

Your LINK for improving health and social care

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Kent LINK External Representatives Meeting Report

Name of LINK Representative	Mr M D Townsend (Dave)
Name of External Organisation	NHS
Name of External Group	South East Coast Ambulance Services
Name of lead contact of External Group	Mr Paul Sutton (Chief Executive)
Date of Meeting	Tuesday, 28 September 2010
Venue of Meeting	Lingfield Park Racecourse, Lingfield, Surrey, RH7 6PQ
Summary of Meeting (If appropriate attach papers)	<p>I was invited as the Kent LINK External Representative for patient's transport to attend the SECamb Open Day and AGM. SECamb is the service that covers Kent, Sussex and Surrey. The day started at 10.00am with registration and meeting other delegates. We then had a tour around all the displays and had opportunities to ask questions on the SECamb services. The displays were as follows:-</p> <ul style="list-style-type: none">• Getting involved• Valuing and developing our work force• Community first responding• Improving urgent care• Roll of the ambulance services• Improving patient's safety• Health check (how to save life)

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- Improving cardiac care
- Improving stroke care
- Improving care for the critically ill and injured
- A main ambulance and all its equipment (cost to put on road without crew £150,000)
- A patient transport ambulance and equipment (cost to put on road without crew £59,000)
- NBC cleansing station and NBC equipment
- Paramedic car and motorcycle
- Incident response control HQ vehicle
- Incident support ambulance

The AGM opened with the Chairman's address, then the CE spoke about the "Vision for the Future" as SECAMB is about to become a Foundation Trust. He talked about the Category "A" 8 minutes and Category "B" 19 minutes Blue light response times, SECAMB had 619,000 emergency call out in 2009/10 and there was 420,000 journeys undertaken by SECAMB patient transport ambulances this is only for Kent and Sussex as Surrey's patient transport is contracted out.

The main undertaking over the next year 2010/11 is to improve patient's outcome, improve patients experience's, improving patient's safety and improving performances at PCT level and in rural areas.

Have a central control for all the ambulance stations instead of at present a control for each of the 3 counties this will allow for a faster response time. He also talked about the new emergency phone number "111" to run along side the existing

Recommendations / Actions eg <ul style="list-style-type: none"> • Items for LINK bulletin • Items for individual interest group • Issue to Priorities Panel / Governors' Group 	<p>I was impressed with the high standard of training that the crews of the NHS SECamb Patient Transport were required to achieve. When I have looked into the PCT Patient Transport, only the Ambulance crews were required to have a qualification, this leaves a high proportion of patient's that are carries by either volunteer drivers or taxi's without any medical backup in an emergency.</p> <p>I think this a more in-depth investigative survey to be carries out and a report submitted, as these patients are being transported because they have some form of illness and an emergency could well happen.</p>
Date of Next Meeting	Next Year. Date to be promulgated.

Signature

Date05/10/10.....

Recommendations / Actions

<i>For Office Use Only</i>	<i>Recommendation / Action</i>	<i>Date of Action Taken</i>	<i>Who By</i>