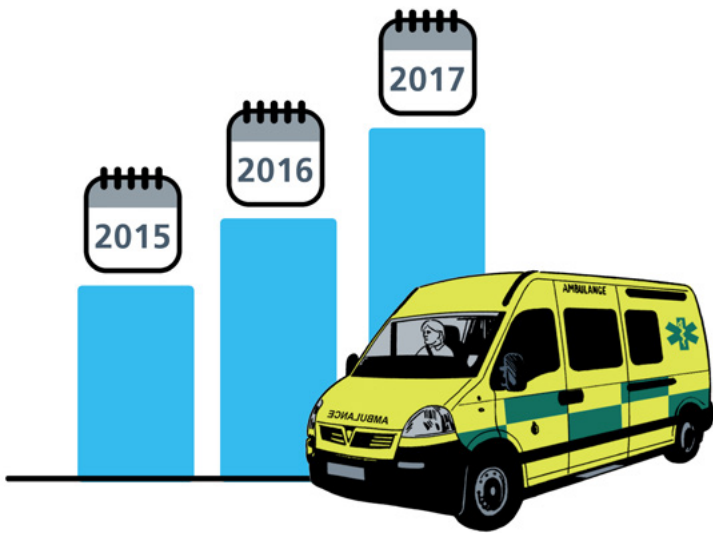
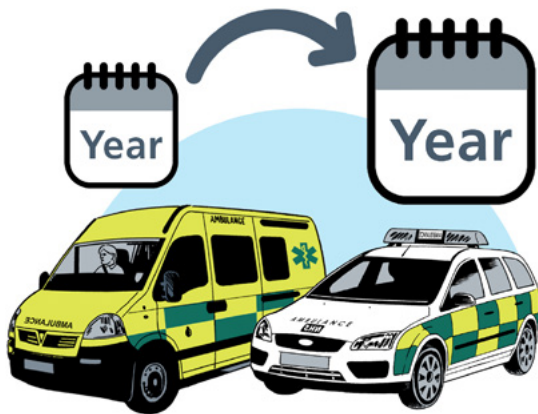




The New Ambulance Standards



We need the ambulance services more and more each year.



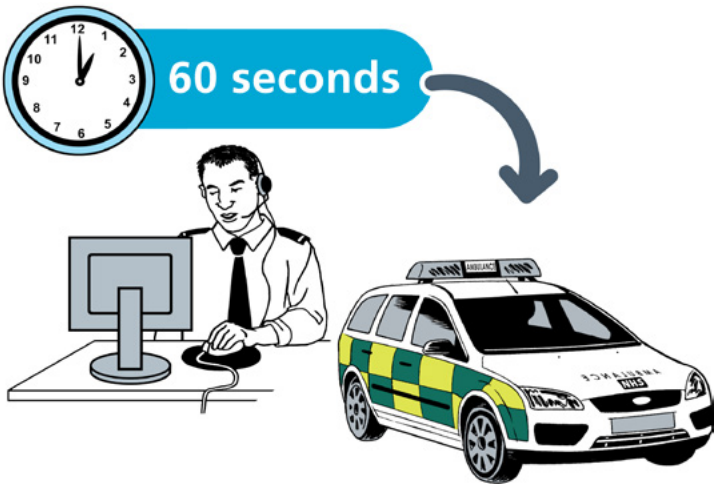
Even though we need the ambulance services more, the way ambulance care is given has stayed the same for a long time.



In 2013 NHS England reviewed urgent and emergency care, including ambulance services.



Any changes being made to the ambulance services standards are being done to make sure each patient gets the best care.



Ambulance services are allowed 60 seconds from receiving a call to sending out a vehicle.



The ambulance service said this isn't long enough.



Ambulance services are measured on the time it takes from receiving a 999 call to the vehicle arriving at the patient's location.



It should take 8 minutes for the ambulance to arrive if the call is life threatening or an emergency.



