

North Tyneside LINK – Meetings Report
Meeting – North East Ambulance Service. 8 June 2011
Representative – Pat Bottrill

Notes:-

Mike Dalton, County Durham LINK Rep was appointed Chair after other nominations had withdrawn after due process had not been followed. Vice Chair – 2 Newcastle Reps were nominated, Violet Rook was appointed after ballot.

It was proposed by me that with new chairs appointed the time was right to review the Terms and Reference for the group in view of reps numbers (and influence on business and elections)

This was agreed.

Matters Arising

Ken Patterson queried whether NEAS had been consulted re. transfer of paediatric heart patients to Leeds if Freeman were to close. NEAS responded that there had been no formal approach on this but they had data of all journey times for transfers to various hospitals.

Teeside Eligibility Criteria for PTS

Pete Moody NHS Tees outlined the procedure for accessing PTS across Teeside. This is via a 'call centre' since 2006 when G.P's elected not to be involved, Redcar, Cleveland and Hartlepool reps raised many concerns and heated debate ensued.

Hartlepool LINK have made the subject of PTS one of their main workstreams. The NEAS PTS subgroup has not met recently as the NEAS rep has been seconded out to another role.

It was agreed a subgroup would recommend criteria were distributed for Teeside calls but reps were very concerned that this was not adequate and led to much distress.

Paul Fell

Paul gave a presentation on the new Toughbooks Computerised Electronic Records System, which will enable realtime reporting of patient records between NEAS and next point of transfer. NEAS is one of the last Ambulance Services to go to this system but has learnt much from the 'faults' reported with the software issues in other areas. Disc Attached.

Gayle White

Gayle White presented a form being piloted with the RVI maternity unit to encourage mothers in early labour to consider other transport options rather than calling an ambulance. This is a paramedic initiated project

Draft Equality Strategy.

This paper was tabled by Jane Miller (NEAS) for comments and feedback. New equality Diversity Policy is work in progress.

AOB

I raised the omission of complaints/compliments records in the Quality Account. Mark Cotton agreed this was a bad omission, he does monitor complaints through PALS networks and the ECLIPSE group reviews them internally.

Q. What outcomes, decisions made, follow up etc needs to be reported back to the wider Link, LINK Team or Board?

A. Review Teeside PTS Eligibility criteria. Discuss NEAS draft equality strategy.

Q. Are there any decisions that the LINK Team or Board, or member focus group, need to make or consider as a response to the meeting?

A.

Q. Can you list specific decisions taken that you were able to have an input to?

A. Requested a review of Terms of Reference of the group in light of 3 Newcastle LINK reps

Q. Please list any instances where you felt that you were not heard or treated unequally?

A.

Q. Please give brief details of any successes that could be publicised to the wider network?

A. In AOB I referred to the North Tyneside LINK Quality Account response regarding the lack of inclusion of information regarding complaints/compliments. Mark Cotton Director NEAS agreed it was a missed opportunity.

Q. Date, Time and venue of next meeting (s)

A. Wednesday 17th August at Darlington