

Scottish Ambulance Service Integrating Urgent Care

Dr Jim Ward, Medical Director, Scottish Ambulance Service

Event Supporter



Event Supporter





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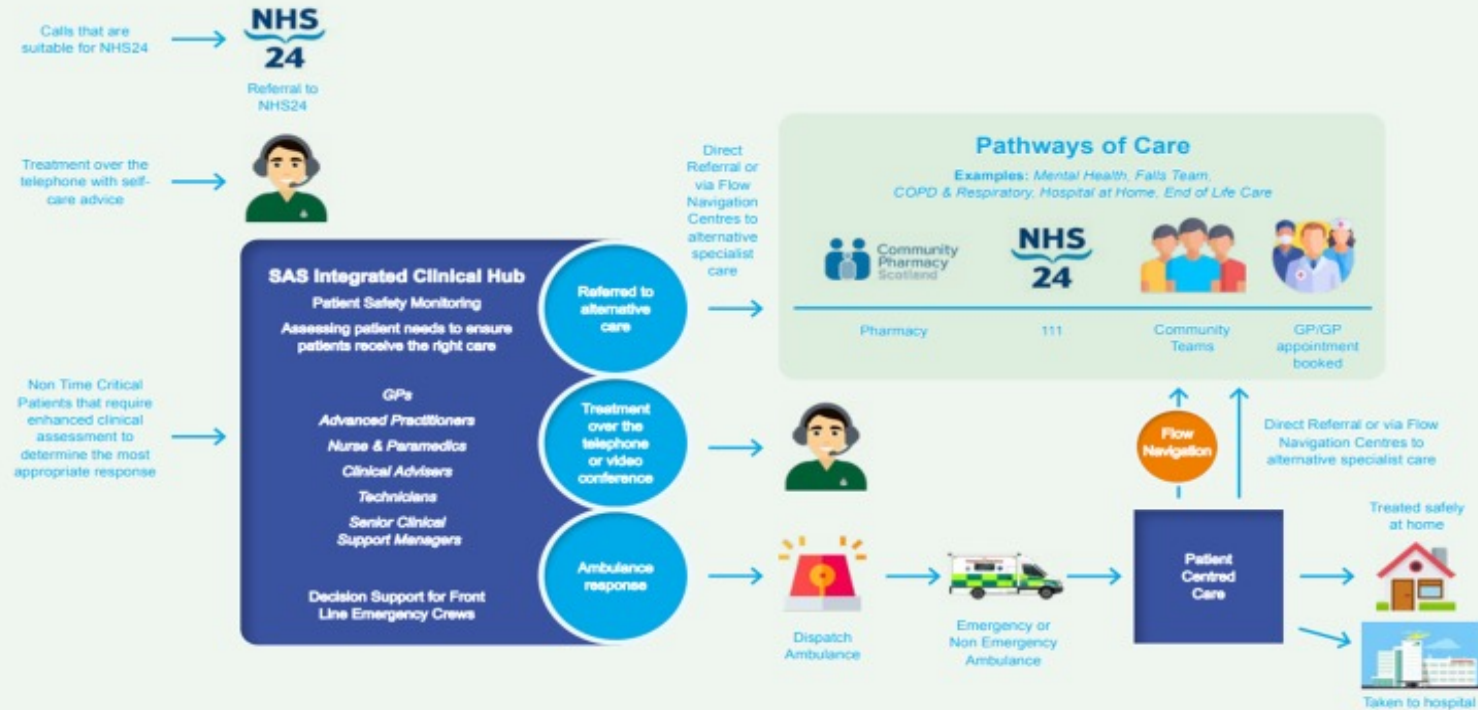
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Integrated Clinical Hub

