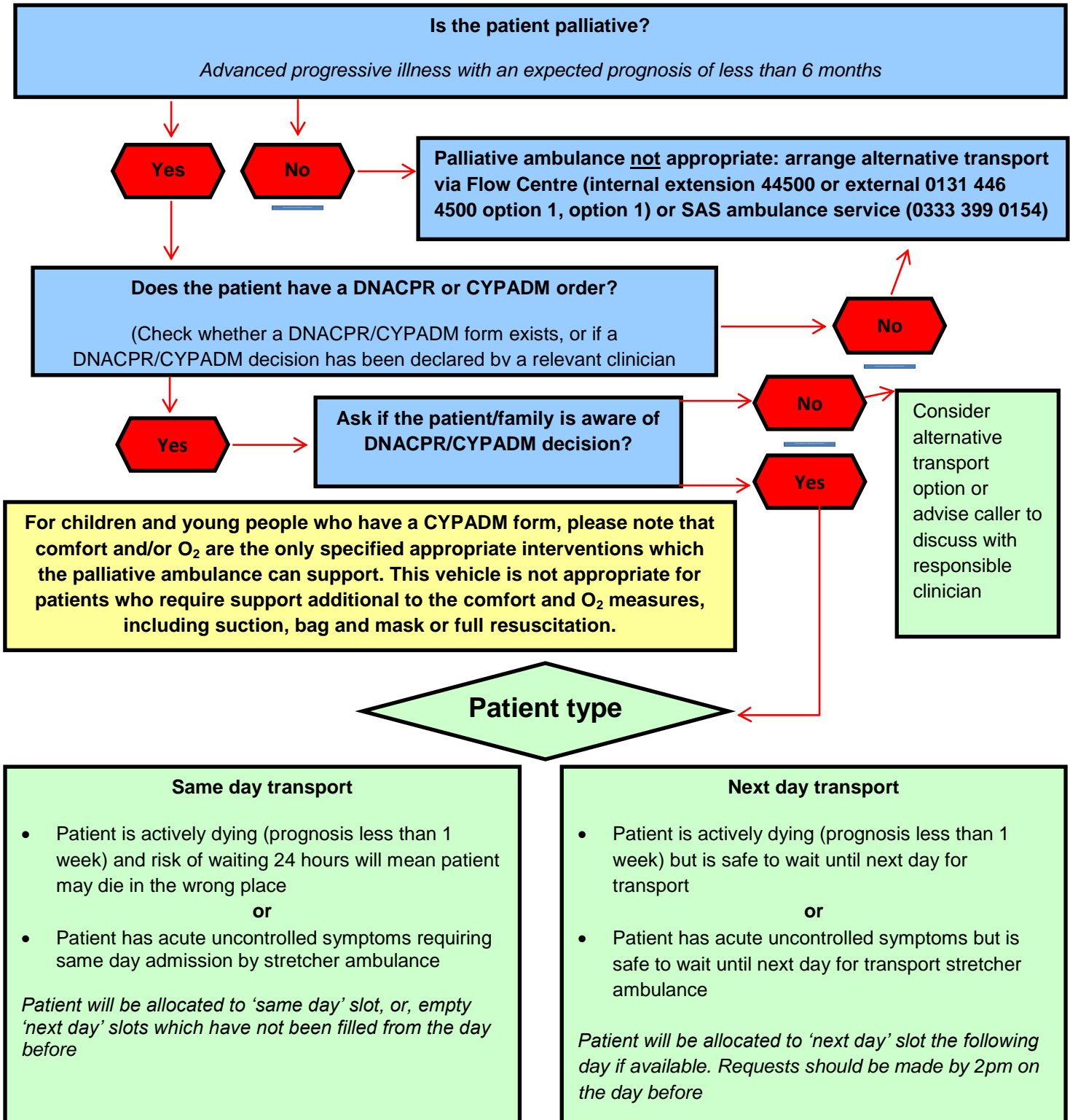


STAFF PROCESS FOR BOOKING PALLIATIVE AMBULANCE VIA FLOW CENTRE

If a patient requires an emergency ambulance, call 999 OR if a patient requires a time specific (e.g. 1, 2 or 4 hr) ambulance, call SAS ambulance line 0333 399 0154



If palliative ambulance is unavailable, the Flow Centre Coordinator will advise the caller of alternative transport options

Advance booking: The palliative ambulance can only be booked for the same day or next day. If transport (including ambulance transfer) is required to be booked in advance (>48 hours) e.g. for planned discharge home, then the Flow Centre Coordinator will discuss options available. Advance bookings will guarantee transport for specified dates and times, which can be linked to package of care and/or family availability.

GUIDANCE FOR USE OF THE PALLIATIVE AMBULANCE

Criteria for patient selection and booking process

- The NHS Lothian palliative ambulance is booked through the Flow Centre: **0131 446 4500 (option1, option 1 for bookings) or internal extension 44500**. The Flow Centre coordinator will take the caller through a series of questions required for the booking which includes a Patient Needs Assessment.
- It is a purpose built vehicle, staffed by personnel who have received enhanced palliative training.
- It is a limited resource. There is only **one** vehicle to cover the whole of Lothian.
- The vehicle operates Monday to Friday from 9.30 – 5.30pm.
- The palliative ambulance is equipped with oxygen but does not carry any resuscitation equipment. Therefore, it will only transport patients who have a DNACPR decision in place which has been communicated to the patient and or family.
- Equally, the vehicle is only suitable to transport children and young people who have a CYPADM form which states that comfort and/or O₂ are the only specified appropriate interventions. The vehicle is not appropriate for children or young people who have a CYPADM form which states that they may require support additional to the above including suction, bag and mask or full resuscitation. Again, the patient and or family must be aware of the CYPADM decision prior the palliative ambulance being booked.
- There are up to 5 slots available per day which will be available to transport patients who are palliative who require 'same day' or 'next day' stretcher transfer within Lothian. This vehicle is not available for journeys out with Lothian with the exception of palliative children to Rachel or Robin House. It will not be used for out of area journeys for adult patients.
- When the ambulance is collecting patients from hospital or hospice, it is imperative that discharge medication is ready. Failure to have the patient ready within 15 minutes of the ambulance crew arrival on the ward will result in the journey being aborted.
- The palliative ambulance will **not** be used for routine attendance at clinic or treatment appointments.
- If there is no palliative ambulance capacity available, or, transport by the palliative ambulance is not appropriate, the Flow Centre Coordinator will advise the caller of other transport options available.

June 2016