

## Emergency Medicine Standard Operating Procedures

### SIAN Ambulance Off Load

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#### **Aim and scope of Standard Operating Procedure**

Our aim is to provide a robust service that facilitates the initial assessment of all patients arriving by ambulance to the Emergency Department within 15 minutes. Therefore we have identified a need for a robust process facilitating initial assessment that fulfills

#### **Target Staff Categories**

- The 15 minute target for AGH to obtain handover from WMAS; set by the CCG's and Commissioners and measured as a national performance standard
- Time to Initial Assessment (TTIA) of less than 15 minutes by a clinician; an Emergency Access Standard (EAS) set to ensure patient safety and early prioritisation of those most in need. We currently report this performance to the CQC on a weekly basis.

## Staffing

### Essential (24/7)

- An experienced **A&E Nurse** will be the senior initial assessment nurse (SIAN) Available Band 2/3  
**Healthcare Assistant** to assist with ECG's
- **Receptionist** trained in use of WMAS Safe Triage & Patient First patient registration

### Desirable

- To be managed as per available staffing whilst current ED recruitment process underway
- A band 2/3 **Health Care Assistant**, allocated as HCA to assist SIAN Nurse
- **Porter** to manage available trolleys and transfer of patients to appropriate areas of department – inclusive of x-ray  
**Consultant or Senior Clinician** – to assist in facilitation of rapid assessment process signposting to appropriate speciality and organising further investigations
- Full set of observations carried out – documented in both bundle **and** front of CAS notes.
- If necessary ECG undertaken – only when required if the ECG is likely to influence immediate patient treatment or triage decision.
- Where appropriate radiology (XRAY) requested
- Patient streamed to appropriate area of department dependent on clinical need.
- Triage category assigned

When the corridor has 4 patients with 1 corridor nurse the SIAN will continue to assess the next two attendances to the trolleyed areas (e.g. WMAS, main triage) and keep clinical responsibility for them until the ED co-ordinator has found cubicles for these patient or they are transferred to the care of the corridor nurse. It is accepted that whilst this will help maintain the 15mins triage time for these two patients, the extra responsibility taken on by the SIAN may make it difficult for subsequent attenders to the WMAS cohort area to be jointly assessed in a timely manner

### **Environment**

At time of document the SIAN process occurs beyond the ambulance doors. WMAS enter AGH ED and meet the SIAN nurse by reception allowing for ease of booking in/handover process.

Where appropriate, during times of high capacity and pressure, alternative areas may be identified e.g. relatives room or the psychiatric assessment room, to allow this process to continue within a more appropriate environment allowing for protection of patients dignity and improved flow...