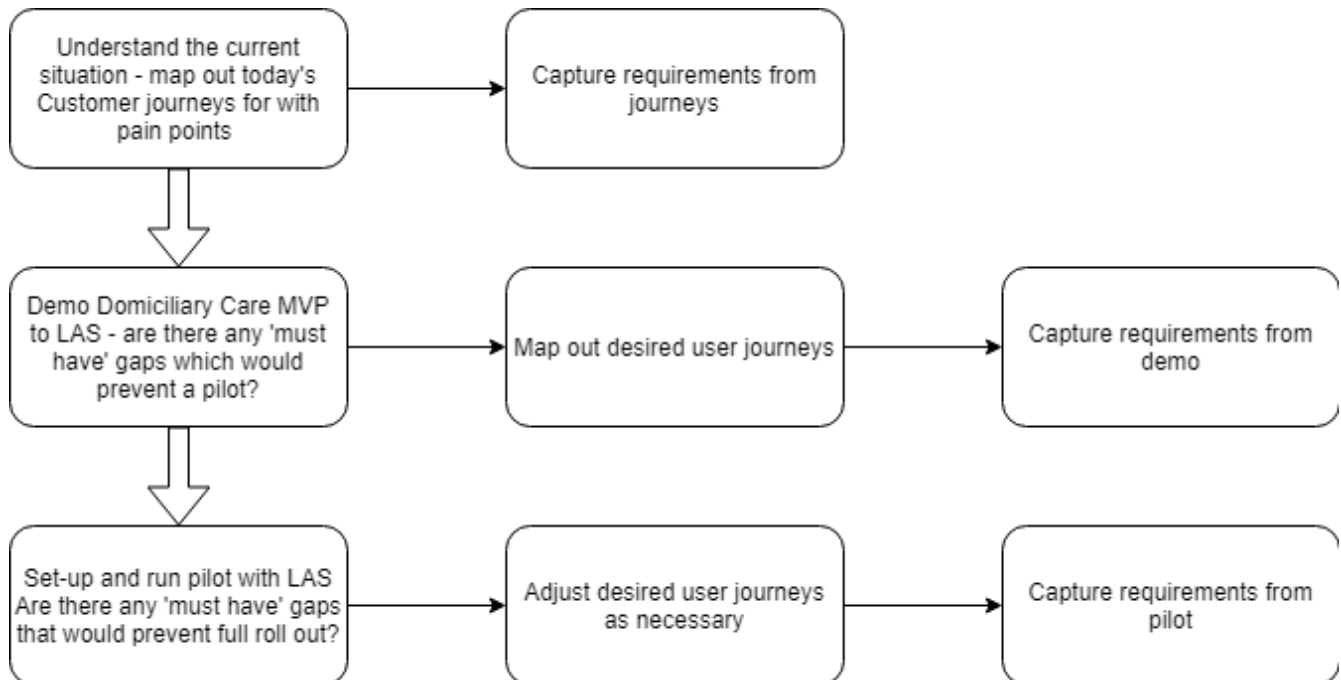



Ambulance Pilot 'Deep Dive'

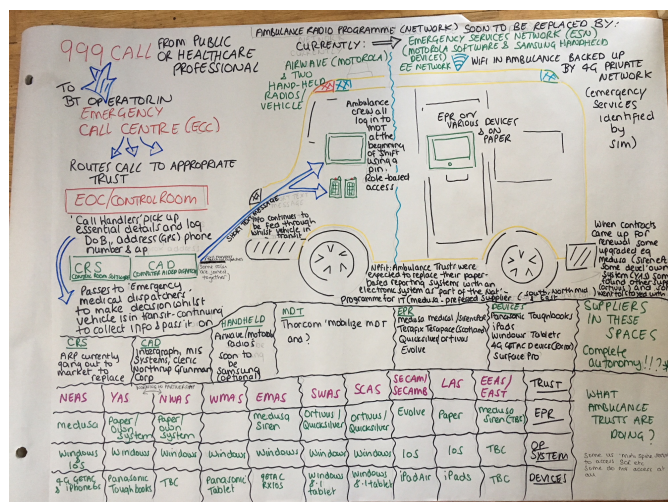
Plan:



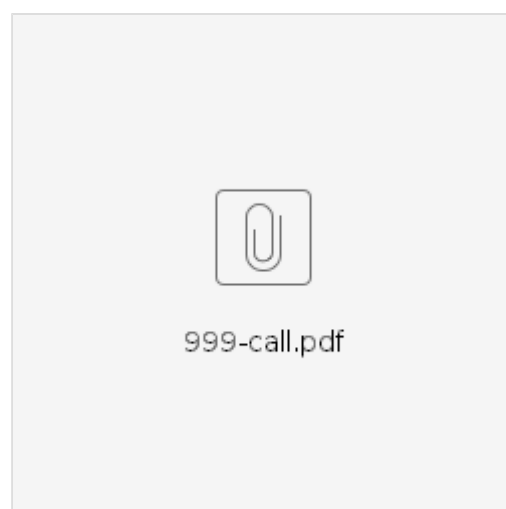
- Ownership of pilot TBC

Deliverables:

