

**NHS**

South Central  
Ambulance Service  
NHS Foundation Trust



# Digital Lead – Non Injury Falls & Concern for Welfare

Nic Morecroft

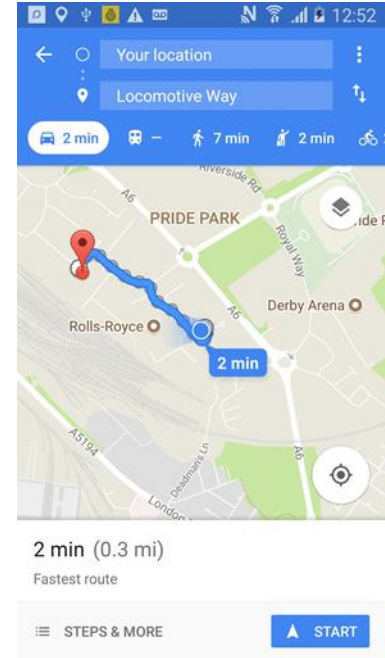
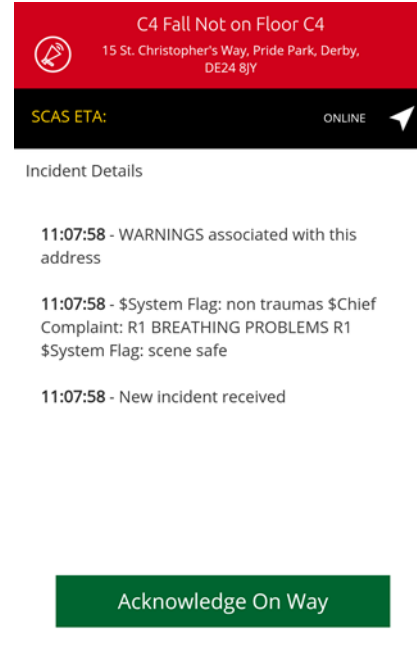
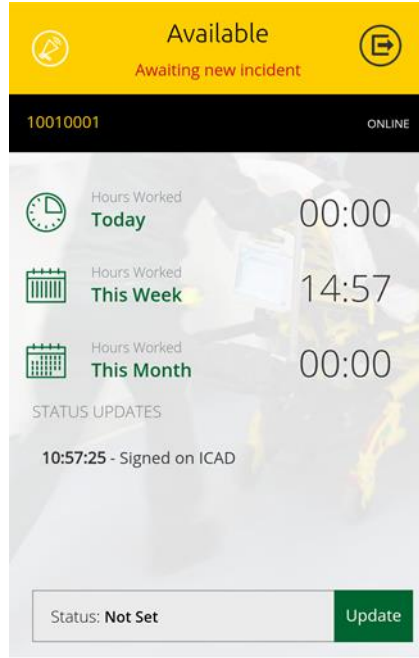
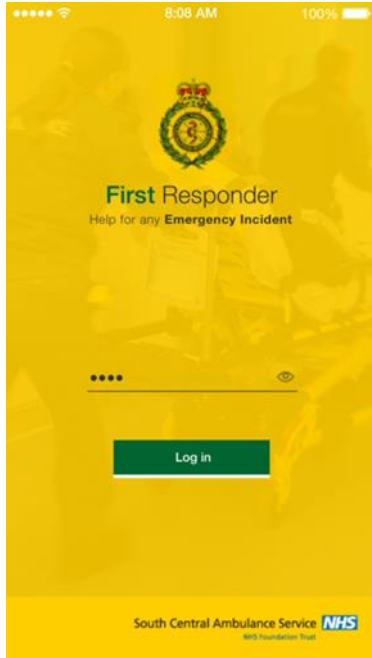
Head of Community Engagement & Training

