

Guidance to support EMAS Ambulance Crews when contacting GP Practices in Derbyshire - 18/01/2020

Purpose of the guidance: To provide information to both GP practices and EMAS staff regarding agreed communication pathways for Primary Care and EMAS.

Please note: GPs are not obligated to give medical advice or take clinical responsibility for the patient

Objective: This document is intended to guide EMAS crews as to when and how to access General Practice in hours (8am-6.30pm Monday to Friday).

Guidance

Before ringing the patient's GP please make sure you have done the following;

1. Accessed and reviewed the patient's record on GP connect
2. Reviewed any patient held care plans
3. Spoken to the EMAS Clinical Assessment Team (CAT) if clinical advice is needed
4. Have a clear rationale as to the request being made to the GP practice

When ringing the patients General Practice please consider the following;

1. The initial call will be received by administration team who will sign post you to the most appropriate person to be able to respond to your request. This may be a direct transfer to a clinician or a call back may be arranged
2. The GP practice know you are on site, and will call back as soon as possible
3. The person you speak to will be a clinician but may not be a GP
4. The person you speak to may not know the patient directly or be responsible for their care within the practice but will have access to the full patient electronic record
5. The on-site EMAS staff are responsible for describing the situation and observations accurately to the Primary Care (PC) Clinician and should be explicit in what they are requesting from them
6. Following the clinical discussion between EMAS staff and the PC Clinician, EMAS staff will need to discharge the patient as per normal discharge procedures or convey to an appropriate place of care
7. If EMAS staff and the PC Clinician agree that a Primary Care visit, a follow up or an appointment is the appropriate outcome, the patient needs to be informed by the EMAS staff of the GP practice appointment time or an approximate time for any planned GP home visit, providing worsening advice / safety netting to the patient as an interim

Other Community Contacts

Ring the local Single Point of Access for Social Care Enquiries (SPA).

The SPA team will be able to provide local information on the patient's current care provided by Social Care.

- 01629 533190 for patients in Derbyshire County location
- 01332 640777 option 6 for Derby City patients
- Ring the Derbyshire Community Health Services NHS Trust (DCHS) Single Point of Access (SPoA). For integrated community health services (both for city and county patients - including district nursing same day response). The number is available 8.30 to 5pm Mon to Fri and 9am to 5pm on Saturday and Sunday
- DCHS SPoA 01246 252973