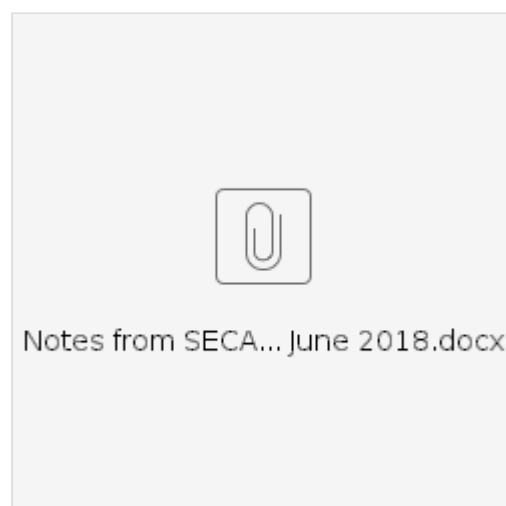
#	Description	Owner	Attachments / Links	Status
1	Domiciliary Care MVP Scope	Simeon Smith	<p>a) RBAC codes and Roles</p> <p>b) End to End flow, requirements, questions and issues</p> <p>c) Domicillary MVP Use Case Diagram</p> <div> Domiciliary Care...VP Use Cases.pdf</div>	N/A
2	Ambulance 'Deep Dive' User Research	Suzanne		In Progress




Spoken to all the Ambulance Trusts and researched all the different bits of kit and suppliers



Created into an infographic by Dan Johnston



Attending the Quarterly IM&T meeting led to the LAS pilot.

			 <p>Notes from SECA... June 2018.docx</p>	
			<p>Interview with Phil Smith SECAMB to understand Admin users. The are 111 not 999. This is of interest, however, and helps us to piece things together fully</p>	
3	Ambulance User Journeys	Helen Walker	<p>Ambulance / Paramedic Journey (Mural) DRAFT</p> <p>Password LondonAmbulance</p>	<p>In Progress</p> <p>v0.2 of journey map out for review at LAS</p> <p>Meeting with LAS in July '18</p>
4	LAS Quantitative Analysis	Simeon Smith	<p>LAS SCRa Activity May18.xlsx</p>	<p>Ready for review</p>

Supporting Information:

Auth Options for Pilot - option 3 agreed



London Ambulance Journey Map (PDF)

- Identify Patient
- Hear and Treat
- See and Treat
- Convey patient to the correct location



5225e583-9a8e-47cc-b8ce-43a10f43e7e6.pdf

Version 0.2. with LAS for review.

Information about Co ordinate my Care-Plans (CMC)

<http://coordinatemycare.co.uk/about-us/>

and Patient Specific Protocols (PSP)

<https://www.londonambulance.nhs.uk/document-search/procedure-for-patient-specific-plans-op028-17-12-10/>

...Both of which LAS have access to:










User Research Analysis:














Use of existing features

Feature	Detail	Clinical Hub
Access SCRA		Yes
Search		Yes
View Demographic Info	Name /Address/NHS no	Yes
	GP Info	Yes
Edit Demographic info		No
Print		No
Record Consent to view		Yes
View Clinical Data	SCR	Yes
	Enhanced SCR	Anecdotaly "never seen one"
Flags	FGM	Unclear

	CP-IS	Believe Adastra used and this information relevant
	View Overseas Visitors	No

Opportunities:

No	Idea	Questions	In SCR	In Enhanced SCR?	Notes on any interactions with work already in progress (NRLS, Flags going into existing SCRA)	Comments	Jira link
1	<p>As a paramedic I can find identity my patient and locate the record patient's details within <x> seconds so that I can access data to improve the treatment of my patients without calling in to the clinical hub.</p> <p>Advanced search (Common mis-pellings etc)</p> <p>Postcode</p>	Assume that advanced search features - Already in Jira	N/A	N/A			<div>  SCRA-77 - Make UX of finding a patient more efficient (current capabilities) BACKLOG </div> <div>  SCRA-2 - Make UX of viewing patient information more efficient (current capabilities) BACKLOG </div> <div>  SCRA-75 - New Search Capabilities BACKLOG </div>
2	<p>As a paramedic I can find identity my patient and locate the record patient's details within <x> seconds so that I can access data to improve the treatment of my patients without calling in to the Clinical Hub.</p> <p>(New search features - ie mobile phone number)</p>	Visit to LAS to see first hand the info available on a call out.	N/A	N/A		On hold due to lack of authentication solution. can't progress further.	<div>  SCRA-77 - Make UX of finding a patient more efficient (current capabilities) BACKLOG </div> <div>  SCRA-2 - Make UX of viewing patient information more efficient (current capabilities) BACKLOG </div> <div>  SCRA-75 - New Search Capabilities BACKLOG </div>
3	As a clinical hub user I can have multiple patient details available on SCRa when I am treating an incident involving more than one person.	Visit to LAS. Assume could pilot without this but would need to be on the roadmap.	N/A	N/A			<div>  SCRA-85 - Have multiple patient records open at once BACKLOG </div>
4	<p>As an paramedic I can see the clinical history for each patient :</p> <p>The treatment (previous care episodes) a patient has received and from who. (ie Social Care Records, Mental Health Records, Previous Ambulance trips)</p> <p>The baseline of what is normal for each condition they present with.</p> <p>In order to support a timely clinical diagnosis and reduce unnecessary A&E admissions</p>	Discuss with Marta how far she wants this researched. Could get the priorities researched by understanding in detail diagnosis flow or which scenarios are a priority to prevent admission to A&E	No	Partial when updated back into GP systems but lag	Interacts with NRLS scope		<div>  SCRA-2 - Make UX of viewing patient information more efficient (current capabilities) BACKLOG </div> <div>  SCRA-4 - Provide more broad & complete patient clinical information sourced from GP records BACKLOG </div>
5	<p>As a paramedic I can see information (test output or pictures) to support the clinical history to establish the baseline of normal to support a clinical diagnosis and reduce unnecessary A&E admissions</p> <ol style="list-style-type: none"> ECGs (heart patients) Pictures of wounds 	<p>There could be a whole list of these.</p> <p>Discuss with Marta how much she wants us to research this.</p> <p>Clinical imaging service already provided by PACS</p>	No	No	Interacts with NRLS scope		

