



South East Coast Ambulance Service NHS  
Foundation Trust  
Nexus House  
Gatwick Road  
Crawley  
RH10 9BG

Date 6<sup>th</sup> July 2017

Email:

Email:foi@secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/17/06/22

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

**1. What systems or technologies does the South East Coast Ambulance NHS Trust have in place to alert paramedics and emergency responders that the patient they are about to respond to has a medical condition that needs additional and/or specialist attention?**

South East Coast Ambulance Service NHS Foundation Trust (SECamb) use a clinical system called IBIS (Intelligence Based Information System) to facilitate two-way communication with other professionals that are involved in the care of patients. Patient Case Managers (e.g. GPs, community nurses, specialist practitioners, mental health professionals, proactive care teams, hospices, social services) upload patient records directly onto IBIS.

These records become available to SECamb clinicians in the event of a 999 call for the patient. After every 999 episode (no matter if the patient was cared for over the phone, at home, or transported to hospital) IBIS sends an End-of-Episode report back to the patient's case manager / team to review and follow-up care. There are over 2,000 professionals (within approx. 400 teams) using IBIS to share patient records for over 40,000 patients. Further information about IBIS can be found here: [http://www.secamb.nhs.uk/about\\_us/our\\_developments/ibis.aspx](http://www.secamb.nhs.uk/about_us/our_developments/ibis.aspx)

**2. What systems or technologies does the South East Coast Ambulance NHS Trust have in place that allow either NHS staff or patients to alert the trust in advance of any 999 call who the high-risk risk outpatients are who are likely to have an unplanned admission and/or have complex care needs?**

For patients who require care or treatment that falls outside of a Paramedic's normal scope-of-practice, SECamb implement a Patient Specific Instruction (PSI). This is a document intended to support SECamb clinicians in providing the most appropriate care for patients with complex needs.

Applications for an ambulance PSI can be made from either the patient themselves or their main care provider (e.g. GP or hospital specialist). The patient's care plan receives a review from a senior clinician within the Trust (Specialist/Consultant Paramedic or Medical Director) prior to a PSI

document being written in partnership with the patient's main care provider. Copies of the PSI are sent to the patient and their GP, as well as being uploaded to the Trust's IBIS system.

**3. If a consultant at a hospital trust produces an emergency care plan for one of their outpatients, is this communicated to the ambulance trust in advance and then used during a 999 call response?**

If the care plan includes treatment that falls outside of a Paramedic's normal scope-of-practice, the hospital Consultant would need to apply for a Patient Specific Instruction. For all other patient care plans intended to support SECAMB in providing the best care for patients, however are within a Paramedic's scope-of-practice, the Health Care Professional holds responsibility for uploading it directly onto IBIS themselves.

**4. How many Duchenne muscular dystrophy patients who have been treated by your ambulance trust over the last 5 calendar years? (broken down per year)**

SECAMB do not currently capture sufficient data relating to patient conditions for the Trust to be able report on this.

**5. How many muscular dystrophy patients who have been treated by your ambulance trust over the last 5 calendar years? (broken down per year)**

SECAMB do not currently capture sufficient data relating to patient conditions for the Trust to be able report on this.

**6. How many patients with Duchenne and/or with muscular dystrophy have made complaints to your trust about the care they have received following an emergency call out over the last 5 calendar years? (broken down per year)**

Unfortunately we do not categorise complaints by the nature of the problem that necessitated the 999 call. However, our Patient Experience Team have undertaken a manual search of the 'description' field within our complaints database, searching for both conditions, and have found no complaints at all about our emergency service that mention Duchenne or muscular dystrophy.

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, Information Governance Manager via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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