



**Scottish
Ambulance
Service**
Taking Care to the Patient



Chair Tom Steele
Chief Executive Pauline Howie OBE

2nd November 2020

Improving Ambulance Response to Healthcare Professional (HCP) Requests

We have been in dialogue with both primary care and hospital clinicians over the last year around optimising Scottish Ambulance Service's response to requests for transferring patients who present in emergency and non-emergency circumstances.

Phase 1 of this work was to ensure better alignment between ambulance responses provided to 999 patients and those requested from HCPs, based on clinical need. Changes to deliver this aim were put in place in November 2019 when we redesigned our response to HCP emergency requests.

We are now moving on to phase 2 which relates to "Timed admissions and transfers" otherwise referred to as 'urgent' or 'non-emergency' requests, usually referenced within one, two or four hour timeframes.

This means that HCPs will now be asked a brief standardised set of questions before allocating the ambulance response. This is to ensure that we match our response to the need of the patient both in terms of response times and the skill set of the SAS clinicians who carry out the care delivered.

Guides to the new process are attached including a recap of all our staffing and vehicle capabilities.

It is our intention to go live with Phase 2 of the process, which is aimed at improving our processes for booking non-emergency requests, on **Tuesday 10th November 2020**.

All the necessary information for clinicians is included within the attached packs which contain booking guidance and posters.

Please note there is no change to contact telephone numbers.

On occasions when we cannot meet our timeframes we will call patients back to check on their condition. In order to assist us with this safety netting, it would be ideal to have an accurate suspected diagnosis and if possible a set of relevant clinical observations that you have taken in order to inform your decision to utilise SAS.

The intention is to improve quality of SAS response to all who need our care.

Yours sincerely

Dr Jim Ward
MEDICAL DIRECTOR

