

ParaDoc Data

1st April – 30th June 2014

Referrals

A total of 412 patients were referred to ParaDoc between 1st April 2014 and 30th June 2014. 304 referrals were made by ambulance clinicians on scene and 101 patients were calls identified by the Clinical Hub in EOC (Emergency Operations Centre). 44 referrals were not accepted. The average number of referrals made per shift is 4.6 and the average number of patients seen is 4.3. A breakdown by each month can be seen in table 1

Table 1

Month	Total Referrals	Referrals from CHUB	Referrals from crews on scene	Referrals Declined*	Number of patients seen
April	142	26	116	15	127
May	146	37	102	23	123
June	124	38	86	6	125
Total	412	101	304	44	375

*Only referrals from on scene are declined, percentage is against total referrals.

Reasons for declined referral

Table 2

Reason	April	May	June	Total
Service capacity	1	5	2	8
Acuity/clinical	2	0	0	2
Mental health	0	5	0	5
Trauma/ injuries / suture	1	1	1	3
Paediatric	2	6	2	10
"Inappropriate referral"	2	4	0	11
Out of area	2	2	1	5
Other	15	23	6	44

Referral Outcome

Nearly half of the patients seen required treatment by ParaDoc and were not conveyed to hospital, 36% patients were managed with advice only, and only 14% of patients were conveyed to hospital

Table 3

Month	See and advise	See and treat	See and convey to hospital	Cancelled/ patient declined
April	44	65	16	2
May	48	62	16	2
June	33	56	18	0
Total	135	183	50	4

Number of patients followed up

Over the 3 month period 52 patients were followed up by ParaDoc, an average of 0.6 patients per shift. A breakdown by month and type of follow up is shown in the table below:

Table 4

Month	Same day visit	Next day visits	Phone call	Monthly total
April	1	11	14	26
May	3	2	7	12
June	2	8	4	14
Total	6	21	25	52

Red 1 Calls

ParaDoc was dispatched on 28 Red 1 calls by EOC over the 3 month period, less than 1 call every 3 days. A break down on the number of Red 1 calls can be seen in table 5.

Table 5

Month	Red 1 Dispatch
April	8
May	11
June	9
Total	28

A further analysis of Red 1 calls in May and June identified that ParaDoc was dispatched on 14 occasions to Red 1 calls, out of these there were only 4 actual cardiac arrest patients, an average of 1 cardiac arrest call every 15 days:

- In May and June ParaDoc was dispatched on 14 Red 1 calls, an average of 1 call every 4 days.
- Out of the 14 calls ParaDoc was cancelled on route after a few minutes on 8 occasions, hence ParaDoc only arrived on scene for 6 calls, an average of 1 call every 10 days
- In 2 cases ParaDoc was cancelled on arrival on scene, where the call was “not as given”
- A further 3 calls were “not as given” and ParaDoc provided assistance on scene, including 1 non-convey dealt solely by ParaDoc. Average time on scene for each of these calls was 25 minutes
- The patient was deceased in 3 calls, ParaDoc was on scene for 16 minutes on average for these incidents.
- The remaining 4 calls were cardiac arrests, and on average ParaDoc was involved for 68 minutes in each case

Service Cover

Out of 91 shifts, 8 shifts were uncovered or partially uncovered as detailed in table 6. The service was covered for 93.5% of the planned hours. The table below shows the number of shifts (including part shifts) that were not covered:

Table 6

Month	No Doctor	No Paramedic	No Vehicle
April	0	0	0
May	3 (18 hours)	1 (12 hours)	0
June	4 (36 hours)	0	1 (5 hours)
Total	7 (54 hours)	1 (12 hours)	1 (5 hours)