Proud to be caring for *you!*

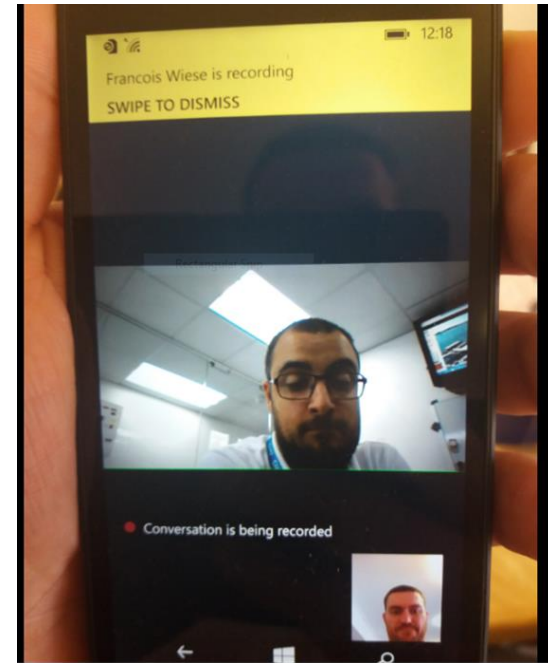
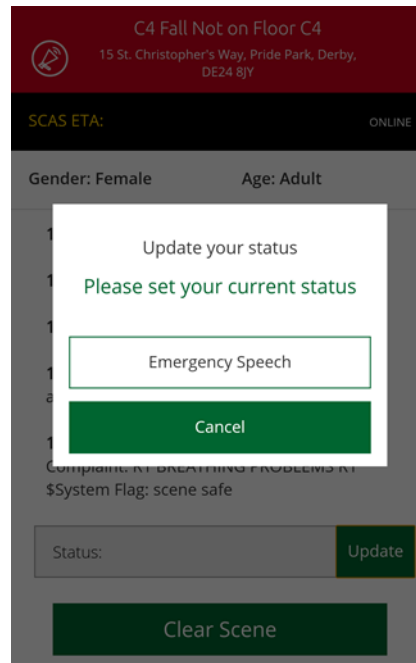
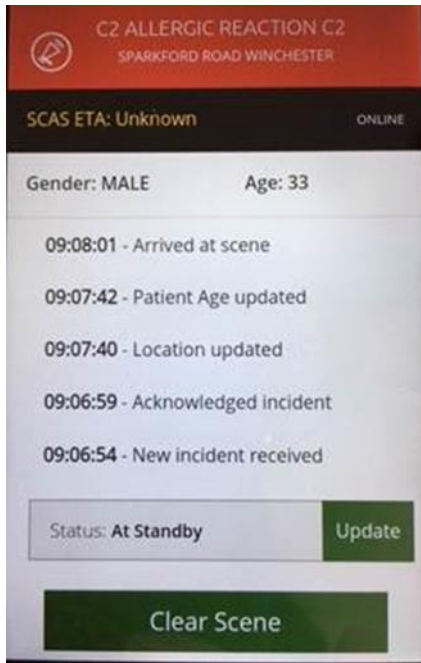
# Overview

- Q Volunteering funding – National Digital Lead
- ARP – Ambulance Response Programme
- Change of Dynamics/Utilisation
- National Qualification
- Collaborative working SP Hub/CSD
- Challenges/Risks
- Regular Caller

