

**Hayling Island Community First Responders**

**New Ambulance Response Standards**

Since the 31st October 2017 South Central Ambulance Service (SCAS) in common with all other 17 ambulance services across the UK undertook a major change in the mobilising of resources to emergency 999 incidents.

Ambulances will now be expected to reach the most seriously ill patients in an average time of seven minutes. The ‘clock’ will only stop when the most appropriate response arrives on scene, rather than the first.

The changes also introduce mandatory response time targets for all patients who dial 999. Currently half of all ambulance calls, around five million a year, were classed as “green” and not covered by any national target. Response times for these patients, who are often frail and elderly, have been under pressure, with some patients waiting 6 hours or more. It will also help to make patients in rural areas less disadvantaged than they can currently be.

Now all emergency calls are graded in one of four categories, each of which has a time to attendance target from the moment the caller is connected to the ambulance control room.

Mr. Will Hancock the CEO of SCAS has stated that “In the most serious of situations where those vital seconds count, ambulance resources will still be sent immediately, and we will also continue to immediately dispatch available community first and co-responders where appropriate too. Doing so will ensure that patients continue to get medically trained personnel and skilled clinicians by their side to start life-saving treatment as soon as possible”.

Haylings Community First Responders have been fully integrated into the new system and are currently responding to between 2 to 4 calls a day across all four categories with calls

to date in 2017 at over 940 by the time you read this in the *Hayling Islander.*

This has resulted in a timely response to patients that may otherwise have had a longer wait for assistance, and ensuring ambulances were kept available for any Life threatening Emergencies.

Wishing all Hayling Islander readers a very Happy Christmas and safe New Year and that we do not meet you professionally over the festive period !!

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**Press release - immediate**