

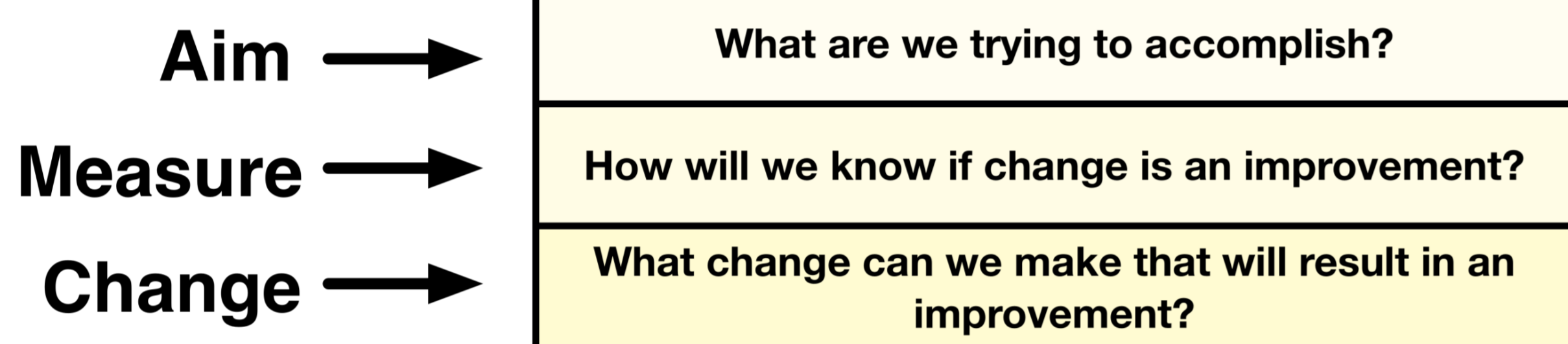


### 1. Background and Project Aim

Through increased demand placed on Primary Care and difficulty in recruiting and retaining new GP's it was recognised that the Scottish Ambulance Service through its Specialist Paramedic resources could support Primary Care in meeting urgent on the day requests whilst continuing to provide an Immediate Life Threatening response to 999 calls.

Specialist Paramedics require an environment where they are regularly presented with a wide range of clinical presentations, something not possible through the 999 system alone. They also require ongoing mentorship to enable them to develop into high skills autonomous practitioners all of which a Health Centre environment can offer.

#### The Model for Improvement



**Aim** is to relieve workload pressures on GP's whilst continuing to provide a response to Immediately Life Threatening 999 calls within the local community

**Measure** by demonstrating a safe shift in the balance of care from GP to Specialist Paramedic for Urgent on the day home visits

**Change** will involve basing a Specialist Paramedic at the Dingwall Health Centre from Tuesday to Thursday for three months to undertake urgent on the day home visits and being available to the Ambulance Control Centre for Immediately Life Threatening calls within the Dingwall and Easter Ross area.

