*Dear Practices,*

***Reporting Ambulance Incidences***

*We are aware that sometimes GPs and other healthcare professionals perceive problems with the ambulance service and that having a productive discussion about this can be difficult. On occasion these situations are due to miscommunication and/or a lack of understanding of how each side of the system works; on other occasions there may very well have been an error. The Health Board has been working with SAS to address how GPs and the ambulance service can communicate better.*

*To this end we have instigated a new joint reporting system for incidences involving the ambulance service. Attached to this email is a form which should be filled in and sent to SAS. The address for the form to be sent is**sas.feedback@nhs.scot**They will then add the details on the form to their incident reporting system (Datix). This involves being reviewed and an action plan written and delivered where appropriate. Hopefully this will reassure GPs that they are being listened to and action is being.*

*Every six months the HB and SAS will get together, review the data and take advantage of an opportunity to share experiences and look at ways in which we can make the whole system work more smoothly.*

*In addition the SAS has already acted upon some of the examples we have discussed and have put some changes into place. One of these is to use a new system of accepting calls called NOW. As before you should phone 999 for an emergency ambulance, eg for a cardiac arrest. If you want an ambulance Now, you can highlight that you are a health professional and call 0333 3990111. If you need an ambulance within 1 to 4 hours you should call 0345 602 3999. The posters and Healthcare Booking guide are attached. This system allows a way of highlighting an ambulance request has originated from a healthcare professional. This information will in itself will not be used in prioritising calls but it means that different questions will be asked in the acknowledgement that the situation is different (ie the patient has been assessed by an HCP).*

*Please let us know how the system works.*

*Chris Johnstone                                     Alan Martin*

*Associate CD                                         Patient Experience Manager*

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