



NHS Doncaster CCG - Governing Body

June 2020

Patient Story - Digital Ambulance Triage

Natalie's Story



- On going health issues for 14 years
- Diagnosis - Kleine Levin Syndrome/Early on set of Parkinson's
- Fully supported by a network of health professionals and specialists



Why digital ambulance triage?

- Escalating symptoms of Covid-19
- Medical history of breathing problems with damaged lungs
- Oxygen saturation levels at 80% - Average healthy person should display 95%-100%
- Pre-existing health conditions with complications



What worked well?

- Connecting through a link sent via text message
- Using the goodSAM app platform to host the video call
- Ambulance responder in uniform - clinical confidence
- Delivery of a professional emergency service even when remote



What's not working?

- Reliant on patient owning a smart device
- Requires the patient to be fit and well enough to speak
- Lack of communication regarding covid-19 isolation process



What improvements can be made?

- Communicate the Covid 19 isolation process - what's going to happen now, when you arrive at hospital and beyond
- 999 Call handler to check patient can converse or has support to speak to ambulance responder
- 999 Call handler to check a smart device is available to facilitate the video triage



Thank You

Any Questions?

