**Q4 What are the plans for Advanced Paramedics in urgent care?**

The initial word on the plans for advanced paramedics in urgent care, so that strategy being worked on at the moment, as I said I think for me, very close Paul Gates, our deputy clinical director bringing some experience from London as well and there will be a leap of faith element here for us as an organisation. There will be stuff that I’ve said link in to the PCN conversation, triage as well.

What I’m very keen to do is not make it very complicated. I think my reflection over time is sometimes we have tried to get perfection. And perfection, a: we’re not really sure what perfection looks like in reality and that’s always then been a bit of a barrier to be able to achieve those as well and I think that’s the balance that sits behind that. So, we will publish them, we will talk about them, we will start to look at what we can do, we will start to evaluate and all of these things are the small bits that start to make a difference.

Will it be perfect overnight? Do I think it will be a big bang overnight? I genuinely don’t. Why? Coming back to the operational challenges and the pressures at the moment, you have to be able to balance both. Our data so far in reality, our data so far says for the smaller amount of patients that our kind of intervention cars go to, if I just group them under there, they do have a good patient experience rate, but actually the balance is then about commissioning of those to be able to support that interim period of: you’re either on a car supporting, you’re on an intervention car supporting, or on an ambulance supporting, actually I can only use one person once and it’s that whole balance of how do we do that and that has to be the longer term rather than catch up and yo-yo between capacity and demand, we have to be able to do that and that’s the conversation that we need to have in a very open and honest way, not necessarily internally but externally as well. So, watch this space, it shouldn’t be too long, I think we’re expecting that probably within the next six to eight weeks once it’s gone through kind of that governance approach to make sure we’re sort of in the ball park because there’s no point having something that’s not deliverable at all.