

## East Midlands Ambulance Service

RCC Adults and Health Scrutiny Committee Deputation, 20 February 2020.

1. I am grateful to you for this opportunity of sharing my concerns. I represent a rural community in Rutland of approx. 2000 people in 5 small parishes. Many are elderly.
2. My concern tonight is the ambulance response times which we are experiencing and about which I wrote to Richard Henderson in October 2019. I received no response so I sent a reminder in January. Again no response.
3. I have scrutinized the EMAS website to find out target response times and they are very impressive even for the rural area which are my concern: under 12 minutes compared to a national target of 8 minutes, according to the BBC report in 2018.
4. My concern tonight is to share with you some of the horror stories of ambulance response times which circulate in the rural areas. These are some of the incidents with which I have been directly involved:
  - a) An elderly woman fell in Peterborough Shopping Mall on November 5<sup>th</sup> 2018. The ambulance took 2 hours to arrive;
  - b) A retired priest fell on his doorstep on Saturday 29 June 2019 in the early evening, breaking a hip. The ambulance took 4 hours to arrive;
  - c) On Bank Holiday Monday, 26 August 2019 a woman fell at home in the early morning, breaking her hip. The ambulance response time was 4 ½ hours;
  - d) On Sunday 22 December 2019 a retired judge fell at home in the early morning. The ambulance took 4 hours to arrive.
5. Now these are clearly extreme examples according to your statistics but they do not give confidence to those who live in our rural areas. I don't wish to carp but rather to add to your concern to improve the service, especially in the rural areas.
6. Having been a geographer, I looked at the distribution of ambulance stations. There are none in Rutland. For obvious reasons they are located in areas of high density but statisticians will tell us that the rural areas have their own complications. If you had the funds, a station in Peterborough would make sense. Oakham would be even better. Failing that, I understand that some emergency services have hovering crews in 'blind spots'. Would this be an option?
7. I understand that resources are critical in improving your performance and supporting heroic paramedics. I hope my concerns can contribute to your case and that secondly, you can give the people whom I represent some comfort in their concerns.

The Very Rev'd Christopher Armstrong.

Priest-in-Charge, the Welland-Fosse Benefice.