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





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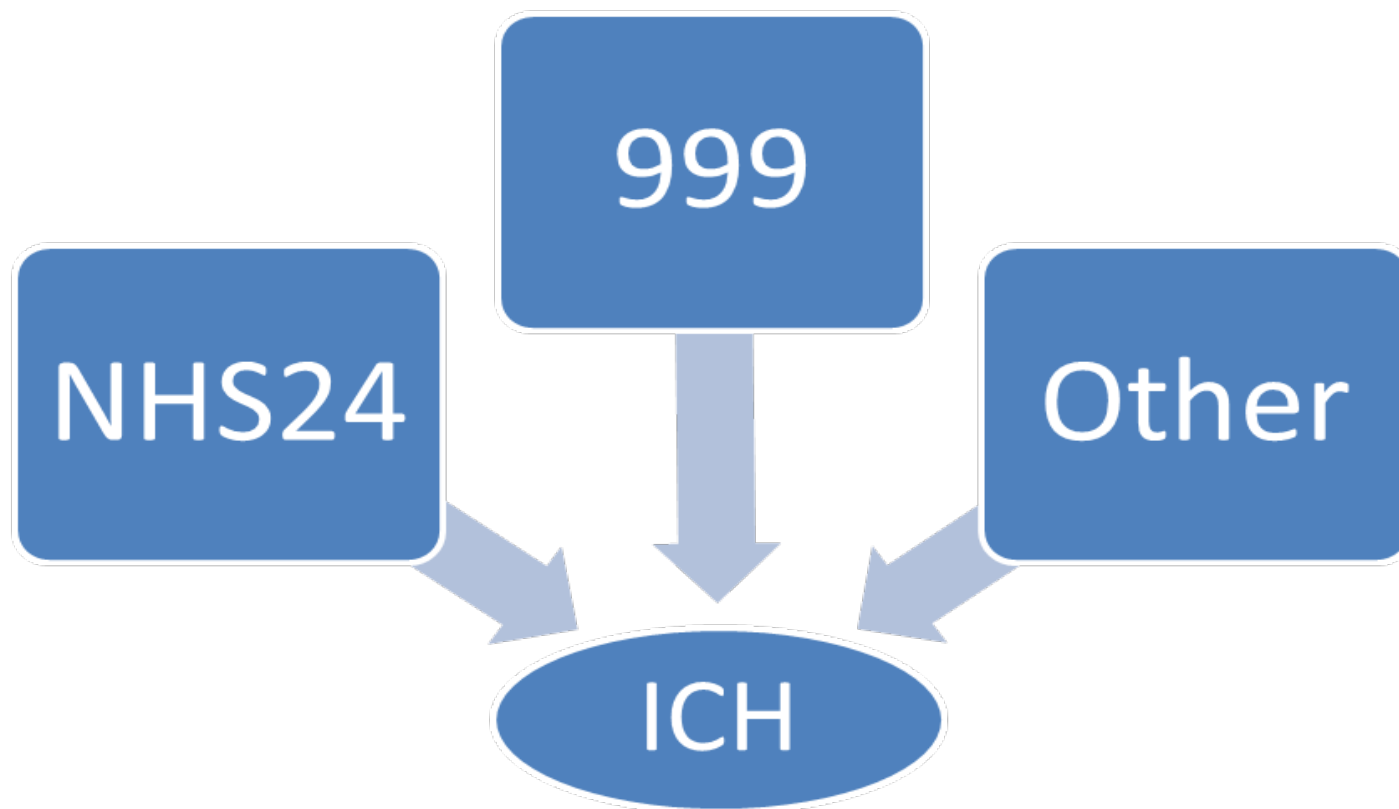
Integrated Clinical Hub

- Provide clinical oversight to all non-ILT 999 calls pre dispatch
- Multidisciplinary clinical team
 - GP
 - Advanced Practitioners
 - Clinical Advisors (Paramedics / Nurses)
- Remote provision of person-centred care – RM principles
- Remote working / tech enabled
- Positive patient feedback



