

Agenda Item	4
Report No	WRSL/08/24

The Highland Council

Committee: Wester Ross, Strathpeffer and Lochalsh Committee

Date: 20 May 2024

Report Title: Scottish Ambulance Service Update

Report By: Steven Gorman, Interim Head of Service (Highland)

1 Purpose/Executive Summary

1.1 To provide an overview to the Committee Board on the Scottish Ambulance Service across Highland focusing on Triage, Mental Health, Community Responders, Advanced Practice and performance measurements.

2 Recommendations

2.1 Members are invite to note:

- i. The Scottish Ambulance Service Triage and Response model
- ii. Resources available across remote and rural Highland
- iii. The establishment of a National Centre for Remote and Rural Health and Care through NHS Education for Scotland as the strategic delivery partner.

3 Implications There are no legal implications arising from this report.

3.2 **Legal** - There are no legal implications arising from this report.

3.3 **Community (Equality, Poverty, Rural and Island)** - There are no equality implications arising from this report.

3.4 **Climate Change / Carbon Clever** - There are no climate change/Carbon Clever implications arising from this report.

3.5 **Risk** - There are no risk implications arising from this report.

3.7 **Gaelic** - This report has no impact on Gaelic considerations

Designation: Interim Head of Service (Highland)

Date: 3 May 2024

Author: Steven Gorman

Appendices: Presentation



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Scottish Ambulance Service Seirbheis Ambaileans na h-Alba

**Presentation to the Highland Council
Wester Ross, Strathpeffer and Lochalsh
Committee**

20th May 2024



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Scottish Ambulance Service



We are a national, mobile health service, delivering services locally and in people's homes within every community in Scotland, 24 hours a day, 365 days of the year.



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Service At A Glance in Highland during 2023/24



Calls Received

- Over 29,700 calls received from across the Highland area with 24,400 being 999 calls.
- Top 5 chief complaints: Falls, Chest Pain and Breathing Problems

Response Times:

- Purple Category – 8.25 minute median against an aim of 7 minutes
- Red Category – 9.11 minute median against an aim of 8 minutes

Clinical Outcomes

- Return Of Spontaneous Circulation (ROSC) achieved 29.9% on worked arrests against a 31% measurement.
- Around 60% of patients suffering a mental health crisis are cared for in their home.
- 52% of patients who fall are cared for in their home with 30% accepting referral for home assessment

Why we triage calls



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



How we triage



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Purple: where a patient is identified as having a 10% or more chance of cardiac arrest.

Red: where a patient is identified as having a likelihood of cardiac arrest between 1% and 9.9%, or having a need for resuscitation interventions such as airway management above 2%.

Amber: where a patient is likely to need diagnosis and conveyance to definitive care.

Yellow: a patient who has a need for emergency care but has a very low likelihood of requiring life-saving interventions. For example, patients who have tripped or fallen but not sustained any serious injury.

Green: a patient does not fit the above categories and there is potential for an alternative care pathway.

