



Our ref: KW01020.js

7 March 2016

Mr Mark Hawthorne MBE  
Leader of the Council  
Gloucestershire County Council  
Cabinet Office  
Shire Hall  
Westgate Street  
Gloucester  
GL1 2TG

Trust Headquarters

Abbey Court  
Eagle Way  
Exeter  
Devon  
EX2 7HY

Tel: 01392 261500

Fax: 01392 261510

Website: [www.swast.nhs.uk](http://www.swast.nhs.uk)

Dear Mr Hawthorne

### Ambulance response times in Gloucestershire

Thank you for your letter. Please accept my sincere apologies for not responding sooner it seems that the letter was not received or has been mislaid.

You will no doubt be aware by now that the Trust will have extended its co-responder teams with Gloucestershire Fire and Rescue to an additional four areas within the county as follows:

- Fairford went live on 25 February 2016 with 7 Co-Responders and 3 in Training.
- Northleach went live on 3 March 2016 with 5 Co-Responders and 3 in Training.
- Stow-on-the-Wold will go live on the 22 March 2016 with 4 Co-Responders and 3 in Training.
- Moreton-in-the-Marsh will go live on the 22 March 2016 with 2 Co-Responders and 6 in Training.

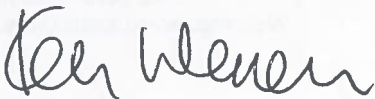
The pressure on the ambulance services both in Gloucestershire, across the region and country continues at a relentless pace as demand often outstrips resources available. New and innovative ways to manage this demand, along with the need for some additional resources is what SWASFT is focussing on. On 5 April 2016 we commence Phase Two of a significant National trial which SWASFT has led on. This trial supported by NHS England will see a change in the way calls are categorised and responded to.

I would welcome the opportunity to attend any appropriate meeting with the Councillors and others to share with you the scope of the trial and expected impacts.

I know this may sound as safe rhetoric given it has been repeated before but I would like to assure you and the Councillors that the Trust is doing everything we can to focus on providing an improved service in Gloucestershire.

If there are any members of the Council that would like to work with the Trust in our efforts to improve this service I would be more than happy to meet with them and engage them fully in the Trust's operational plans.

Yours sincerely



**Ken Wenman**  
**Chief Executive**