# The Responder App



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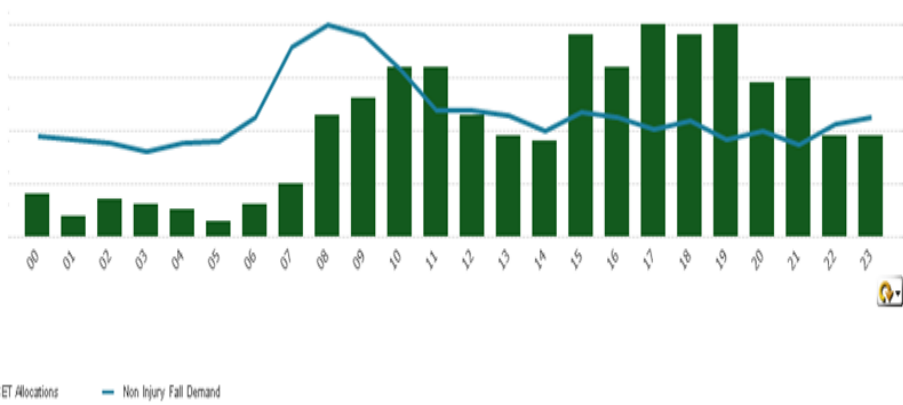
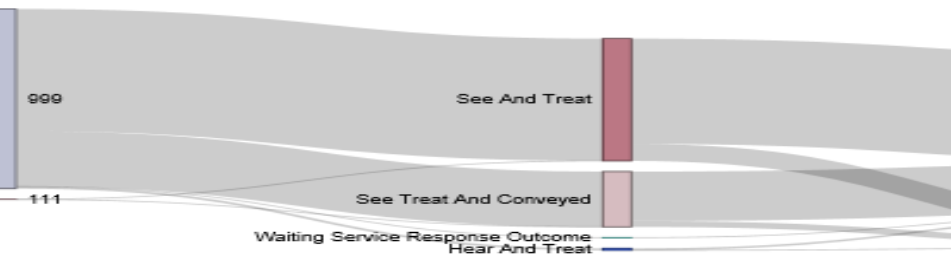
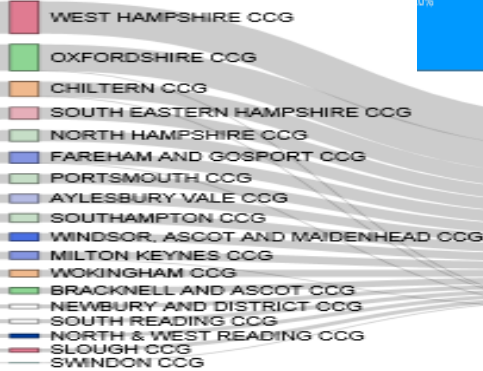


## Skype for Business

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# Fall Non Injury Profile

Incident by day



The majority of Fall Non Injury Incidents originate from a 999 call and are within the West Hampshire CCG area. The top 2 local authorities are the New Forest and Oxfordshire.

The peak in demand is at 8am but starts to increase from 6am. Looking at demand by day of week Thursdays seem to be the day of increase for fallers but it is consistent throughout the week.

Fall Non Injuries end as a split between categories Cat 3 & Cat4 53% are closed as a Cat3 and 35% are closed as a Cat4

