



Trust Headquarters
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18th November 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/10/22.

You requested the following information, please also see our response below:

Please can you send me details of any schemes which you have agreed with partner NHS community organisations whereby your paramedics can refer a patient into community services (eg community OT/physio) for assessment and support instead of taking that patient to A&E? I imagine this would particularly apply to elderly patients who have had a fall.

For each community NHS organisation in your area please can you tell me if you have such a scheme (please can you also say if you don't have a scheme with that organisation) and if yes, does it cover all or part of the area covered by that organisation? If it doesn't cover all that organisation's area please can you say which areas it does and doesn't cover?

Please can you also send me a copy of the referral criteria/pathway which you are using

Patients who call 999 may be conveyed to hospital, be discharged from our care, or be referred on to other providers. We operate two main systems which cover the examples in the FOI request. For patients who fall and do not need to be taken to hospital, it is important that further falls are prevented and therefore we have a system which sends a prioritised notification/referral to the local community provider. The referral criteria for these patients is consistent across all of Clinical Commissioning Groups (CCGs) within SECamb's 999 area of responsibility and is facilitated by Trust's Intelligence Based Information System (IBIS)

For other patient groups, many are signposted or referred to their own GP. Some patients will need to be referred to a community provider or other specialised service. For these patients, SECamb staff can identify an appropriate service through their access to NHS Service Finder. NHS Service Finder is an NHS Digital product in use with the Trust since November 2019. Through a web-based interface it allows ambulance clinicians to search the NHS Directory of Services (DoS), which historically has been used principally to facilitate referrals and Direct Appointment

Booking processes in NHS 111. NHS Service Finder contains information on the full range of services, providers and pathways for all aspects of health and social care.

As NHS Service Finder draws on information within the DoS, SECAMB does not 'own' the referral information and criteria contained within. However, as a principle stakeholder in the accuracy and quality of this information we work closely with the South East DoS team hosted within Surrey Heartlands CCG as our lead commissioners. We constantly review and update the information held on a range of pathways with our commissioning colleagues. Currently for example we are ensuring that the DoS reflects the ongoing reconfiguration of Stroke services in Kent and Medway. NHS Service Finder also contains feedback mechanisms so that staff can report missing or inaccurate service information directly to the DoS team, where it can be reviewed and acted on accordingly.

Finally, we also provide clinical support to our staff to make referrals via our locality-based Urgent Care Hubs which are staffed by SECAMB specialist paramedics.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust