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Mr Luke Leighton

Sent via email to: [luke.leighton@gmail.com](mailto:luke.leighton@gmail.com) or  
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PE 51399

8<sup>th</sup> January 2025

Dear Mr Leighton

I am writing further to your emails to our Patient Experience Team on 25<sup>th</sup> and 26<sup>th</sup> November 2024, and from your advocate on 2<sup>nd</sup> December 2024 in which concerns were raised regarding our Emergency 999 service, specifically the ambulance attendance to you on 3<sup>rd</sup> November 2024. I am now able to respond following a full review by the Collation of Facts Manager (COFM) Charlie McGurk, Clinical Operations Manager.

Firstly, I would like to offer my apologies for any upset and distress caused as a result of this incident.

Charlie has now reviewed the electronic Patient Record (ePR) completed by the ambulance crew during the attendance and gathered the crew members recollections of the attendance.

From the review Charlie has reported, the question of the staff's attitude is subjective and therefore difficult to verify or evaluate however, it is important to recognise that your perception is valuable, and it clearly did not meet the high standard expected and required by the Trust of its staff. We have therefore no hesitation in apologising for the distress caused to you and hope that you are reassured that the staff's contemplation of events will go some way in consolation.

As a result of the concerns you raised, the crew have been reminded of the need to remain calm, courteous and professional at all times. It has also been reiterated to them that perceptions of behaviour can often be subjective and that as such, they should always conduct themselves in a manner that can only be perceived in a positive way. We expect the highest standards from all of our staff and can only apologise that you feel that we failed to adhere to these standards.

Further to your communication in which you raised your concerns, we were also contacted via email by your advocate Charlotte Wildgoose Advocate reference 186822 Charlotte, and I had a telephone conversation to discuss how it would be best to support you in the future. It was agreed to request that you communicate your concerns with the advocate for them to raise on your behalf with South Central Ambulance Service (SCAS) and for SCAS to send our respond directly to the advocate to communicate to you.

Once again, I would like to offer my apologies for any upset and inconvenience caused to you.

The investigation of complaints and feedback form an important part of organisational learning and service development which contributes to the aim of providing a consistently high quality of service to patients, so I would like to thank you for supporting this process.

I would also like to thank you for providing us with the opportunity to address your concerns and I hope that you are reassured and satisfied with the response given. If you have any further queries, please do not hesitate to contact the Patient Experience Team.

Yours sincerely

*Nicky Kelsey*

**Nicky Kelsey**  
**Senior Patient Experience Officer**

If you wish to get involved in improving our services on a volunteer basis, join our patient Panel. Visit our website to find out more: [www.scascharity.org.uk/patient-panel-volunteers/](http://www.scascharity.org.uk/patient-panel-volunteers/)