6	<p>As a paramedic I can see the patients end of life care wishes (and Advanced care decisions) so that I can ensure their care is delivered according to their wishes.</p> <p>NB: This includes instructions on whether or not to resuscitate a patient.</p>	<p>NB: They have a partial source of this tied to the postcode.</p> <p>Discuss with Ian as this overlaps with flagging work and potential NRLS</p>			Flagging interaction - future flags		<div>  SCRA-34 - Make clinician aware of the patient's preferences for their palliative care BACKLOG </div> <div>  SCRA-69 - Clinicians to be made aware of the opinion of other Care professional on the patient's palliative care BACKLOG </div> <div>  SCRA-72 - Make clinicians aware of other care organisations which hold records on patient BACKLOG </div> <div>  SCRA-55 - Highlight records available from other sources (i.e. NRLS) BACKLOG </div>
7	<p>As a paramedic I can see the can see when a patient has a specific care plan associated with them (ie call a certain clinic and request support) in order to influence their treatment and the location they are conveyed to.</p>	<p>This exists partially already & we could make a very confusing picture for the paramedics</p>	No	No	Future scope NRLS		<div>  SCRA-72 - Make clinicians aware of other care organisations which hold records on patient BACKLOG </div> <div>  SCRA-55 - Highlight records available from other sources (i.e. NRLS) BACKLOG </div>
8	<p>As a paramedic I can see when a patient is vulnerable and has a legal power of attorney assigned so that I know who to talk to in order to discuss their care wishes</p>	<p>Discuss with Ian - this overlaps with the flagging investigations work. / how does this interact with reasonable adjustments?</p> <p> Unclear why power of attorney is of interest.</p>			Overlap with Reasonable adjustments?		
9	<p>As an ambulance pilot user I can record feedback from my usage of the tool in the trial to influence the development and role out of SCRA</p> <p>Whether the patient was identified and if not why not</p> <p>Whether each search provided useful insight</p> <p>What else would be needed to make the tool useful?</p>	<p>Need to dig into what we'd like this to look like</p> <p>Must not take long or it won't be done</p>					<div>  SCRA-78 - Record user feedback BACKLOG </div>
10	<p>As an ambulance pilot owner I can review the trial statistics on a daily/weekly /monthly basis so that I can take action to ensure the pilot provides the necessary feedback.</p>						<div>  SCRA-25 - Be able to analyse usage and validate changes BACKLOG </div> <div>  SCRA-26 - Record session, impression and click events BACKLOG </div>
11	<p>As a Ambulance service investigator I can use SCRA as part of any post event investigation.</p>	<p> Raise this to Basil; there was an API requested to their tracking tool.</p> <p>Parked until restart of LAS engagement</p>				On hold until LAS engagement restarts	
12	<p>As a paramedic I can see whether the patient is known to seek drugs so that I can treat the patient appropriately.</p>	<p>This came from NEAS not LAS</p>			Overlap with Flagging work (future flag need)		<div>  SCRA-84 - Alert user if patient has risk of 'drug seeking behaviour' BACKLOG </div>
13	<p>As a paramedic I can see the risks associated with treating a patient (ie violence)</p>	<p>This came from NEAS not LAS</p>			Overlap with flagging work (future flag need)		<div>  SCRA-30 - Make clinician aware of a patient at risk BACKLOG </div>

Overall Benefits to Ambulance Service/ Patients

Improved patient care due to being able to see the drugs and allergies info easily

Improved efficiency (fewer calls to clinical hub) as information is in the hands of the user.

If there is enhanced clinical data (ie info on who else is treating the patient) reduced trips to A&E, shorter ops times & better care for the patient