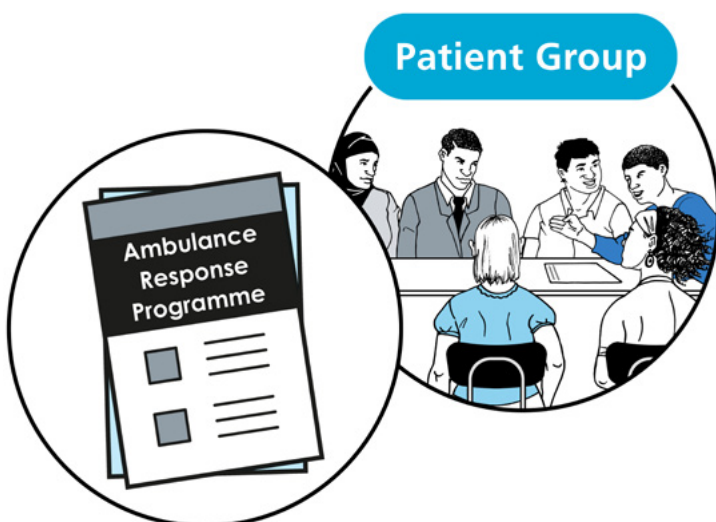
Most patients don't need an ambulance this quickly.



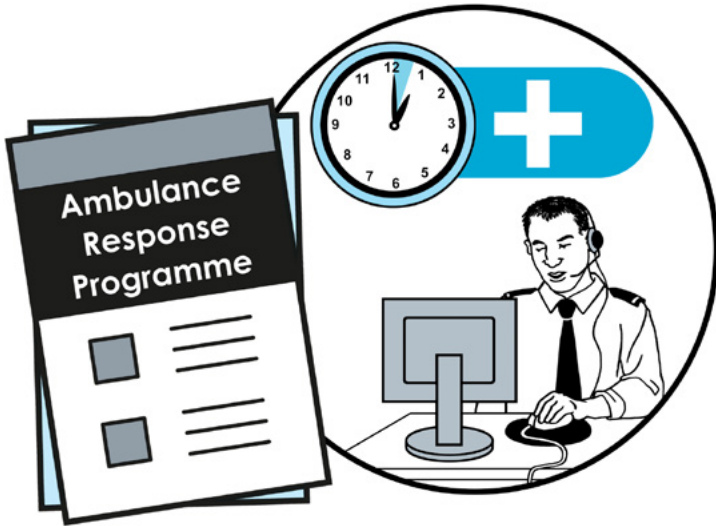
Ambulance services often send more than one vehicle to try to meet the 8 minute target.



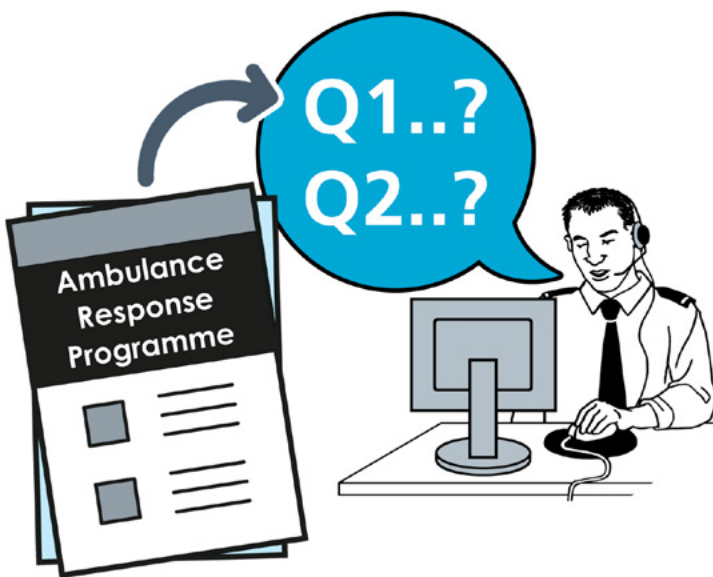
This frustrates ambulance staff and isn't a good use of ambulance services time.



The Ambulance Response Programme has been set up and a group to represent patients has been set up.



The Ambulance Response Programme gave call handlers more time to assess 999 calls so that patients in non-life threatening situations can get the right care first time.



The Ambulance Response Programme also gave call handlers a new set of questions to help them work out which patients needed the fastest response.



A new set of codes was introduced to make describing the patients care better.

