



# Scottish Ambulance Service

**Presentation to Mid Argyll, Kintyre & Islands  
Community Planning Group**

**7<sup>th</sup> November 2018**

**Mark Benton**

**Area Service Manager**





# Agenda

- Service overview
- Local issues
- Service developments
- Open forum



# Operating Regions



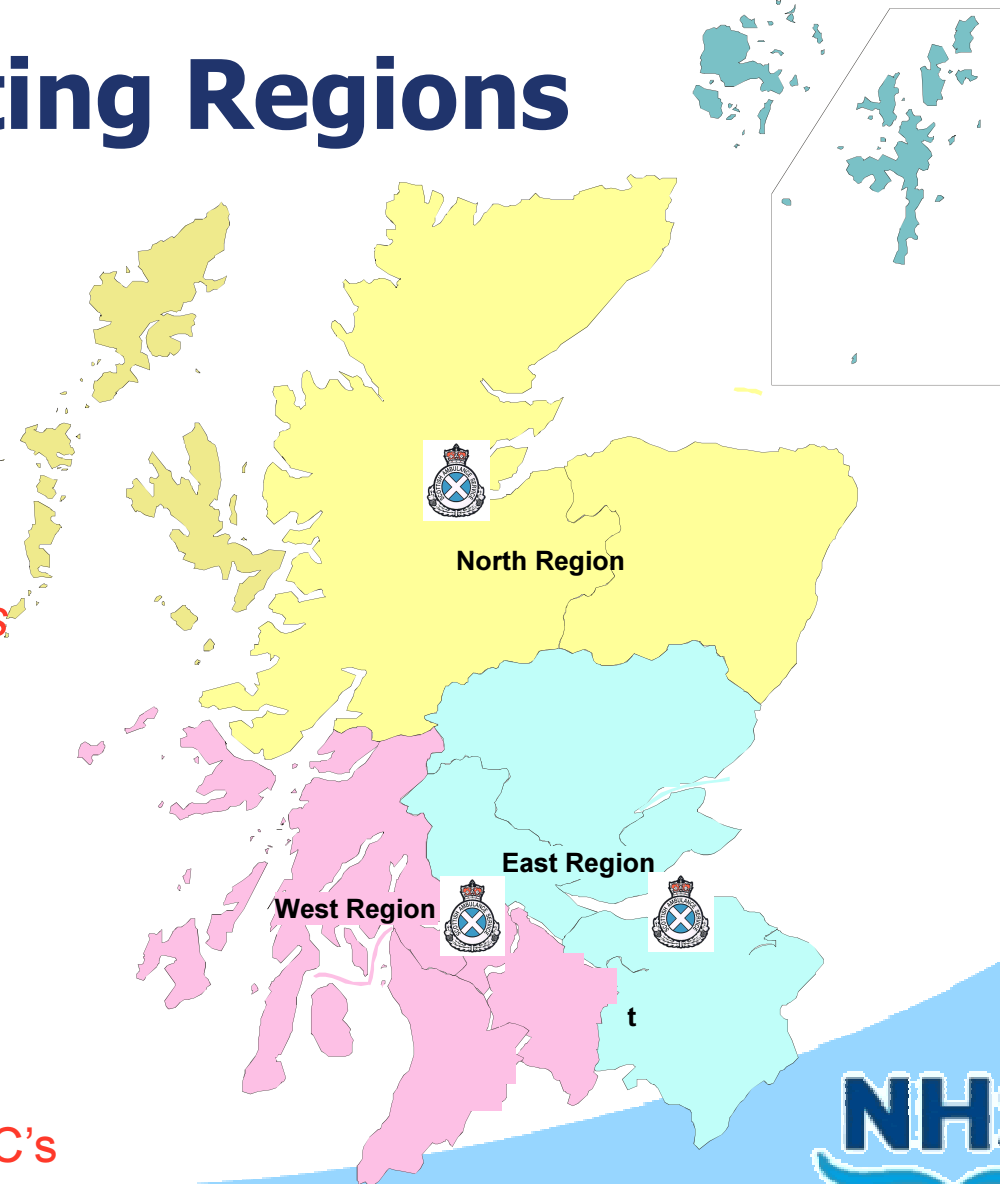
*Service Divided into 3 Regions*

4300 staff

3 Ambulance Control Centres:

- Edinburgh (East)
- Cardonald (West)
- Inverness (North)

Scheduled Care co-located at ACC's





# Argyll & Bute

- 2,480 square miles
- 23 inhabited islands
- 112 staff
- 48 vehicles (14)
- £4.4m budget
- 89,200 residents





# Service Overview – A&E

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- Responding faster than ever before
- Air Wing carried out 745 missions in 2017/18



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  - BLUE                      Urgent                      NOT Blue Light 1, 2, 3, 4 hour





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  - BLUE              Urgent                      NOT Blue Light 1, 2, 3, 4 hour
  - WHITE              Routine                      Discharges etc.



