

Shared Learning in SNEE ICS



Type of Event:

Treatment Delay

Event:

An Ambulance Operations Centre (AOC) received a call from the NHS 111 service for a patient who was suffering from chest pain. An Ambulance was assigned and attended the patient. The patient was assessed and the Paramedics deemed that hospital admittance was required. The patient, who was assessed as having capacity, declined hospital admission against the advice given by the Paramedics. The crew completed a GP referral and provided worsening advice stating that the patient should call 999 if the pain returned or persisted. Three hours later, a 999 call was received from the same patient explaining that the pain in their chest had returned. Unfortunately, the call was marked as a duplicate and the Trust did not dispatch an Ambulance to the incident.



Notable Practice:

- The initial incident received a response within the expected time frame
- The crew completed a thorough assessment and electronic record of the attendance
- The patient's capacity was assessed by the Paramedics
- A GP referral was completed for a patient who declined hospital admission against medical advice



Improvement:

- AOC to continue with recruitment plan to fill planned establishment figures
- Review of failsafe procedures for the loss of an Executive Officer cover at short notice
- A case study to be produced to enable learning for all AOC teams
- Computer fix to ensure closed/archive calls do not appear in duplicates box



Learning:

As a result of this incident the following improvements have been made:

- Liaison with all GP surgeries to clarify their actions upon referrals received from EEAST clinicians
- Closed/archive calls no longer appear in the duplicates box of the computer dispatch system
- Recruitment to the AOC has been successful and is on-going
- Executive Officer cover has been reviewed and updated