



**Scottish  
Ambulance  
Service**

*Taking Care to the Patient*

# **Scottish Ambulance Service Argyll**

# NHS Scotland

14 Territorial Boards & 8 National Boards:

Scottish Ambulance Service

NHS 24

Golden Jubilee National Hospital

State Hospital (Carstairs)

National Services Scotland

National Education Scotland

Healthcare Improvement Scotland

Public Health Scotland

# Overview

The Scottish Ambulance Service is in more demand than ever before:

- Calls received per year: over 1.5 million
- Average 2,600 999 calls received per day
- Average 80,000 calls received a month
- A&E incidents (999 calls) responded to annually: approx. 770,000, of which 660,000 were emergencies
- Planned patient journeys annually: approx. 690,000
- Inter-hospital transfers annually: approx. 56,600
- Scotstar retrievals annually: 2,518
- Air Ambulance missions annually: 3,721

With the changing demand for patients in Scotland, we have developed a new clinical response model. Developed following an extensive clinical review, it focuses on improving patient survival and treatment rather than simply measuring the time it takes to respond.



**Ambulance Control Centre  
Co ordinate Response**



**Most incidents responded to by  
A&E ambulances**



**In some cases we will use  
Air Ambulance**



**Our SORT teams will respond to  
large and challenging incidents**



**Our scheduled care staff provide a vital service to some of the most vulnerable people in Scotland**



**Our EMRS, neonatal and paediatric teams transfer some of the most ill patients**



# Every day the Scottish Ambulance Service is ready to respond to every community in Scotland

## In 2021



Our Ambulance Control Centres received 1,188,539 calls



We responded to 524,462 emergency incidents



We carried out 421,016 planned patient journeys and 33,082 inter hospital transfers



Our Air Ambulance carried out 3,856 missions



Our Paediatric team carried out 1,079 inter hospital transfers



Our neonatal team carried out 278 inter hospital transfers



Our EMRS teams responded to 1,185 trauma calls and carried out 290 inter hospital transfers

## Our role continues to expand



Our Advanced Practitioners role has expanded to include phone/video consultation as well as treatment in person



Three vaccinations buses have been providing COVID-19 vaccinations around the country



Our Mobile Testing Units have delivered over 2 million tests

## We respond in a variety of ways



Ambulance



Community First responders



Clinical advice over the phone



Special Operations Response team



Specialist staff from ScotSTAR

## Resulting in different outcomes



A&E



Alternative pathway



Being treated at home

Provided by 7,000 staff and 1,200 volunteers

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- Challenges around alternative transport options
- Patient transport strategy ongoing review

# Why do we triage calls?

- Use our resources more effectively
- Save more lives
- Provide right response first time
- Better patient and staff experience

# The new triage system

## Purple Response Category (Target response 8')

Identified by Patients with a Cardiac Arrest Risk >10%

Current response time median: 7' 09" (90th percentile: 17' 02")

## Red Response Category (Target response 8')

Identified by Patients with a Cardiac Arrest Risk >1% <10% or defined need for resuscitation

Current response time median: 8' 20" (90<sup>th</sup> percentile: 18' 18")

## Amber Response Category (Target response 19')

Identified by acute pathway need I.E FAST+/STEMI

Current response time median: 14' 55" (90<sup>th</sup> percentile: 32' 22")

## Yellow Response Category (Target response 19')

Identified by exclusion of ILT and Amber categories

Current response time median: 24' 48" (90<sup>th</sup> percentile: 1h 39' 00")

Green Response Category Exclusion of above categories and defined potential for potential alternative care pathway

# Hospital Turnaround Times





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- 90<sup>th</sup> percentile: 1h 30' 17"

# What Next?

Invest in our people to  
improve wellbeing

Enable people to receive the highest  
quality of care

Work alongside communities  
to improve population health

Make shared decisions with people &  
support self-management

Embrace data & technology to  
add value to services

Thank you  
Any Questions