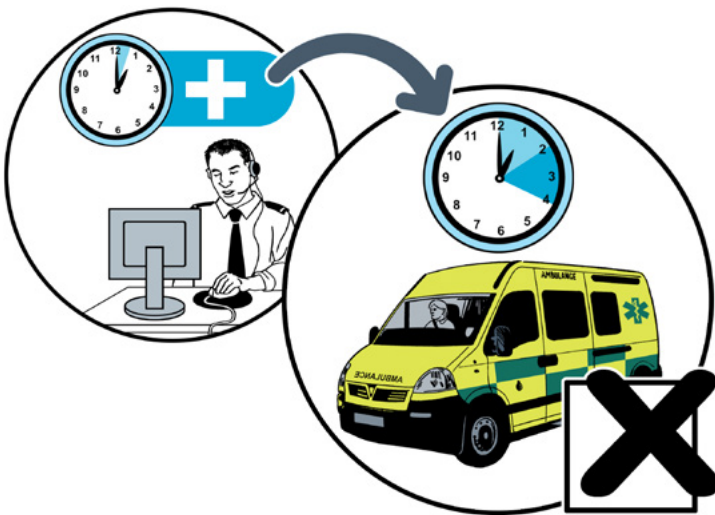


Sheffield University was asked to look at the Response Programme to make sure it was safe.

They wrote a report of their findings and what should happen next:



- Give call handlers more time on calls.



- Ambulances do not arrive more slowly because the call handlers have more time on the calls.



- The ambulance service works better and there are less long waits for ambulances to arrive.



No patients were harmed as a result of the programme.



Ambulance staff agreed with the changes and felt patients and staff were better off.



This was the largest study of ambulances ever completed anywhere in the world.



The Ambulance services are confident that the new ambulance standards are good changes.



So in future there will be four categories of call, designed to get to all calls as soon as we can with the best response.



Category 1 is for calls about people with life-threatening injuries and illnesses.



These will be responded to in an average time of seven minutes.



Category 2 is for emergency calls.



18 minutes



These will be responded to in an average time of 18 minutes.

Stroke patients will get to hospital or a specialist stroke unit quicker because we can send the most appropriate vehicle first time.



Category 3



Category 3 is for urgent calls.



In some instances you may be treated by ambulance staff in your own home.

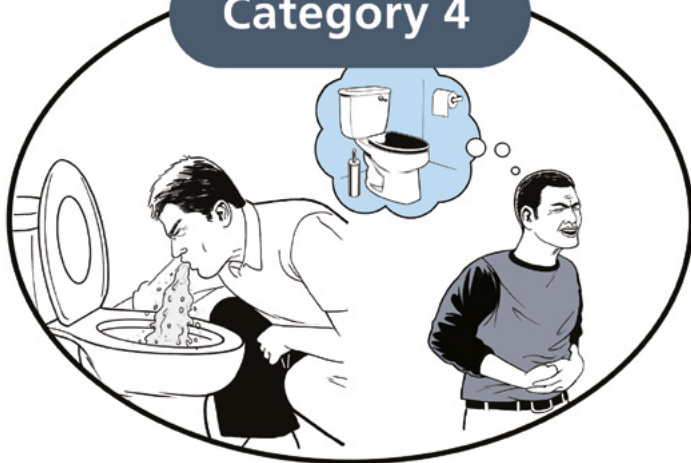


120 minutes



These types of calls will be responded to at least 9 out of 10 times before 120 minutes.

Category 4



Category 4 is for less urgent calls.



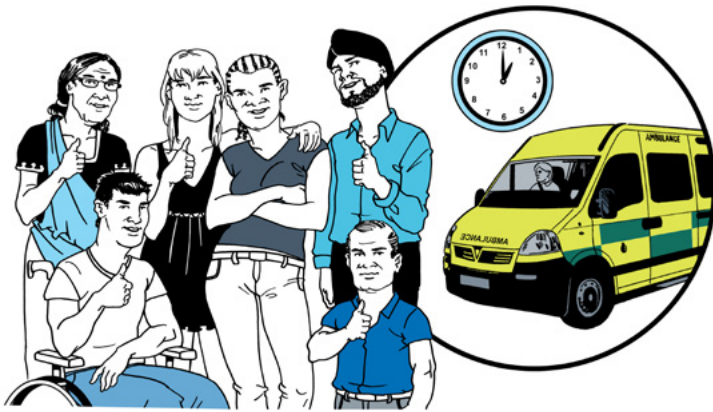
In some instances you may be given advice over the telephone or referred to another service such as a GP or pharmacist.



180 minutes



These less urgent calls will be responded to at least 9 out of 10 times before 180 minutes.



This new system for ambulance services in England focusses on ensuring patients get rapid life-saving, life-changing treatment.

This easy read document has been produced by CHANGE
www.changepeople.org

