

Scottish Ambulance Service Argyll



NHS Scotland



Scottish Ambulance Service NHS 24 Golden Jubilee National Hospital State Hospital (Carstairs)

National Services Scotland National Education Scotland Healthcare Improvement Scotland Public Health Scotland



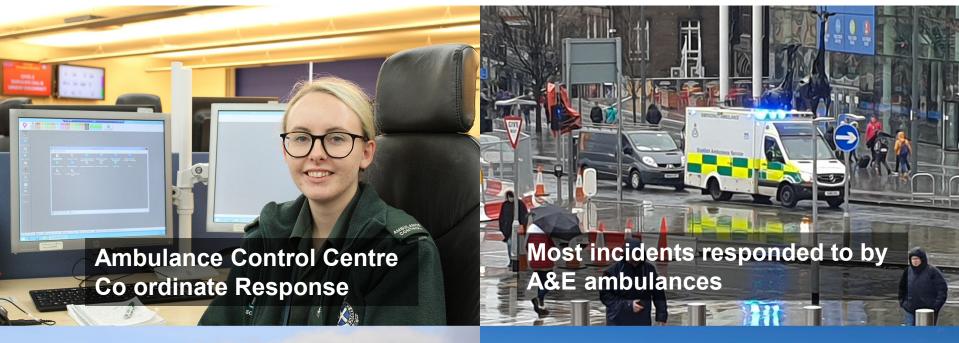
Overview

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.





In some cases we will use Air Ambulance

Our SORT teams will respond to large and challenging incidents







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 Parctioners 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



Scheduled Care – 125,000 journeys per month





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



Ambulance Service Taking Care to the Patient 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

<u>Purple Response Category</u> (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" (90th percentile: 18' 18")

Amber Response Category (Target response 19')

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

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

Yellow Response Category (Target response 19')

Identified by exclusion of ILT and Amber categories

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

<u>Green Response Category</u> Exclusion of above categories and defined potential for potential alternative care pathway



Hospital Turnaround Times





Hospital Turnaround Times



• Median: 43' 17"



Hospital Turnaround Times



• 90th 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