

**Sunderland Clinical Commissioning Group  
Silksworth Community Centre, 26<sup>th</sup> June 2013**

**West Locality Patient Group Meeting Notes**

**In attendance:**

Audrey Polkinghorn	Patient of Silksworth HC
Ann Ferguson	Patient of Old Forge Surgery
Colin Barksby	Patient of Church View MC

**Apologies:**

Tom Forsyth	Patient of Church View MC
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**Also in Attendance:**

Jacqui Wylie	SCCG (West Locality Lead Practice Manager)
Julie Whitehouse	SCCG (Patient Experience Officer)
Daisy Phillips	SCCG (Commissioning Development Manager)
Aileen Sullivan	SCCG (PPI Lay Board Member)
Mark Cotton	NEAS (Deputy Director of Communications)

**Meeting Notes**

Mark Cotton (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:**

- MC offered a visit to NEAS HQ at Newburn with the East Locality Group members. JW to arrange with MC.
- 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.

- NEAS hold their Annual Fair as follows: Thursday 25<sup>th</sup> July, City Space, University of Sunderland, Chester Road, SR1 3SD. For further information: contact NEAS 0191 430 2263 / [www.neas.nhs.uk](http://www.neas.nhs.uk)
- Ambulance Users Operating Guide (NEAS provided the following information)

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.

Jackie Spencer (Locality Lead Practice Manager) offered a presentation and Q&A session regarding the work and development of the Washington Locality Team (presentation attached).

The group would like to view the Locality Action Plan when a draft is available.

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

**Next meeting:**

**Wednesday 17th July, 10.30am – 12.30pm, Pallion Health Centre, Hylton Road, SR4 7XF**