

Executive 14 January 2014

Health Scrutiny Panel – Final Report – Emergency Access to James Cook University Hospital.

1. The response from Cleveland Police to recommendation 1 of the Health Scrutiny Panel's Final Report on Emergency Access to James Cook University Hospital was as follows:

Scrutiny Recommendation	Response
<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 other's organisation's control rooms.</p>	<p>The Police have indicated that it cannot accept the recommendation.</p> <p>It would be counter-productive, inefficient and bypass important audio, command and control recording systems for police and ambulance personnel to speak directly to each other's control rooms from street level. Whilst police officers and paramedics share a similar radio communications system it is not culturally established or operationally desirable that such direct communication takes place.</p> <p>The Police feel a more effective recommendation is:</p> <p><i>"That the Police and NEAS work together to review best practice and then implement a system which enables the respective control rooms to maintain dynamic and 'real-time' contact with each other over to resolve operational demand and resourcing pressures."</i></p>

2. The Cleveland Police have also requested that the below comments be highlighted with regards to the Health Scrutiny Panel's final report on Emergency Access to James Cook University Hospital:
 - **Paragraph 6:** The panel was advised that the provision of information to NEAS by the Police was not central to current deployment issues with most ambulance requests clear i.e. overdose, head injury. The provision of the call cards was viewed as an ancillary improvement and a reminder to operational officers.
 - That **Paragraph 12** should have read "NEAS acknowledged that the categorisation of a person's condition was very important and the correct categorisation has helped. The police agreed that information has led to the improved categorisation of the person's situation and more accurate decisions being taken at the scene.";

The last sentence should read, “**The police acknowledge the update from NEAS and confirm that the call cards have been introduced**”; and

That the introduction of call cards had improved matters; however it would need to be the subject of an appropriate evaluation.

- **Paragraph 13:** NEAS stated that they would never ask the police to take a person to hospital. However, the police offered assurance that they would always act in the best interests of the public and would, if the situation needed it, take someone to hospital; and

That the following sentence should also be included: *‘The police confirmed that ambulance delays were still occurring and that operational officers were faced with the operational dilemma as to how to manage sick and injured people including how to manage public expectations and distressed relatives whilst awaiting ambulance attendance. In addition ambulance delays continue to have a negative impact on wider police operations as officers get tied up with NEAS related activity as opposed to priority police activity’.*

- **Paragraph 15:** Additionally, the report didn’t cover the fact the Cleveland Police were seeking strong reassurance from NEAS that robust operational plans and appropriate resource levels were in place to negate the situation encountered last year.