



Working in Partnership

Robin Petterson

Welsh Ambulance Services NHS Trust

PRESERVING LIFESTYLES, PRESERVING PLACES
GWARCHOD Ffordd o fyw, GWARCHOD Lleoedd



Our Operating Model

CATEGORY	RESPONSE MODE	AMBULANCE RESPONSE	PERFORMANCE MEASURES
<p>RED (aprox. 60-70 calls per day out of 1300)</p>	<p>Blue lights ≤ 8 minutes Ideal or Suitable</p>	<p>Multiple resources including BLS, ALS, CFR, Ambulance, Car, Helimed.</p>	<p>Current: 65% within 8 minutes Future state ?70% <8 minutes with ambition for 75%. Possibility for clinical subsets like defib at cardiac arrest within ?4mins</p>
<p>AMBER (65% of total call volume)</p>	<p>Blue lights: Ideal or Suitable</p>	<p>The patient will be seen by the right clinician or resource in a timely manner, based on clinical need. Key is transfer to right place.</p>	<p>Clinical Interventions / Patient Outcomes</p>
<p>GREEN</p>	<p>Hear and Treat or Normal road speed response</p>	<ul style="list-style-type: none"> Planned non-emergency transport: Ambulance or TAXI. <p>or</p> <ul style="list-style-type: none"> Telephone advice / assessment by clinical desk / NHSDW / 111 	<ul style="list-style-type: none"> Clinical Outcomes Patient Satisfaction



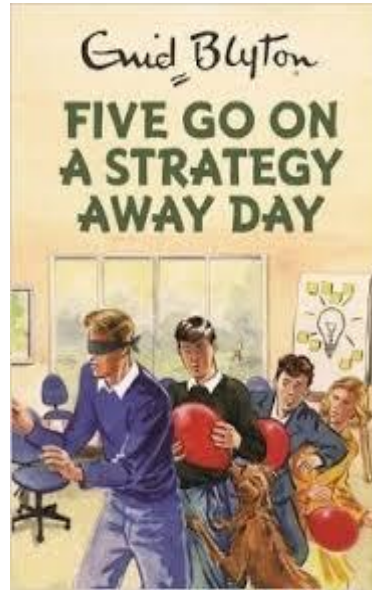
Demand & Capacity

	ABM	AB	BC	CV	CT	HD	Powys	All LHBs
2015 Incidents	73,335	78,143	110,874	65,564	39,576	53,522	17,973	438,987
2020 Forecast	90,698	90,211	139,036	82,794	44,476	68,975	20,313	536,503

Increase over 5 years	23.7%	15.4%	25.4%	26.3%	12.4%	28.9%	13.0%	22.2%
Increase per year	4.3%	2.9%	4.6%	4.8%	2.4%	5.2%	2.5%	4.1%



We need a plan.....



Get more
ambulances

341 more staff

Or

Try and reduce
demand.....



What are we doing differently?

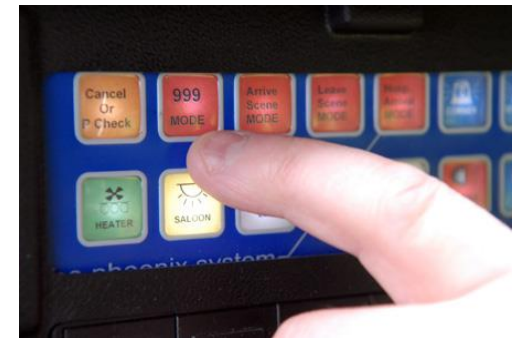
Hear & Treat

Reduce demand from Key Users

Frequent Callers

Police

Falls






Informatics

Fallers Age 50 and Over (Dispatch Code 17) - Cardiff & Vale

	Total Verified Incidents	Attended Scene	Transported to Hospital	% Transported to Hospital	Not Transported	% Not Transported	Treated at Scene (incl. in not transported)	% Treated at Scene
2015 Apr	501	399	299	74.9%	100	25.1%	37	9.3%
May	527	418	321	76.8%	97	23.2%	39	9.3%
Jun	501	419	314	74.9%	105	25.1%	44	10.5%
Jul	527	426	319	74.9%	107	25.1%	41	9.6%
Aug	531	426	315	73.9%	111	26.1%	47	11.0%
Sep	506	391	286	73.1%	105	26.9%	35	9.0%
Oct	517	408	302	74.0%	106	26.0%	40	9.8%
Nov	499	387	276	71.3%	111	28.7%	35	9.0%
Dec	495	413	292	70.7%	121	29.3%	46	11.1%
2016 Jan	523	379	272	71.8%	107	28.2%	48	12.7%
Feb	463	325	226	69.5%	99	30.5%	39	12.0%
Mar	511	359	248	69.1%	111	30.9%	51	14.2%
Total	6101	4750	3470	73.1%	1280	26.9%	502	10.6%



What did this mean for Patients.....

- Call taken by EMD 
- A paramedic ambulance was ALWAYS dispatched
- Prolonged Response
- Poor patient experience – pressure sores / incontinence / dehydration / hypoglycaemia and lack of analgesia
- Inappropriate / avoidable hospital admissions
- Increased concerns / SAI's



Telecare Cardiff Background

- Telecare Cardiff is a 24/7 contact centre which provides support and a service to over 4,000 residents in Cardiff.
- It is a service provided by City of Cardiff Council and has been running for over 25 years. The service is accredited by TSA (Telecare Services Association).
- There are 2 levels of services offered through Telecare Cardiff:
 - Contact Only – 24 hour telephone support where the team will contact next of kin or emergency services.
 - Response Service – 24 telephone support with a response from trained mobile wardens to give assistance where required.
- The team have close contacts with District Nurses, Independent Living Services and Occupational Therapists. Telecare Cardiff are able to refer a faller to an Occupational Therapist to look at preventative methods to stop future falls and enable independent living.



The Pilot.....

- Telecare wardens recruited.
- WAST familiarisation completed.
- Calls triaged by Clinical Desk using Hear & Treat (Step 1)
- Patient assessed as non or minor injuries
- Telecare control contacted, warden dispatched
- Warden contacts clinician. Post falls assessment completed
- Calls closed, no WAST response
- Warden refers.
- Calls escalated as a result of eye on patient, improved 999 response.



Trial So Far

- The trial started on Monday 31st October.
- Since then Telecare Cardiff have responded to 88 referrals in place of WAST, attending site within 22 minutes on average.
- 38% of the patients have been referred to Occupational Therapist as a result of Telecare Cardiff attending.
- 22% of patients who were referred to Occupational Therapy have received multiple preventative measures which has included Telecare being installed.
- 25 patients conveyed to Emergency Department.
- This trial is in place to relieve pressure on the Welsh Ambulance Service, reduce waiting times for residents, improve prevention services such as Telecare in people's home and reduce hospital admissions in turn enabling people to stay independent in their own homes for longer.



The Future.....

- Service excellence
- Demand reduction
- Cost effective
- Emergency services and partner agencies perceived to be one team
- Better patient experience
- A safer Cardiff & Vale

