

How do I register for my own Patient Specific Information?

- Should you wish to have your Patient Specific Information provided to the LAS please speak to your doctor who will discuss the benefits with you. If you agree this it is the best way to ensure you receive the care you need for your condition, your doctor will enter your details on Coordinate My Care (CMC). This will be available for London Ambulance Service staff when they provide you with care and treatment.

Please note: the London Ambulance Service (LAS) cannot accept referrals for Patient Specific Information directly from patients.

You can get a copy of the patient specific information provided to the LAS/CmC about your condition from your doctor.



NHS

London Ambulance Service
NHS Trust



Patient Specific Information

Prepared by

PATIENTS' FORUM
FOR THE LONDON AMBULANCE SERVICE

for the LAS in collaboration with the London Ambulance Service

INTRODUCTION:

Patient Specific Information (PSI) is intended to help patients have conversations with their GPs or other healthcare specialists to design care plans that meet patients' special or high level needs, should they require urgent or emergency care from the London Ambulance Service. Patients who feel they would benefit from Patient Specific Information, should make an appointment to see their GP or specialist doctor, to draw up a care plan that provides details of their health condition or special treatment needs. This information can then be transferred to London Ambulance Service frontline clinical staff via the Coordinate My Care App, to enable them to give patients the right emergency or urgent care first time.

Patient specific information could be for identifying:

- Illnesses outside the usual range of conditions treated by paramedics (i.e. not within the care guidelines usually followed by London Ambulance Service clinicians).
- Specific treatment for high risk, long term or rare medical conditions – for example, cardiac, chronic obstructive pulmonary disease (COPD), other respiratory conditions or a history of life threatening presentations of sickle cell disorders, e.g. splenic sequestration.
- Children with complicated or life-limiting conditions, or, where applicable, it has been agreed between the child's parents and doctor/s that resuscitation is not in their best interests
- End of life, and other life-limiting (palliative care) conditions, including whether to be taken to hospital and stating the preferred place to die.
- Situations where it is agreed not to attempt Cardio-pulmonary Resuscitation (DNA-CPR).

How do they work?

- There are two parts to Patient Specific Information – an address 'flag' and the information itself, that will be placed on the Coordinate My Care App.
- Whenever a 999 call is made from the registered address, an alert will appear on the call-taker's screen notifying them that clinical information regarding the patient is held.
- This same message will also be sent to the computer screen of the ambulance crew who are dispatched to the call. Clinicians in the control room can access the information and relay it to our crews.
- Patients who are successful in obtaining Patient Specific Information will be informed that their details have been accepted by the London Ambulance Service.