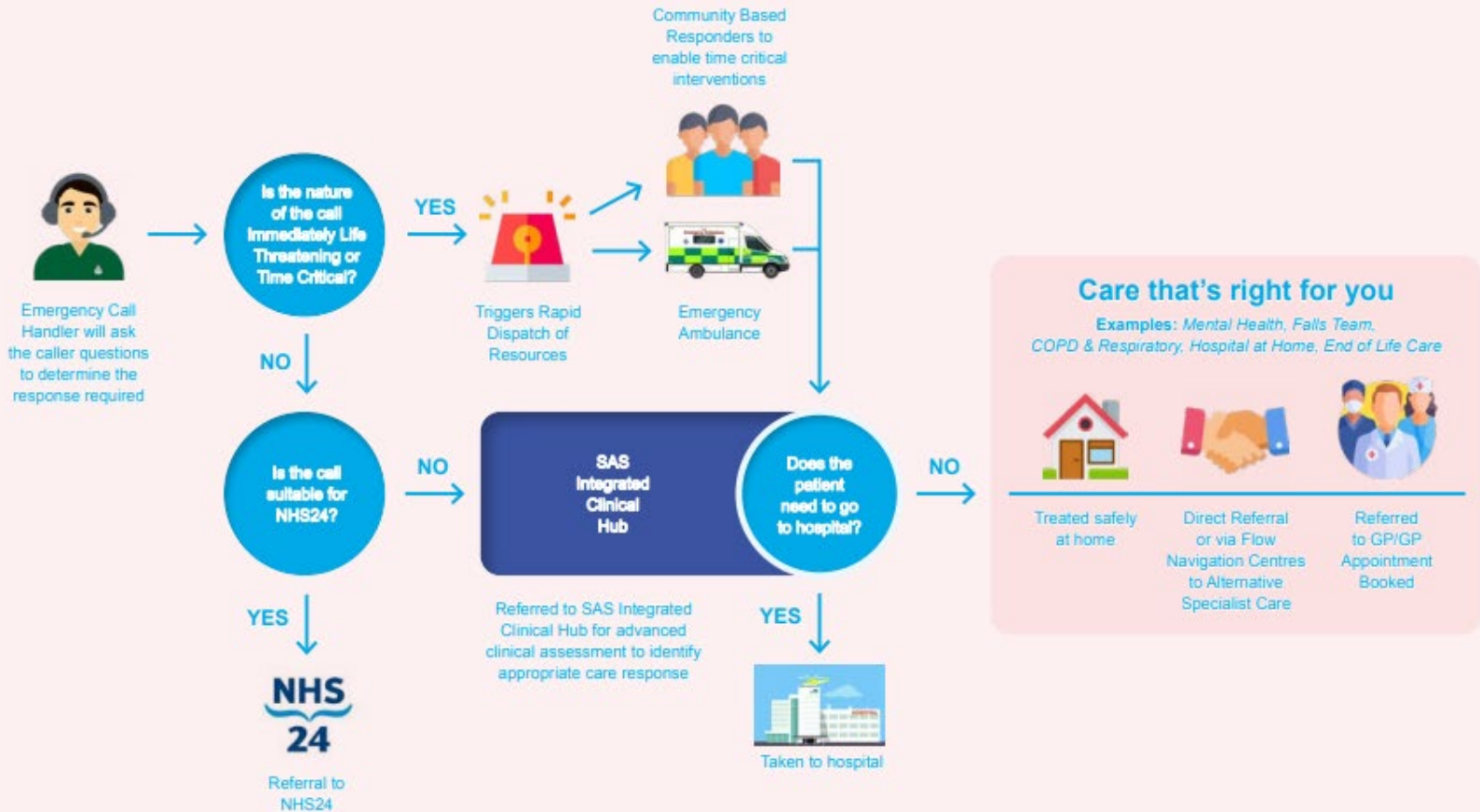


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How we will deal with your Emergency Call





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How we will deal with your Non Time Critical Emergency or Urgent Call

Calls that are suitable for NHS24 → **NHS 24**
Referral to NHS24

Treatment over the telephone with self-care advice →

Non Time Critical Patients that require enhanced clinical assessment to determine the most appropriate response →

SAS Integrated Clinical Hub

Patient Safety Monitoring
Assessing patient needs to ensure patients receive the right care

Referred to alternative care

Treatment over the telephone or video conference

Ambulance response

Decision Support for Front Line Emergency Crews

GPs
 Advanced Practitioners
 Nurse & Paramedics
 Clinical Advisers
 Technicians
 Senior Clinical Support Managers

Direct Referral or via Flow Navigation Centres to alternative specialist care

Pathways of Care

Examples: Mental Health, Falls Team, COPD & Respiratory, Hospital at Home, End of Life Care

	NHS 24		
Pharmacy	111	Community Teams	GP/GP appointment booked



Dispatch Ambulance → Emergency or Non Emergency Ambulance

Flow Navigation

Patient Centred Care

Direct Referral or via Flow Navigation Centres to alternative specialist care



Operations



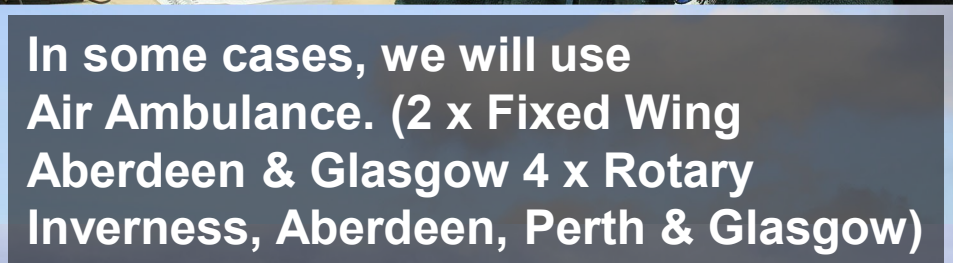
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**Ambulance Control Centre
Co ordinate Response. (Inverness,
Edinburgh & Glasgow)**



