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Our Ref: EPM/rc
Your Ref:

Please reply to: Rose Cook
PA to the Chairman & Chief Executive
Direct Line: 01745 532944

12 February 2014

Darren Millar AM
Chair Public Accounts Committee
c/o Claire.Griffiths@Wales.gov.uk

Dear Mr Millar

I am writing in response to your letter dated 17 December 2013 regarding **Unscheduled Care**. I hope that the following information allows the Committee to further consider this matter.

Once an ambulance arrives at an Emergency Department the crew immediately book the patient into the hospital via the ED administrative staff. If a patient is then held outside the department in the ambulance the patient will be visible to the Nurse in Charge of the unit on the ED information system as a waiting patient. Should the patient deteriorate the ambulance crew will contact the nursing staff within ED to advise them accordingly. The ambulance crew will continue to provide treatment and this will be recorded on a Patient Clinical Record which is provided to the hospital once the patient is handed over to ED staff. The PCR is retained in the patient's hospital notes.

Patients attended by ambulance are assessed and then treated in line with their complaint or injury against national UK ambulance clinical guidelines. Once a decision is made to transfer the patient to hospital the ambulance crew will determine whether the patient requires an emergency journey. If this is the case then a pre-alert message is passed to the hospital so that ED can prepare to immediately accept the patient. In all other cases the ambulance will proceed to hospital and follow the arrival procedure previously outlined. Once the patient enters the ED they are assessed by the Triage Nurse. The Triage nurse will afford the patient a triage category which will influence which area of the ED they are directed to and the urgency of the patient being assessed by a doctor.

Should you require any further information regarding our handover processes my Head of Clinical Services, Mr Richard Lee can be contacted via richard.lee@wales.nhs.uk

Yours sincerely

Elwyn Price-Morris
CHIEF EXECUTIVE