

Emergency Medicine Standard Operating Procedures

WRH Emergency Department “Ambulance Answers” Standard Operating Procedure

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Approved by	
Date of Approval	
Date of next review This is the most current document and is to be used until a revised version is available	

Aim and scope of Standard Operating Procedure

The ED will aim to provide the following standardised information, following an “Ambulance Answers” request:

- Patient age, gender
- Paramedic diagnosis
- ED diagnosis and management (incl. investigations)
- Patient disposition and final diagnosis if available

In-addition the ED team will endeavour to answer any specific question posed by the requesting paramedic +/- signpost the paramedic to any useful resources.

The ED will only provide information on those patients brought to the ED and managed initially by the ED team.

The ED provides this ‘service’ only when it has the appropriate resource available. The ED does not specifically employ someone to provide this information, it does so when able, and clinical priorities are such that time is available to do so. The ED highly values the work of paramedics and “Ambulances Answers” is just one way of trying to foster excellent working relationships.

Target Staff Categories

Introduction

Experience at other Emergency Departments has shown that paramedics value feedback on the cases that they bring to the emergency department (ED). This feedback augments learning and personal development and can provide valuable follow-up information which may otherwise be lost or difficult to obtain. Provision of this information is aimed at fostering excellent working relations with the ED and paramedic crews.

Process

Paramedic completes the “Ambulance Answers” postcard (see appendix), filling in all the details and signing to say that they understand that the feedback is of an individual nature and the caveats that apply to it. Patient must have consented to sharing information.

“Ambulance Answers” Postcard is “posted” in the designated “Ambulance Answers” post box located at the Ambulance Check-in Desk.

VV or nominated middle grade (MG) will empty the post box every week (or more frequently) and answer the requests in time-order.

VV or nominated MG will endeavour to respond to the request within 2 weeks of its submission, acknowledging that for the purposes of learning and feedback the sooner the feedback is given the more valuable it is.

Requests will be taken from paramedics and trainee paramedics, with the expectation that trainee paramedics will identify themselves as such and consider the benefits of how they share any information from the “Ambulance Answers” process with their mentor.

Feedback will be by email only and only to a designated WMAS or nhs.net email account. Personal email accounts are not acceptable for the purpose of delivering feedback on individual patients.

The purpose of this process is to provide rapid, personalised feedback to individual paramedics. The ED will not inform West Midlands Ambulance Service (WMAS) regarding individual staff requests for feedback, unless when the pre-hospital care is reviewed it is considered to be so far below acceptable standards of care that it has the potential to trigger fitness to practise proceedings, after review by an ED Consultant. Clinical concerns will be dealt with through the existing DATIX system.

The purpose of this process is to provide rapid, personalised feedback to individual paramedics regarding diagnosis and management; it is not the role of this process to provide feedback on the quality of pre-hospital care, with the exception noted above.

“Ambulance Answers” is meant to provide rapid and personalised feedback to individual paramedics, however, if for any given patient the process of providing the required information is too onerous (eg. notes are lost) or time consuming then the VV or nominated MG will email the requesting paramedic to that effect.

VV or nominated MG will reply to request in an email only. The email will be in a structure format:

“Thanks you for completing an ‘Ambulance Answers’ postcard from Worcestershire Royal Hospital Emergency Department (A&E), please see reply below”

- Patient age, gender, location of incident
- Paramedic diagnosis

- ED diagnosis and management (incl. investigations)
- Patient disposition and final diagnosis if available

In-addition the ED team will endeavour to answer any specific question posed by the requesting paramedic +/- signpost the paramedic to any useful resources.

The email will not have any patient identifiable information, specifically the following will NOT be included:

- Date of attendance
- Patient's name
- Patient's DoB
- Patient Hospital / ED / NHS number

The email will come from an nhs.net account of VV or nominated MG.

It is envisaged that there will be one email sent per request and that VV or the nominated MG will not engage in an 'email conversation'.

The information is provided with the sole purpose of it being used for the personal and professional development of the individual paramedic. This specifically excludes sharing the information with anyone else other than someone in a mentoring role and should still be considered confidential. Any information provided must not be shared on any with anyone else or on any form of social media.

If VV or nominated MG have any concerns about any case they will discuss with the ED Clinical Lead prior to providing any email reply. The ED clinical Lead's decision will be final.

Once the email response has been sent a paper copy will be printed out and stapled to the request card and both filed together in a locked filing cabinet.

Exclusions to the Process

WRH ED reserves the right to withdraw "Ambulance Answers" at any point.

Requests for information regarding patients who might become subject to any of the following will not be processed:

- Clinical Incident
- Complaint
- Fitness to practise concern
- Media Interest / Celebrities

If VV or nominated MG have any concerns about any case they will discuss with the ED Clinical Lead prior to providing any email reply. The ED clinical Lead's decision will be final.

Monitoring of the Process

WRH ED will keep accurate records of:

- requesting paramedic
- patient
- responding doctor
- date of reply.

WRH ED will also collect data on the type of questions and type of patients that are being asked.

Individual “Ambulance Answers” request postcards and responses will be kept for 1 year and then destroyed.

WRH ED may use the data collected to broadly analyse themes / questions, which may be used in presentations or publications but these will not have any identifiable patient / paramedic details. This general data may be shared with WMAS for the purposes of education and feedback

Appendix 1 –



Ambulance Answers

Which patient would you like feedback on ?

Patient Name:	Date of Birth:
Date:	Your Diagnosis:
Any specific questions ? (we will automatically provide you with diagnosis & management)	

Complete your contact details overleaf





Ambulance Answers

Your contact details

(write legibly, feedback cannot be provided to private email addresses)

WMAS email address:

WMAS PIN:

I am a trainee paramedic

I am not a trainee paramedic

Patient has consented to sharing this information

Yes

No

Sign to confirm that you have read the small print below and are happy with it:

Our aim is to provide feedback to support your personal learning and practice. We will not use unique patient identifiers. Feedback is confidential, unless it falls so far short of acceptable standards that it triggers fitness to practice concerns. We will collect and share non-identifiable data for audit purposes, eg: to identify which kind of cases are generating feedback requests. We aim to provide feedback within two weeks of the request. We do not expect any information shared with you to be communicated to anyone else or shared on social media. We will not provide feedback on cases which are subject to clinical investigations or complaints.

Signature:

Print name:

