



Freedom of Information Request

25th October 2024

Question

Can you provide the following information please:

- 1) Total number of 999 calls attended by ambulance crews in Scotland April 2023- March 2024.
- 2) April 2023 - March 2024 - how many patients were discharged on scene / left at home.
- 3) April 2023 - March 2024 - how many adverse events / complaints were received related to discharging on scene / leaving patients at home?
- 4) Are ambulance crews (paramedics and technicians) trained in discharging patients/leaving them at home?
 - a) If so, what specific training is included and how often is this updated?
- 5) April 2023 - March 2024 - how many 999 calls were attended by a double technician crew?
 - a) Out of this number, how many patients were discharged on scene / left at home?
 - b) What is the Scottish ambulance service patient follow up/clinical audit process to ensure that patients are safely discharged / left at home?

Answer

Please see the table below detailing the total number of incidents attended and how many of those incidents were not conveyed to hospital between April 2023 – March 2024.

It is important to note there are many reasons for non-conveyance including patients refusing transport, alternative transport found (when assessed to be non-emergent), discharged on scene, alternative care route identified including GP referrals etc.

Attended Incidents	Non Conveyed Incidents
542704	173140

April 2023 - March 2024 - how many adverse events / complaints were received related to discharging on scene / leaving patients at home?

Feedback do not have the dataset to search for complaint incidents of non-conveyance.

There have been <5 Severe Adverse Event Reviews conducted by the Scottish Ambulance Service where non-conveyance has been a contributing factor.

For the given data, you will see that some of the figures are shown as, five or less than five, please note that this figure has been suppressed because the statistical value is less than five. The Scottish Ambulance service has a duty, under the Data Protection Act to avoid directly or indirectly revealing any personal details. It is therefore widely understood that provision of statistics on small numbers, five or less are statistically suppressed upon disclosure



**Scottish
Ambulance
Service**

University National NHS Board



Are ambulance crews (paramedics and technicians) trained in discharging patients/leaving them at home?

SAS utilise a clinical decision-making framework to support patients being managed on scene, this includes outcomes of Self Care (Discharge on Scene) or Referral to alternative pathway.

Paramedics are able to discharge patients on-scene, Technician staff are able to refer to another health care professional and are unable to discharge patients on scene with no follow up without seeking prof to prof support. The VQ4 Technician programme features guidance in relation to referral and safety netting advice. Education on the clinical decision-making framework and non-conveyance outcomes has been included for all staff as part of the 2023/24 learning in practice.

It includes guidance on:

- Calgary Cambridge Consultation Model
- Shared Decision Making
- Safety Netting Advice
- The Non-Conveyance Aide Memoire

Learning in practice takes place on an annual basis with the ability to develop new training / content as required.

April 2023 - March 2024 - how many 999 calls were attended by a double technician crew?

c) Out of this number, how many patients were discharged on scene / left at home?

d) What is the Scottish ambulance service patient follow up/clinical audit process to ensure that patients are safely discharged / left at home?

Public authorities are not required to create information in order to answer a request. There's a distinction between creating new information, and compiling information. Where a request can be answered by compiling information from readily-available resources held by the public authority, this is not the same as creating new information. However, if collation of the information would require skill and complex judgement, the information is not held.

Where you have requested information on incidents attended by double technician crews, to report this would require the Scottish Ambulance Service to look at each call to determine if the crew were supported by a Paramedic Response Unit.

It is for this reason that we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.

What is the Scottish ambulance service patient follow up/clinical audit process to ensure that patients are safely discharged / left at home?

We regularly review the SAS incident reporting for any incidents related to patients not conveyed to hospital. Sampling of electronic patient records is undertaken to review incidents not conveyed to hospital, with feedback provided relating to shared decision making and documentation aligned to the SAS non conveyance aide memoire.