

**HEALTH SCRUTINY PANEL
EMERGENCY ACCESS TO JAMES COOK UNIVERSITY HOSPITAL – ACTION PLAN**

14 JANUARY 2014

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>i. That the Police and NEAS work together to review best practice and then implement a system which enables police officers and paramedics to be able to contact each others organisation's control rooms.</p>	<p>NEAS is currently putting together a trial process with Northumbria Police, which if successful we will implement with the other two forces.</p> <p>The NEAS feel that a more effective recommendation is as follows:</p> <p>That the Police and NEAS work together to review best practice and then implement a system which enables police officers to communicate as much information as possible on the patient's condition to ambulance control</p> <p>The Cleveland Police response to this recommendation is attached as Appendix B to the report</p>	<p>NEAS Head of Risk and Claims</p>		<p>Pilot to be launched by end of Dec. Evaluation and engagement with other forces in early 2014</p>
<p>ii. That NEAS ensure that the emergency services are invited to wider planning meetings</p>	<p>Cleveland Police to be informed of winter planning exercises and provided with contact details for the appropriate NHS organiser</p>	<p>NEAS Head of Resilience and Special Operations</p>		<p>Done</p>

<p>iii. That the public are made aware of the contract NEAS has with the British Red Cross and the St John Ambulance. To seek to reassure the public that on occasions where those services' ambulances have been sent as a first response, that NEAS ambulances will also attend the scene within the target time response.</p>	<p>Press release and media coverage in Evening Gazette "Private ambulances on 999 calls defended", p8 on 28 August 2013.</p> <p>Tweetathon on 22 November – a day in life of Teesside ambulance crew focusing on demand and response and alternative pathways. Additional follow-up media coverage on BBC Tees and local newspapers.</p>	<p>NEAS communications department</p>		<p>Done</p>
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