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



**In some cases, we will use
Air Ambulance. (2 x Fixed Wing
Aberdeen & Glasgow 4 x Rotary
Inverness, Aberdeen, Perth & Glasgow)**



**Our SORT teams will respond to
large and challenging incidents.
Based at Aberdeen, Newbridge,
Johnstone**

Operations



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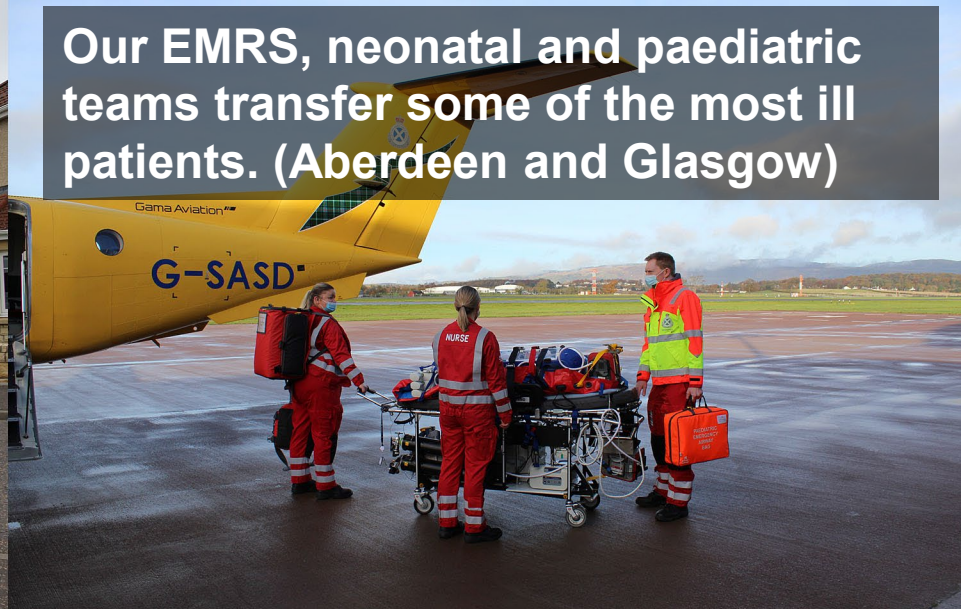
Our community first responders provide care in the first vital minutes before the Ambulance crew arrives



Our Advanced Practitioners provide assessment and treatment in person or by a phone/video consultation



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. (Aberdeen and Glasgow)

Local Work



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- 24/7 Mental Health Paramedic Response Unit established in Sept 2023 following government investment
- Work collaboratively with NHS Highland Mental Health Assessment Unit at New Craigs Hospital
- The team provide Decision Support to Paramedics and Technicians across Highland to support patients locally

- Team of 6 Advanced Practitioners in Critical Care
- Team of 7 Advanced Practitioners in Urgent and Primary Care



National Centre for
Remote and Rural Health and Care



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More information



- www.scottishambulance.com
- First aid resources and information for schools can be found at www.scottishambulance.com/first-aid-education/
- Information about joining our great team can be found at www.scottishambulance.com/join-our-team/
- Information about how we engage with our communities can be found at www.scottishambulance.com/your-community/engaging-with-our-communities/
- Social media – www.facebook.com/scotambservice/
twitter.com/Scotambservice
www.linkedin.com/company/scottishambulanceservice999
- [New National Centre for Remote and Rural Health and Care | NHS E \(scot.nhs.uk\)](http://www.nhs.uk)



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Thank you

Steven Gorman, Interim Head of Service (Highland)