**DIGITALISATION IN THE LAS + AMBULANCE DIGITAL STRATEGY**

**MEETING WITH ROSS FULLERTON AND NIGEL BROOK (NHS DIGITAL)**

Nigel is leading on the development of the National Ambulance Digital Strategy which focuses on the digital interaction between all ambulances in the UK and the rest of the NHS.

Issues we discussed:

1. Ambulance Trusts are at very different stages of development
2. The needs of patients are often not available to the paramedics when they provide care. Doctors may not be aware to the failure of the system to ensure that the needs of patients are identified correctly.
3. Clinical information about a patient may change quickly, but not be available to the clinicians treating patients.
4. Access to Patient Specific Protocols varies, but access to summary care record is gradually increasing for paramedics. Access to data via CmC (Connect my Care) should be available to all paramedics by March/April 2019. Frequent callers will also be identified by this system.
5. The Personal Demographic Service produces NHS numbers for each patient. The NHS number is the identifier for the patient. All patients registered with a GP will have an NHS number.
6. Process is being led by Dr Sam Shah (dentist), the SRO in NHSE and the Director of Digital Development.
7. Richard Henderson from EMAS has a leading role.
8. The National IT group has a leading role
9. AACE (Association of Ambulance Chief Executives) are closely involved in the developments.
10. I asked if there is a section of the Strategy on patients’ rights regarding giving consent for their data to be shared and the right to privacy and for data not to be shared. I also asked if patients and carers can feed into the digital system to encourage learning from patients and families.
11. It breakdowns are a considerable risk. Barts IT system went down for several months after a cyber-attack.
12. There a focus on using digital systems to enable ambulance services to become aware of resources (staff and equipment) available on the other side of an AS border.
13. The 111 service is also developing IT capacity to communicate effectively with urgent care centres and GPs, e.g. making GP appointments.
14. The 999 service cannot yet communicate effectively with GPs or make GP appointments. At the moment the AS can only get access to summary care records. But access for front line staff is not yet available for all staff.
15. There are pilots with the Maudsley aimed at getting access for mental health records in all NHS trusts. MH nurses should eventually be able to access this information.

Nat Record Locator Service

https://developer.nhs.uk/library/systems/national-record-locator-service/

NLFPS

Malcolm Alexander, Patients’ Forum for the LAS

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