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*North Wales Ambulance Branch
Cangen Ambwylans Gogledd Cymru*



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Darren Millar AM
Chair, Public Accounts Committee
Chamber and Committee Service
National Assembly for Wales

31st January 2014

Unscheduled Care

Dear Darren

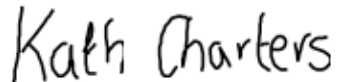
I have canvassed the experiences and views from the senior trade union representatives across WAST. Responses were received from a collection of sources, and included from Unite, GMB and UNISON. There are some key themes from the responses:

- On arrival, WAST crews report to the emergency department (ED), giving brief details of their patient and condition, and 'notify' on the Hospital Arrival Screen (HAS).
- There does not seem to be a consistent method for the triage of patients arriving at EDs, making it difficult for crews to know what system may be in place at a less familiar hospital.
- WAST staff have been asked by the ED staff to:
 - take blood samples
 - take a patient through to X-ray
 - take observations
 - (this would be done routinely by WAST staff anyway)
 - record patient observations on hospital clinical record
 - (WAST has recently formally confirmed to our staff that WAST staff should only be completing WAST clinical records, and hospital records should be completed by hospital staff),
- There were reports from one ED only of patients receiving active hospital treatment in the ambulance over and above what WAST crews are providing.
 - In this instance patients are booked in to the hospital system on arrival and treatment recorded on the hospital 'cas card' by hospital staff
 - These patients then go into ED, and not direct to a ward.
- There are some instances of crews being asked to take the patient off the ambulance into a specialist room in the ED ('React' / 'Bratz'), and some crews have experienced these patients being then placed back in the ambulance.

- Some crews have experienced senior nurses / doctors assessing the patient in the ambulance, to then discharge the patient prior to admission to the department (into the care of relatives, or for the crew to then return the patient to a care home)

We hope that this is helpful for you in providing some further information around the ambulance / ED interface.

Yours sincerely

A handwritten signature in black ink that reads "Kath Charters". The handwriting is cursive and somewhat informal.

Kath Charters

Branch Secretary

WAST Staff side Secretary