

**Sunderland Clinical Commissioning Group
Bangladeshi Community Centre, 25th June 2013**

East Locality Patient Group Meeting Notes

In attendance:

Jaclyn – please put attendance / apols in

Apols: Raymond Davies

Meeting Notes

Mark Cotton (Deputy Director of Communications, North East Ambulance Service – NEAS) offered a presentation and Q&A session on the services provided by NEAS: 111, Patient Transport Services (PTS) and 999 emergency services.

Key Points:

- Whilst there has been considerable problems reported with the implementation of the 111 service nationally, it has been largely successful in the North-East.
- PTS will be revised in the future to more closely reflect appointment times than 'band' times.
- 111 can not currently directly book GP appointments. Appropriate technology is required.
- It is hoped that 111 will decrease the number of 999 calls.
- In time, 111 information may help CCG's to tailor services to where and when they are required.
- MC offered a visit to NEAS HQ at Newburn with the West Locality Group. JW to arrange with MC.
- NEAS hold their Annual Fair as follows: Thursday 25th July, City Space, University of Sunderland, Chester Road, SR1 3SD. For further information: contact NEAS 0191 430 2263 / www.neas.nhs.uk

- **Ambulance Users Operating Guide** (supplied by NEAS)

In potentially life threatening situations, the speed of an ambulance arriving could help make the difference for a patient. This indicator measures the speed of all ambulance responses to potentially life-threatening incidents.

Category A calls that come in to North East Ambulance Service fall into different bands as follows:

Red1 is a cardiac arrest. Whenever possible, two ambulance vehicles are sent to the scene of Red1 calls, with CPR delivered at the scene.

Clinical evidence suggest this approach gives patients the best chance of survival, rather than transporting them to hospital while CPR is being carried out. However, as every situation is different, the senior clinician at the scene will decide whether treatment is carried out in a public place.

Red2 are all other life-threatening calls. Like Red1, they receive a response within 8 minutes.

Green calls are banded 1-4 and are non-life threatening calls. The time for providing a response (either at the scene or via telephone) for these calls is between 30-60 minutes, depending on the severity of the situation. NEAS attempt to respond in 30 minutes, although there is no national target for this response time.

Eric Harrison (Locality Lead Practice Manager, East area) outlined plans for a pilot project using an Out of Hours GP response at Riverview Health Centre to access if this would reduce pressure on urgent care. The outline for the pilot will be presented to the CCG for approval in the near future. The group agreed they would like to hear more about this piece of work.

It was agreed that outstanding agenda items would be scheduled at a later date.

Next meeting:
Tuesday 16th July, 10.30am – 12.30pm, venue - tbc