



Improving our Patient Transport Service

The Scottish Ambulance Service constantly looks at ways to improve our Patient Transport Service for our patients. To help us understand the needs of our patients we have revised our Patient Needs Assessment (PNA).

The PNA is used to help us have a discussion with the patient (or someone on behalf of the patient) about their needs when they contact us to request patient transport. It helps provides staff with guidance on how to construct this conversation, taking into consideration that every patient is different. Since the PNA was first introduced in April 2012 we have been constantly evaluating it to allow us to improve how effective it is in getting the most accurate and appropriate information regarding the needs of patients. Such evaluation highlighted three key things:

- We don't always capture the full picture of a patient and therefore sometime we arrive to pick up a patient not fully prepared, i.e. a patient may require two members of staff to support them in and out of their house due to access issues, however we only send one member of staff to transport the patient.
- Patients with no clinical or medical need for Ambulance Transport are being supported when perhaps they could have made the journey independently via other methods (eg: relatives, transport providers, etc), resulting in other patients not receiving the support they require.
- For some patients we are unnecessarily taking them through the PNA everytime they call the National Direct Patient Booking Line, when we realise their clinical and medical need will not reduce over time. We therefore, realise that this is not appropriate to review their needs via the PNA each time.

We have now revised our Patient Needs Assessment to better support our staff in discussing a patients clinical and medical need for Ambulance Assistance. These revisions will allow us to get a fuller picture of patients' needs, to allow us to provide the most appropriate assistance, whilst also making access easier for those patients who will always require Ambulance Assistance.

The revisions to the PNA will take effect from Tuesday 26 August 2014. If you wish someone from The Scottish Ambulance Service to come along and discuss the PNA or any other matter relating to our Patient Transport Service, please do not hesitate to contact us on scotamb.scheduledcare@nhs.net.