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ICH Inputs

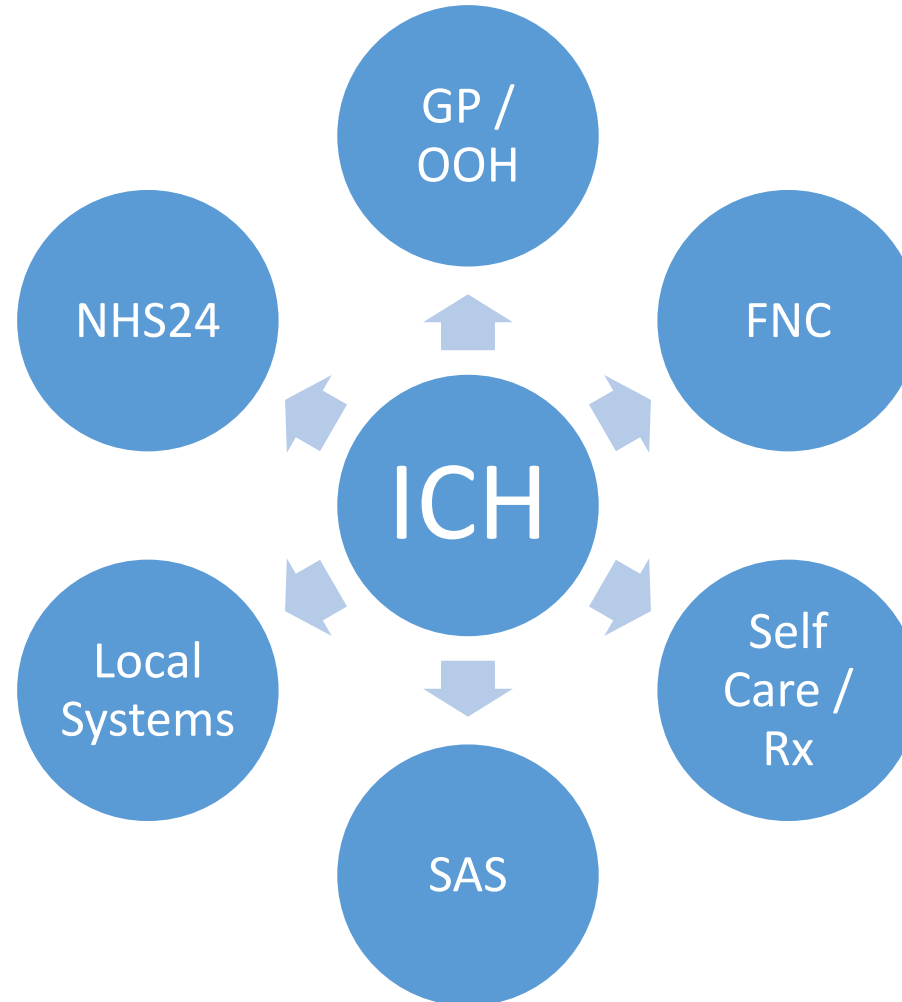




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ICH Outputs





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SAS clinicians: conveying to referring

- **Call Before Convey –**
 - **Flow Navigation Centres** – senior clinical decision support
 - Local clinical navigation hub?
- **Pathways Hub** - connecting patients with services
 - e.g Alcohol & Drug Partnerships, Social Services, Public Protection
- Real time & preventative impact
- Whole system flow

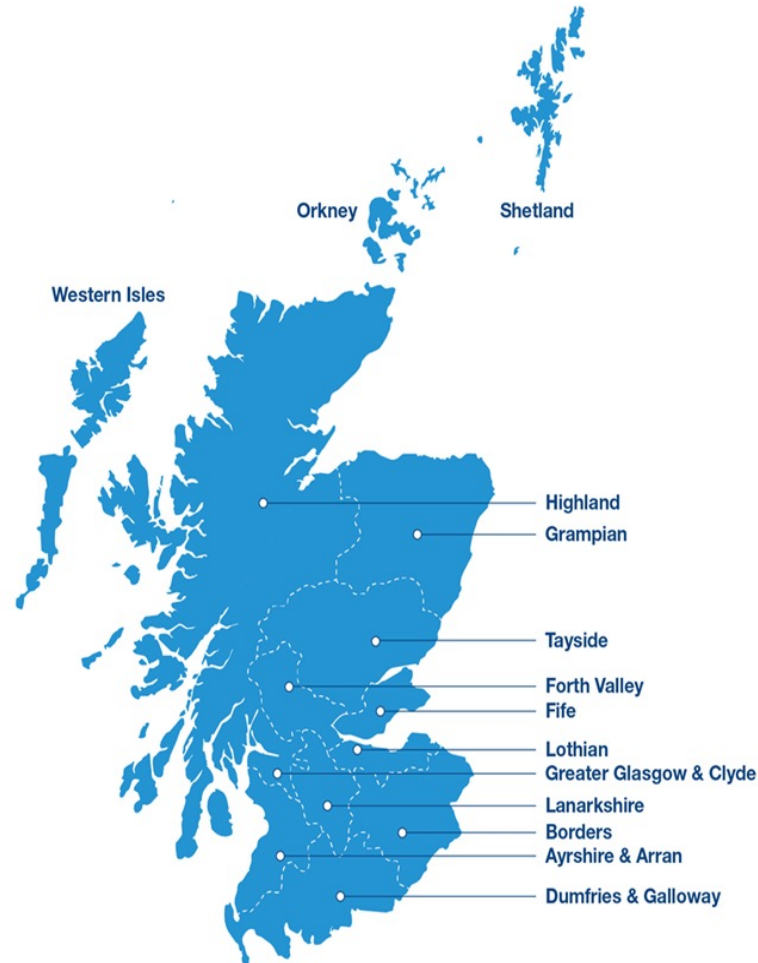


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Whole System Coordination

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- Multiple players with interdependencies:
 - SAS
 - ED / Acute services
 - NHS 24
 - GP OOH (& in hours)
 - Wider primary care and MH teams



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Whole System Coordination





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Whole System Coordination

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- Existing co-ordination activity
- Varied clinical / IT systems
- Challenges in moving patients between partners
- Regional vs Board approaches
- Trust and collaboration

The logo for Healthier Scotland, featuring a stylized heart shape composed of four blue triangles meeting at the center, with a white saltire running through it.
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THANK YOU

