

17 September 2012**Agenda Item:7****REPORT OF COUNCILLOR SUE SADDINGTON****EAST MIDLANDS AMBULANCE SERVICE – RURAL RESPONSE TIMES****Purpose of the Report**

1. This report provides Members with a briefing on the performance of the East Midlands Ambulance Service (EMAS) in relation to response times in rural Nottinghamshire.

Information

2. EMAS states that constantly monitoring performance is essential since it is a vital indicator of how well they respond to patient need and how they can ensure standards of care are not only maintained but continuously improved upon.
3. All NHS ambulance services must respond to 75% of **Red** emergency calls (the most serious and life threatening) within 8 minutes. Red calls can include patients having a heart attack or experiencing severe breathing difficulties. The quicker a patient receives treatment the better the chance of survival.
4. For all other calls, ambulance services are not measured simply on time alone, but on how they treat patients and the outcomes of the treatment.
5. A set of Clinical Quality Indicators allows EMAS to identify areas of good practice and areas which need improvement. Using information given to them by the caller the most appropriate response is allocated. If the patient's condition is life-threatening or serious they will receive an ambulance response and a face-to-face assessment

will be made. If the condition is non-life threatening a telephone assessment will be made by a skilled clinician who will help direct the patient to the right care (this could be to visit their GP, a minor injury unit, call NHS Direct, or a non-emergency ambulance will be sent to assess the patient face-to-face).

6. Representatives of EMAS have been invited to attend this meeting of the Health Scrutiny Committee to provide briefing on current levels of performance and answer questions.
7. A presentation from EMAS is attached as an appendix to this report.
8. If sufficient issues and concerns are raised by this briefing, Members may wish to consider undertaking a review of ambulance response times in rural areas.

Recommendation:

It is recommended that:

1. The Health Scrutiny Committee comment on the information provided and ask questions of the EMAS representatives
2. Consider whether the Health Scrutiny Committee Members should undertake a review of this issue
3. Schedule further consideration of EMAS rural response times as necessary

Councillor Sue Saddington
Chair of the Health Scrutiny Committee

For any enquiries about this report please contact:

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Background Papers

Nil.

Electoral Division(s) and Member(s) Affected All