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- Transport patients to hospital but also 'see and treat'
- Paramedic Response Units
- Advanced/Specialist Paramedics
- First Responders
  - 121 schemes (12 in A&B)
  - 1000 volunteers (73 in A&B)



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**FIRST RESPONDERS**



**NHS**  
SCOTLAND



# Service Overview

**Other Agencies:**







# Service Overview

## Other Agencies:

HM Coastguard

RNLI

Mountain Rescue

Cal Mac

SFRS

Police Scotland





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- Challenges around alternative transport options





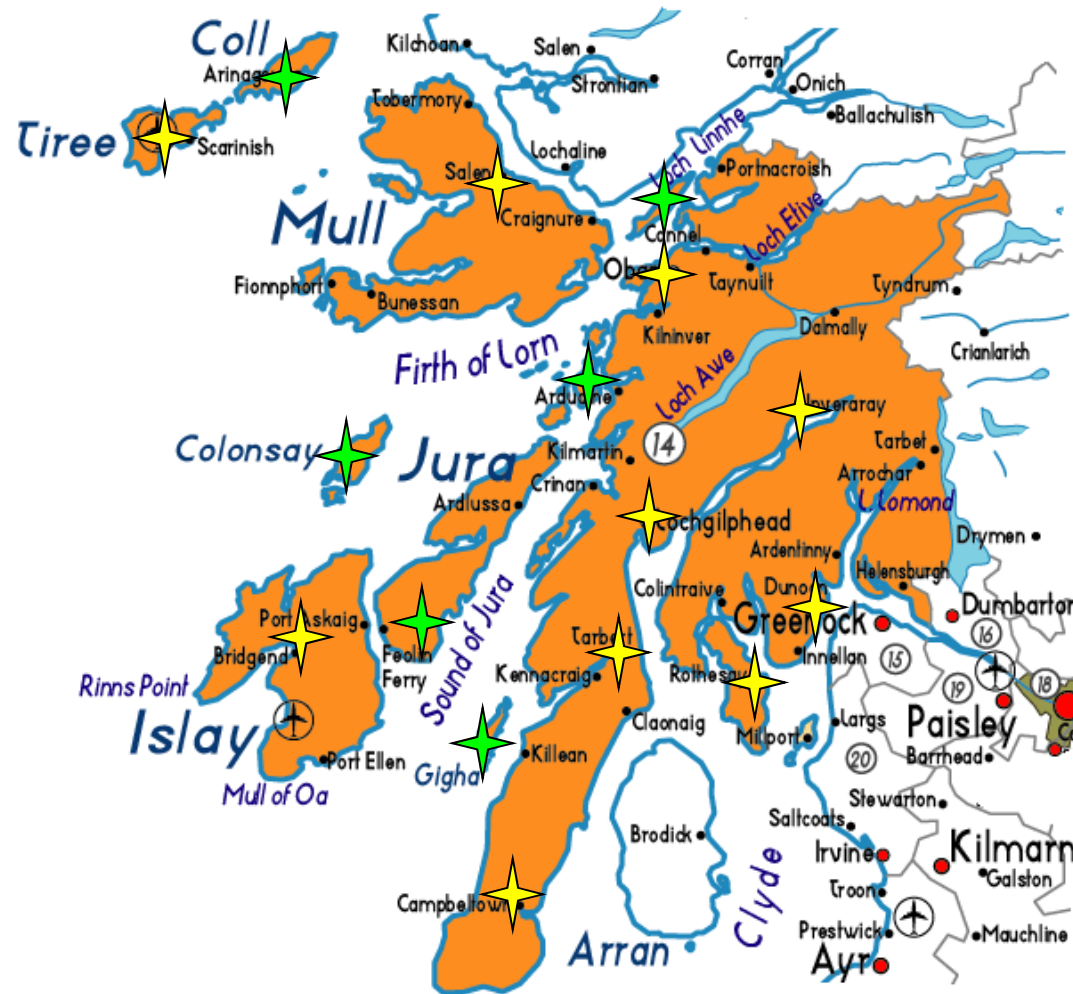
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  - Cannot use Public Transport
  - Mobility restrictions
- Challenges around alternative transport options
- Patient transport strategy ongoing review





# Locations





# Challenges

- Ever increasing demand
- Increased Inter-Hospital Transfers (11,000 in A&B 2017/18)
- H&S, on-call working, meal breaks, fatigue
- Integrated transport solutions – ‘Transport With Care’
- Island cover
- MONEY!



# Service Developments



- Island landing sites







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- Community First Responders



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- Remote & Rural working initiatives
- Extended training for Paramedics
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- Community First Responders
- National Airwave Radio replacement



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- Remote & Rural working initiatives
- Extended training for Paramedics
- Specialist Paramedic role
- Community First Responders
- National Airwave Radio replacement
- Defibrillator procurement

- 540 A&E
- 414 PTS



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# Service Developments

## Special Operations Response Team (SORT)





# Service Developments

SCOTSTAR







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- Emergency Medical Retrieval Service (Adults)



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- Scottish Paediatric Retrieval Service (Paediatrics)



# Service Developments

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- Scottish Neonatal Transport Service
- Emergency Medical Retrieval Service (Adults)
- Scottish Paediatric Retrieval Service (Paediatrics)

Around 3,000 transfers and retrievals in 2018/19



# Engagement

- Patient Focused Public Involvement
- Open and honest communications
- Working in partnership with staff
- Improving stakeholder involvement and communication
- [www.scottishambulance.com](http://www.scottishambulance.com)



# Questions and Open Forum