

To Adult Health and Social Care Scrutiny Committee 21 March 2016

I regret I shall be unable to attend this Scrutiny Committee meeting and so I have prepared a summary of comments received by Healthwatch Shropshire about West Midlands Ambulance Services over the year from March 2015.

Please note that Healthwatch Shropshire is designating its 'hot topic' in May for experiences of ambulance and NHS transport services.

23 comments were received, of which eight were complimentary about the service and/or the quality of care received. Several comments were expressed in the course of Healthwatch Shropshire's work on community engagement, when we meet with small groups around and about in the county.

Positive comments included:

- "Experience with Paramedics has been very good".
- One family had reason to call the ambulance service twice in a few weeks. They said, in both cases, "each crew showed exemplary professionalism, concern and care for their father and in responding to his wishes".
- "Ambulance service is very good. Used on two occasions and it felt like they were here in no time".
- "Emergency service contacted after my husband had a seizure. First responder appeared within about 6 minutes, another paramedic about 10 minutes later and an ambulance took about 35 minutes".
- "My mum, who is in her mid-80s, had a very bad fall at home, which resulted in a painful fracture of her arm. The paramedics who attended to her were fantastic – they worked in a calm and professional fashion and made sure she had sufficient pain control before they moved my mum onto the ambulance".
- "Can't fault WMAS. First responders and an ambulance came to take my husband to hospital".

Several (8 comments received) people commented negatively on long waits for an ambulance or perceived deterioration of service after the re-organisation of ambulance stations around the county.

Availability of ambulances

- Four people in Whitchurch regretted the closure of the local ambulance station.
- Three people commented on the long delays for an ambulance to get to Clun. One said "We have to wait 57 minutes on average".

Other comments covered a wide range of issues.