# Fall Non Injury

## Demand By NOC Type

Total NOC Demand



Allocated Incidents



On Scene Incidents



## Patient Outcome

Clinical Unit On Scene



Patients Conveyed



% Patients Conveyed



## Time Durations (mm:ss)

Clock Start To On Scene



Assignment To On Scene

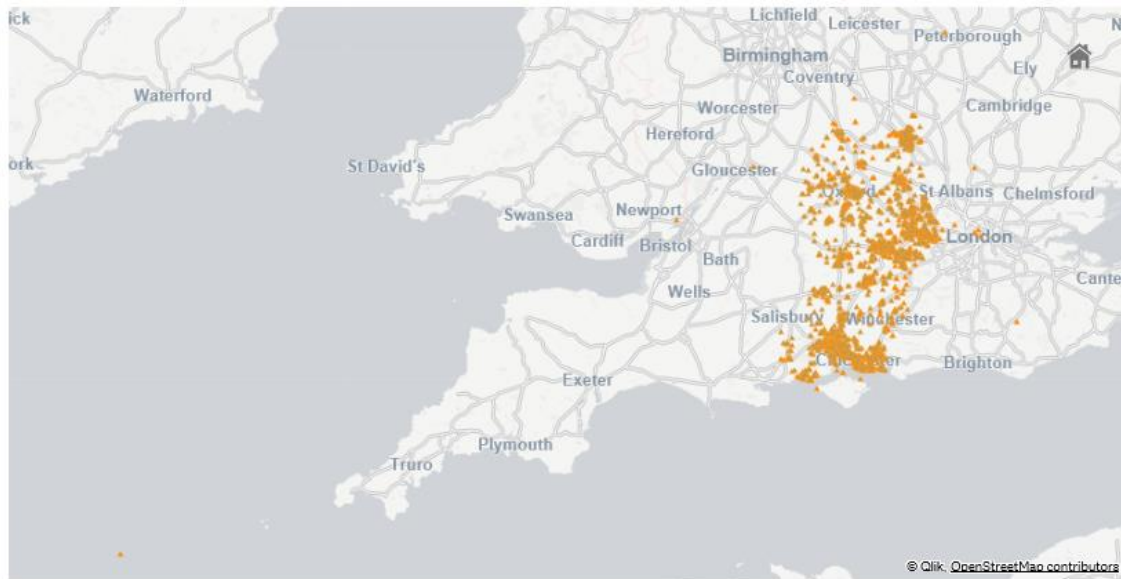


On Scene Duration



Fall Non Injury

Table above shows all categories of Fall Non Injury NoC Incidents



Data shown is April '18 – 5<sup>th</sup> December

CET allocated to 5% of Incidents where the NOC is Fall Non Injury.

Given that this dataset is only based on 18 vehicles currently we have another 30 vehicles to equip and become available for these types of calls.

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# Concern for Welfare

## Demand By NOC Type

Total NOC Demand



Allocated Incidents



On Scene Incidents



## Patient Outcome

Clinical Unit On Scene



Patients Conveyed

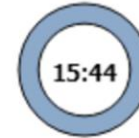


% Patients Conveyed



## Time Durations (mm:ss)

Clock Start To On Scene



Assignment To On Scene



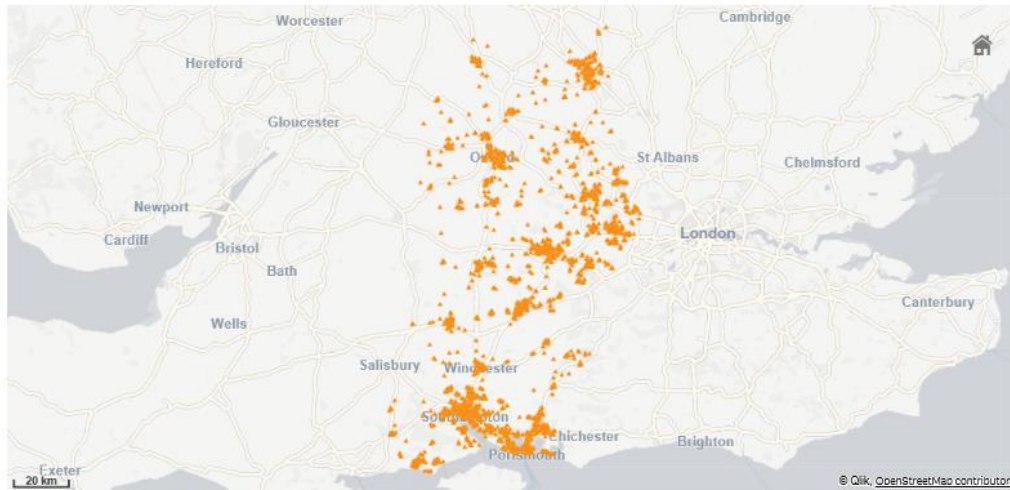
On Scene Duration



Concern For Welfare

Table above shows all categories of Fall Non Injury NoC Incidents

Demand Map \*



Data shown is April '18 – 5<sup>th</sup> December

Location of demand where the NOC is Concern for Welfare.

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# The future

- To share best practice with other Trusts
- Gather evidence to explore future options



Thanks for listening!

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