



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date:

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240343

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

I work (as a doula - companion) with people facing the end of life, and one of the things I do is help them prepare their wishes and preferences for end-of- life care and treatment.

I am trying to find out how they can make sure their wishes are known and acted on in different circumstances, including the possibility they need emergency care from your service when they can no longer express themselves. If necessary, I'd like to invoke my right to this information under the Freedom of Information Act 2000 (s.36).

I am including in this enquiry the following documents: Advance Directives (AD), Advance Care Plans (ACP), Do not attempt resuscitation (D NAR), Advance Decision to Refuse Treatment (ADRT) and Lasting Power of Attorney for Health and Care (PoA)

Please could you tell me:

if the Ambulance Trust has a system for holding copies of individuals' statements of wishes and preferences and/or their PoA, and if so who has access to them.

We do hold some of these documents on a system called IBIS (Intelligence Based Information Sharing) For DNACPR this can be emailed to DNACPR@secamb.nhs.uk for upload and ReSPECT forms can be emailed to respect@Secamb.nhs.uk for upload. We do advise that this is monitored by a small admin team and we receive high volumes of forms each day, so at the moment this can take up to 3 months to be completed. We therefore advise that a paper copy is kept with the patient for crews to see when attending. Once we have them uploaded to IBIS we also place a marker on our Computer Aided Dispatch (CAD) system to alert staff that we have them on file. This will matched as long as we get all of the patient details.

ADRT's can be sent to patientalert@secamb.nhs for review and upload, a CAD marker will also be placed to alert staff that we have one on file.

We do not routinely hold Advanced Care Plans, this is something we would advise is with the patient. If there is something in the care plan that may be different to our normal practice then they can be sent to patientalert@secamb.nhs.uk for review. If we think it would be of benefit we can take it to a multi-disciplinary meeting for review around putting in a Patient Specific Instruction(PSI). This may be appropriate if they are asking for some interventions but not others. Ideally this request would be

coming from a health care professional involved in the individuals care, as it may require further discussions.

We do not routinely hold copies of Lasting Power of Attorney for Health and Care and would advise a copy is with the patient.

Who the Ambulance Trust would accept these documents from (e.g. the person themselves, or only a healthcare professional) and how the documents could be shared (e.g. by email, by post or in person) and in what format.

These documents are best shared with us via the above emails in a PDF format. This is so they are not editable when we receive them. We would accept these from the individual or healthcare professional. Predominantly we receive them from those involved with the individuals care rather than the individual themselves.

Whether ambulance crews receive training on identifying and implementing patients' wishes and preferences.

Staff have good training around end of life and the different documentation used to express patients wishes. Crews also have good links with local hospices to discuss patients under their care that we may attend.

Are there any set procedures for ambulance crews to find out if there is a document of wishes or preferences or PoA, and any set procedure to record the answer and any action taken to follow up?

They will be accessible by the admin team at any time for updates.

Any staff that are involved in the call will be alerted that we have a document available to us from the CAD marker. They will be made available to staff attending or in Emergency Operations Centre (EOC) when there is an active call to the individual. This is matched using address, name, DOB and NHS number. If the match has been successful then they will be available via Ipad to any staff attending the address. Sometimes this is not possible, but they can contact clinicians within our EOC who will then be able to look it up and share any information needed.

Again, they will only be able to do so when there is an active call to the individual.

I hope you will appreciate the importance of this information to the people making such plans, and to those of us who are advising them, so they can make their decisions accessible and effective.

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