### 2. Demand

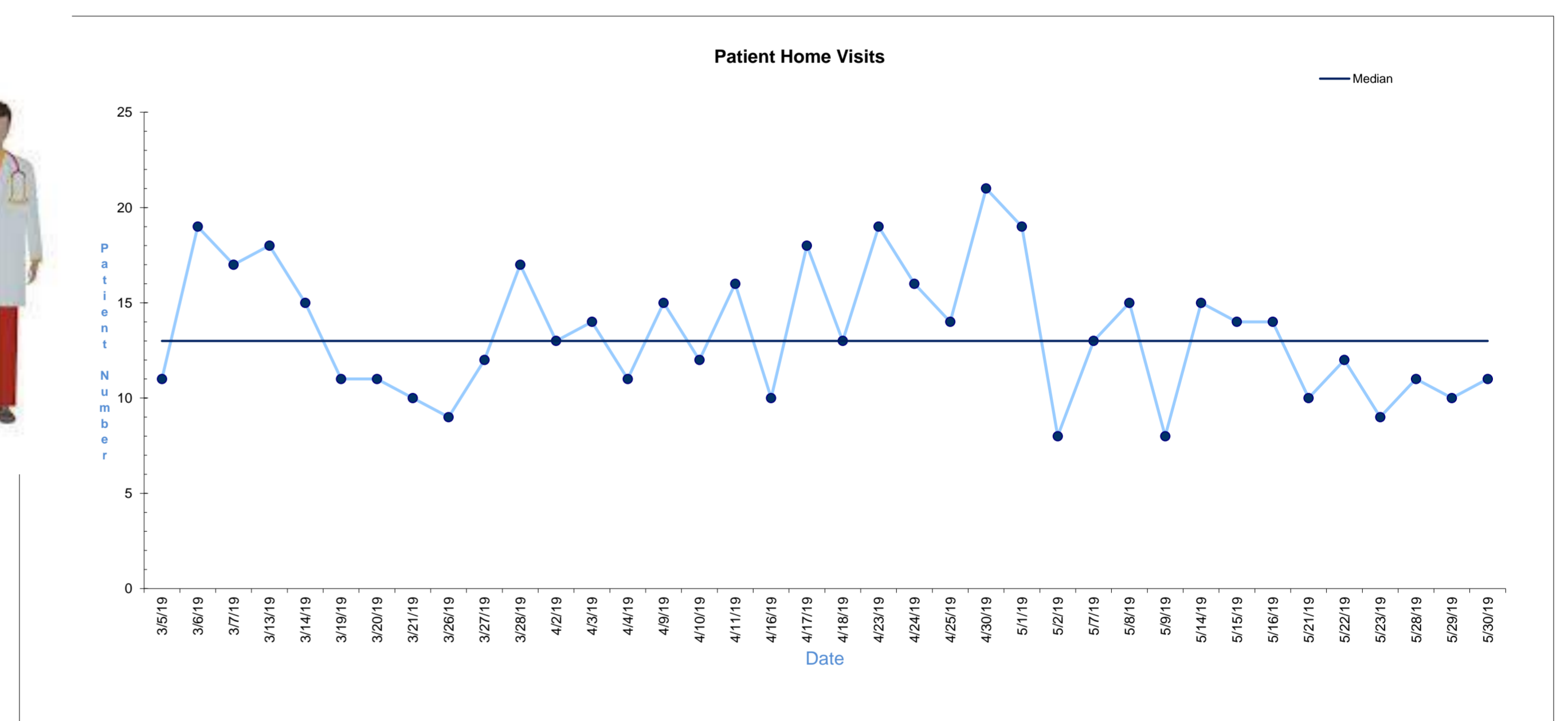


Average of 13 GP Home Visit requests per day

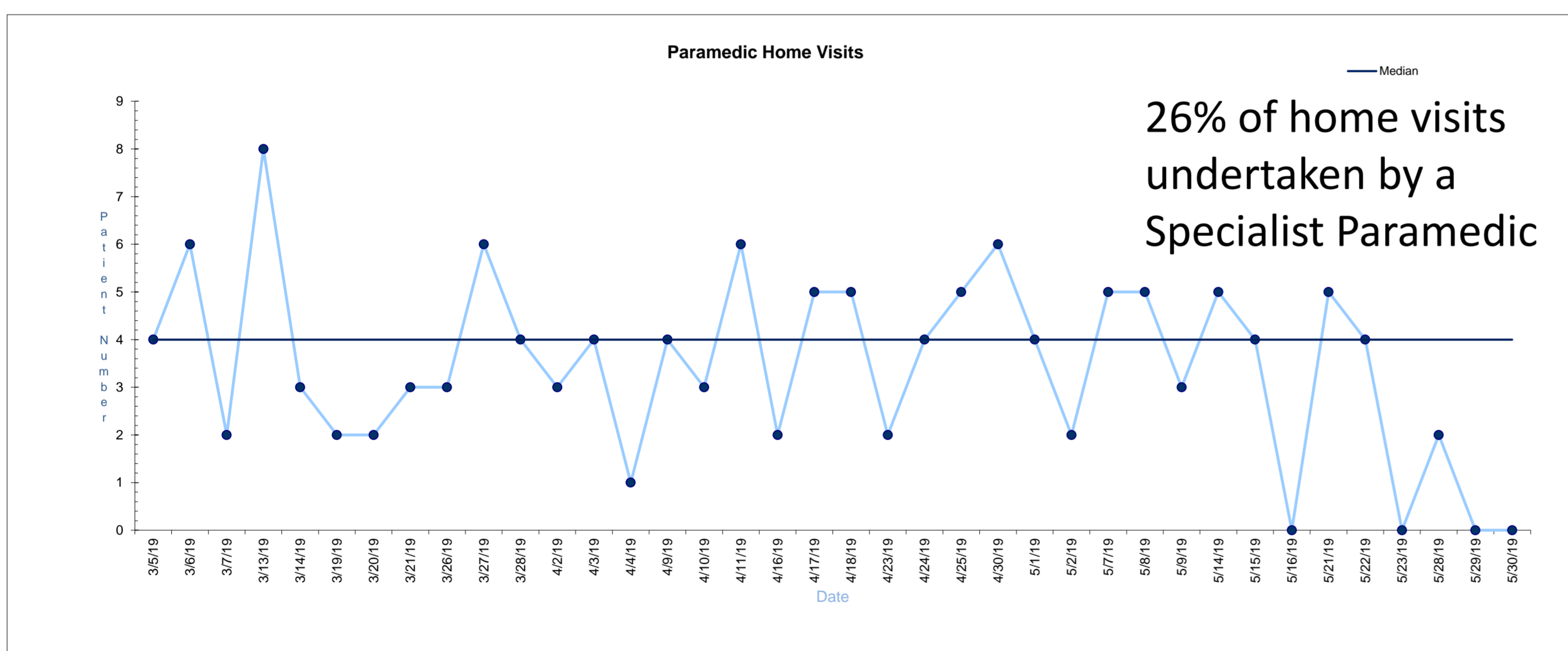
Approx 6.5hrs of consultation time plus travel between locations

Resulting in missing MDT meetings

DECISION MAKING TEAM



### 3. Outcomes



- Dealing with wide Patient Groups (COPD, MI, starting steroid or antibiotics, falls patients)
- Assisting in delivery of CPR training/ AED Awareness to both clinical and non-clinical members of the team
- Assisting reception staff with telephone enquiries from patients
- Assessed acutely ill patients with little or no input from GP's then onward transfer to hospital where appropriate
- GP free to attend Multi-Disciplinary Team (MDT) meetings – previously missed out due to being on home visits.

### 4. Feedback

"It is difficult to see how any improvement could have been made in the quality and timeliness of my wife's care by the Paramedic Service and the Medical Practice Service in Dingwall"

"All staff and visitors to the Practice have very much enjoyed the experience of having Paramedics here - they have been a real asset to our team"

'Oh cool, am I going to see a real paramedic?'

### 5. Next Steps

Extend trial to 5 days per week and Specialist Paramedics undertaking Urgent on the day appointments in the consultation room whilst still being available for ILT response

Develop the Specialist Paramedic role further by exploring prescribing

Develop Dingwall Health Centre as a Training Centre for Specialist and Advanced Paramedics

