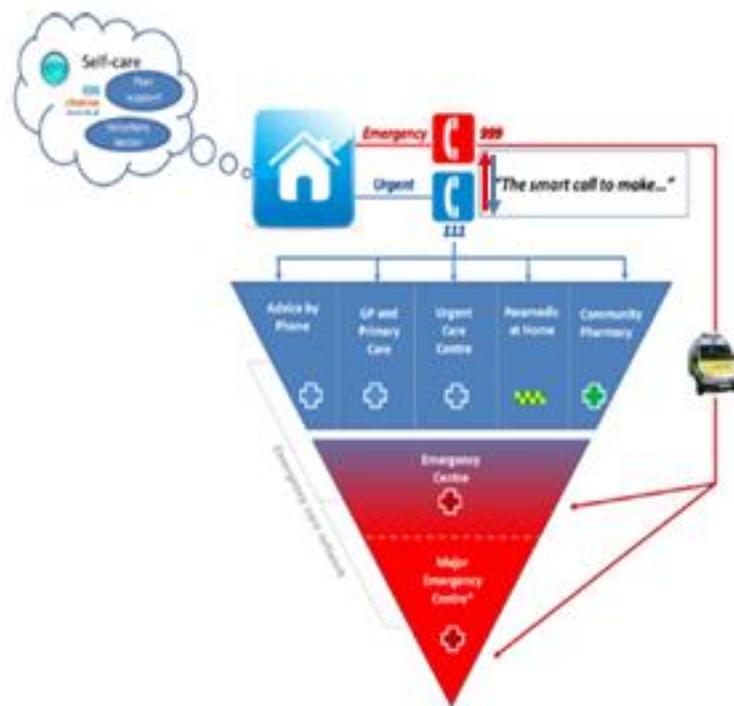
TOWARDS EXCELLENCE

Saving lives and enabling  
you to get the care you need

999 | 111 | PTS

Proud to be caring for *you!*

## Pivotal role in urgent and emergency care systems



## A single fully integrated organisation



Proud to be caring for you!

## Mobile healthcare across four counties



-  3,000 staff approx.
-  946 CFRs
-  359 Co-responders
-  143 Volunteer car drivers
-  1 HART team
-  128 teams
-  40 sites
-  489 vehicles
-  2 Air Ambulances
-  7 training centres
-  3 logistics sites

## We operate in a complex setting



-  Population 4 million
-  3 RAF bases
-  2 airports
-  5 prisons
-  Atomic Weapons Establishment
-  Windsor Castle
-  VIP: David Cameron - Witney  
Theresa May - Sonning  
Chequers
-  1 secure hospital

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## Multiple commissioners and stakeholders



-  19 CCGs
-  28 Local authorities
-  39 MPs
-  10 Local Healthwatch
-  26 Safeguarding Boards
-  13,500 FT members

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## We interface with many other providers



-  10 Acute sites
-  2 Major Trauma Centres
-  7 Specialist sites
-  5 Mental health trusts
-  13 busy outpatient sites serviced by SCAS PTS
-  734 GP surgeries
-  480 Dental practices
-  322 Opticians branches
-  675 Pharmacies

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*Get involved*