

OUR SERVICES

Urgent and Emergency Care
Patient Transport Service
NHS 111



HEADQUARTERS

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Active Heatons Consultation

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11 February 2022

Dear All,

NWAS FORMAL RESPONSE TO ACTIVE HEATONS CONSULTATION

Thank you for giving us the opportunity to expressing our views on the road traffic calming measures within the Heatons area of Stockport.

Our local operational team has looked into the delays reported to us by local residents, and at the extensive plans, maps etc contained within your consultation document, and has asked me to formally respond on their behalf.

Regarding the delays reported by residents, for nine of these, there was sufficient information for us to track the ambulance journey in real time and out of these nine, we can confirm that five resulted in delays in reaching our patients. These are as follows:

- 2 delays at Halesden Road (3.24 minutes and 2.18 minutes)
- 2 delays at Broadstone Hall South (1.06 minutes & 5.37 minutes)
- 1 delay at Bollington Road 6.5 minutes

We are not aware of any patients coming to any harm as a result of those delays but in the event of a life-threatening situation every minute counts and at least two of the delays – the 5 mins 37 seconds and 6 minutes and 5 seconds, are significant.

It is the view of the operational team that no through roads for Bollington Road and Halesden Road would be a concern to us, given the delays we have uncovered.

HEADQUARTERS:
CHAIRMAN:
CHIEF EXECUTIVE:

Ladybridge Hall, 399 Chorley New Road, Bolton, BL1 5DD
Peter White
Daren Mochrie QAM, MBA, Dip IMC RCSEd, MCPPara

**DELIVERING THE RIGHT CARE,
IN THE RIGHT TIME,
AT THE RIGHT PLACE;
EVERY TIME.**

With regard to the proposals for the Heaton's to Stockport walking and cycling route – prohibitive vehicle access could result in difficulties accessing properties in a timely manner, however the view is that vehicle access via Sutton Road would minimise that risk.

It is important to note that while every effort is made by the trust to alert crews to any road closures, it is not uncommon for crews out of area to attend incidents and we can only flag access issues to specific addresses. We also use private providers for lower acuity calls who may not be party to changes in infrastructure. Our GPS system does allow for updates but these can be complex and considering the sheer number of temporary installations throughout the whole of the North West region, would be difficult to keep track of and remove, once works or testing is complete. To that end, only permanent changes are logged on the system.

Of course, we are always keen to see measures which can make our roads safer for the public, we know first hand the injuries and devastation caused by road collisions but we must also factor in how quickly we can attend to patients who need us in a matter of minutes.

We are looking into how consultation with agencies such as councils and highways can be improved so we can avoid issues such as those we have seen in the Heaton's.

Thank you again for the opportunity to put forward our views and please do not hesitate to contact us should you require any further discussion or clarification.

Please note, that should any local residents request information regarding our feedback for this consultation, under the Freedom of Information Act, we would be obliged to share this letter.

Yours sincerely

A handwritten signature in black ink, appearing to be 'D. Smith', with a stylized flourish extending to the right.

DAN SMITH

Interim Head of Service for Greater Manchester
Consultant Paramedic