

Emergency care workstreams

<u>Workstream</u> <u>Title</u>	<u>Problem</u> How big a problem is this and who for?	<u>Strategy</u> What are we planning to do to address it?	<u>Stage</u> Where are we up to in our plans?	<u>Impact</u> What are we hoping to realistically achieve?
Improving Quality and Safety of Hypoglycaemic Emergency Treatment and Follow-up	<p>Diabetes is a complex long-term condition that places a considerable burden on the provision of healthcare across the world. Between 0.6-5% of all ambulance service emergency calls are for hypoglycaemic emergencies. This figure is likely to increase as the prevalence of Diabetes increases.</p>	<p>A series of studies will be undertaken to understand the problem in depth and to develop interventions that will improve the quality of ambulance service intervention for hypoglycaemic emergencies and the rate of patient follow-up with Diabetes Care Providers.</p>	<ul style="list-style-type: none"> • A PhD has been undertaken comparing the experience of emergency service users and non emergency service users in people who experience hypoglycaemic events. • A qualitative study of patients experience of hypoglycaemic emergencies has been completed • A dual intervention to encourage patient follow-up with Diabetes Carer providers has been co-constructed • A Pilot of the dual intervention has been undertaken in one Scottish Health Board 	<ul style="list-style-type: none"> • Reduce the number of repeat hypoglycaemic emergencies. • Improve patient outcome by reducing frequency of hypoglycaemic emergencies. • Support carers to have greater knowledge and confidence when dealing with a hypoglycaemic emergency

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Improving the management of psychiatric emergencies attended by the Ambulance Service	<p>Psychiatric Emergencies, including episodes of self-harm, are common reasons for ambulance call outs, and account for approximately 30,000 and 19,700 incidents in Scotland and Wales respectively. The majority of these are taken to Emergency Departments. This is a substantial contribution to an already over burdened service. There is growing evidence and substantial concern that these people do not currently receive optimal management.</p>	<p>In order to understand the nature and needs of this patient group in more depth, we will investigate the management of patients who experience psychiatric emergencies, including self harm, and are attended by ambulance clinicians. This will give a detailed understanding of this patient group, their clinical outcomes and care pathways.</p>	<ul style="list-style-type: none"> • An interdisciplinary scoping study has been completed. • A full NIHR grant proposal has been submitted. 	<ul style="list-style-type: none"> • A series of studies in this area will provide a detailed understanding of this patient group and current specialist service provision. • This information will provide a baseline for service improvements and the development and evaluation of alternative pre-hospital care pathways.