





| Action:  | Current BRAG Rating   | Recommended BRAG Rating                 |
|--|---|---|
| 6. Timely Access<br>6.1.3 Implement new handover guidance to reduce delays regarding ambulance turnaround times  | Green<br>Completed<br>31/3/16   | Blue                                    |
| Detail:  |   |   |
| <p>There used to be a national target that required 95% of patients to be handed over to the care of ED staff by ambulance crews within 15 minutes, which in turn enabled the crews to turnaround and attend other emergencies.</p> <p>Whilst that target no longer exists, it is recognised good practice.</p> <p>There are two main ways of recording this process. The first is when the nurse in ED records on SystemOne (the main Patient Administration System (PAS) in ED) that the initial assessment has been undertaken. The problem with this way of recording is it a nurse may continue to treat or assess a patient after an ambulance crew has left the hospital, and it relies on the nurse to not get distracted and recognises the updating of S1 as a priority.</p> <p>The second process involves EMAS's own system which has recently been updated. The new version requires the nurse and a member of the ambulance crew to 'sign in' to the EMAS system that the handover has taken place. Since the introduction of that new system there has been a significant improvement in the achieving the 'within 15 minutes handover and turnaround'.</p> |   |   |
| Evidence:  |   |   |
| Evidence of pilot of receptionist  | <div style="text-align: right;"> <br/>           6.1.2 &amp; 6.1.3<br/>           QIA_Majors Pilot_09C         </div> <div style="text-align: right; margin-top: 10px;"> <br/>           6.1.2 &amp; 6.1.3 Majors<br/>           Receptionist_Pilot_09         </div> |   |
| Evidence from the daily ED report that uses the S1 method of recording assessment <15 minutes  | <div style="text-align: right;"> <br/>           6.1.2 Copy of Daily<br/>           Kings Mill ED Report_`         </div>  |   |
| Evidence extracted from the EMAS CAD system demonstrating improvement in turnaround and handover time at KMH ED.   | <div style="text-align: right;"> <br/>           6.1.2 Copy of EMAS<br/>           CAD Turnaround and         </div>   |   |
| On-going monitoring arrangements:  |   |   |
| <ul style="list-style-type: none"> <li>Daily ED performance report provided to COO and CEO and MD.</li> </ul>  |   |   |
| <b>Executive Director Responsible:</b>   | Chief Operating Officer<br>Jon Scott  | <b>Responsible Assurance Committee:</b> |
|  |   | Board of Directors                      |