

Informal notes of the Partnerships Review Committee meeting held on 18 September 2014, 6pm

As the meeting was inquorate an informal discussion took place with the representatives who attended the meeting from the East of England Ambulance Trust and East Anglian Air Ambulance.

Stephen Segasby, Senior Locality Manager for South Cambridgeshire attended from the Ambulance Trust along with Diana Jakubowska, Head of Communications from the East Anglian Air Ambulance.

Points to note from the discussion were:

- The Air Ambulance covered Cambridgeshire, Bedfordshire, Norfolk and Suffolk. In addition it also covered Essex and Hertfordshire at night times.
- One helicopter was stationed at Cambridge and another at Norwich.
- The East Anglian Air Ambulance is an organisation made up of 50 people. It is a fully self-funded charity with paramedics funded by the East of England Ambulance Trust (EEAST). Other support and funding comes from local communities. Other than the EEAST funded paramedics, no other public money is contributed.
- The trigger for an air ambulance being sent to an incident was explained. Members were informed that a Critical Care Desk (CCD) monitors all calls for ambulances. The CCD decides if a helicopter should be dispatched to an incident, or a clinician on scene may decide a helicopter is needed. The CCD is manned by critical care paramedics.
- The helicopter closest to an incident is tasked with attending. The helicopters can reach anywhere in East Anglia within 25 minutes. Pilots are ex-military, trained to land in difficult locations and can land almost anywhere. The helicopter flies on average about 5 times per day.
- The East Anglian Air Ambulance was the first air ambulance in the UK to fly at night.
- Members were informed of a joint project between the Air Ambulance and East of England Ambulance Trust whereby ambulance crews could call the Air Ambulance doctors for advice at any time when on scene at an incident.
- The Air Ambulance Services in East Anglia are:
 - Essex and Herts Air Ambulance (2 helicopters)
 - East Anglian Air Ambulance (2 helicopters)
 - Magpas (1 helicopter in Peterborough)
- The Critical Care Desk has all the helicopters listed above on their system and they task the nearest helicopter from any of the organisations to an incident. All three services are independent charities with their own operating costs and they work closely together in order to help each other be as cost effective as possible and to make the service more cost effective for the donor.

- It costs £7.5 million to run the Air Ambulance but targets are met thanks to the generosity of donors.
- Community defibrillators were discussed and Stephen Segasby agreed he could go to Sawston Parish Council to talk about these. He offered to talk to any Parish Council about these and could provide training to community first responders to use community defibrillators.
- Members were informed that another 400 paramedics were being employed this year.
- Members were informed that the launch of the 111 service had led to higher ambulance activity. Cambridgeshire has a higher level of activity compared to elsewhere in the region. Stephen Segasby attends 111 clinical reviews every week.
- 111 call triage is carried out by non-clinical call handlers with clinical advisors sitting behind them.
- Only 50% of ambulance patients do not get taken to hospital.
- The East of England Ambulance Trust was going through a restructure. Funding discussions were ongoing with the Clinical Commissioning Group.
- Response times were raised. Stephen explained that response time targets were different depending on the acuity of a patient's condition i.e the more serious the condition, the shorter the response time target. The example was given of 8 minutes for a cardiac patient.
- Turnaround times were discussed. Ambulance queues outside the hospital did happen in Cambridge.