

# St John: Yes, callout took too long

A St John response to a complaint about the lengthy waiting time for a recent callout has identified key mapping areas to improve.

The inquiry came after a Queen's Birthday Monday accident in which Tom and Heather Manson's son George was injured when he crashed his motorbike in a paddock, while his father was mustering sheep at their Waireka Road property.

The emergency response was delayed by hours as the ambulance was directed to get to Putere via Tuai which added an hour to the trip.

The time delay was further compounded with the ambulance instructed to wait while police investigated the accident scene.

St John territory manager for Wairoa,

Shane Clapperton, said the inquiry showed the mapping system used by St John had the Waireka Road address located in Tuai.

He said the information used was provided directly by district and regional councils and was also used by the fire service.

"We have seen from this job that there are some mapping anomalies and we would like to discuss these with the council and see if we can alleviate the confusion.

"We acknowledge the ambulance response to this call took longer than expected.

"The crew member who responded to this job was new to the area.

"We are now working with all the local ambulance crews to ensure they

carefully verify the quickest routes to these rural areas rather than relying on technology," he said.

Based on the injuries described in this particular case and after discussion with a clinical adviser, it was deemed that a helicopter response was not appropriate.

"While a helicopter response was not warranted for this particular case, we continue to encourage rural communities to pass on all relevant information to the St John 111 call takers — providing as much information as they can, including how accessible the patient is, how many patients there are, and as much detail about their injuries and/or the patient's condition.

"This will assist the St John team in their decision-making," he said.

