

**PE1432/D**

Clerk to Public Petitions Committee  
Scottish Parliament  
Edinburgh

6/9/12

Dear Sir,

**Petition PE1432 Re: Ambulance Provision**

**Response to replies from Scottish Government and Scottish Ambulance Service**

**1) Scottish Government**

We note that response times for Dumfries and Galloway are some of the worst across Scotland, significantly below the national average, particularly for Category A calls, and have actually deteriorated slightly over the past 2 years.

**2) Scottish Ambulance Service**

Regarding the First Responder meeting in March 2012, we have spoken to a large number of people, including Community and Regional Councillors, none of whom had any knowledge of such a meeting being arranged.

An addition, correspondence received directly from the Ambulance Service, told us that our Community Councillors would be contacted to discuss this issue, but to our knowledge this has yet to be done.

With reference to the specific incident which sparked our petition, we eventually received a reply from the Ambulance Service quoting a response time timed from when the ambulance was despatched rather than when our call was initially made. Apparently the situation was classed as serious but not an emergency, therefore the response time was within acceptable parameters. This calls into question the methods for prioritising calls, as we were dealing with an elderly patient, trapped in a room where no one could accurately assess her injuries, who, although conscious and responding to questions, was really not coherent. There was no way of knowing if she had suffered a stroke, heart attack or blow to the head, whether there were any broken bones or any bleeding, nor how long she had been in that position.

Yours faithfully,

Anthony & Joseph Duncalf