

# CLINICAL UPDATE

Date 24<sup>th</sup> March 2023

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## Improving the experience for you and our patients at hospitals

Following both a review of other ambulance service work on reducing handover delays and our own work on how we can improve the experience for both staff and our patients, the Trust are introducing two new documents to support you when you arrive at hospital.

The first document is an action card which provides support and guidance for what to do if you are waiting for longer than 45 minutes to handover your patient. The document looks at how you can protect both yourself and your patient if you cannot leave them due to the illness/injuries.

The second document is a handover checklist. The checklist has been designed to support ambulance clinicians to identify patients who may wait for triage by a hospital clinician, without a requirement for ambulance clinicians to wait with them. It provides a structured set of seven questions (three procedural and four clinical) that when applied may enable ambulance clinicians to become available to respond to waiting emergencies.

There are three exclusions to the handover safety checklist: patients immobilised, a handover wait of less than 45 minutes and children under 16. The seven questions in the checklist have yes/no answers, with any negative answer meaning the patient does not meet the criteria, however certain questions may also be immediately addressed. For example, question one asks if the patient on a hospital bed/trolley/chair and the availability of a chair may be all that is required to ensure the handover safety checklist is met, in such an instance it should be incumbent to make all efforts to address this point.

Both documents will go live on 18th April 2023.