

Critical Care Transfer Capability Tool – Independent ambulance providers

Introduction

1. This **capability tool** provides clinical staff with information on the *critical care transfer* capabilities of Independent ambulance providers. It is an additional “resilience tool” for use in *unusual or extenuating circumstances* when additional ambulance capability is required. For example: to move critically unwell patient(s) for definitive treatment or to maintain access to specialist critical care capacity when the Critical Care Unit or ED’s usual transfer provider is unavailable or delayed.

How to use

2. The **capability matrix** (overleaf), enables the clinician at the bedside to match patient and transferring staff requirements to ambulance provider capability. Once the most appropriate provider for the patient has been identified, the referring clinician can make a timely and informed request using the relevant contact details below:

Independent ambulance provider	Phone	Email
Acute Ambulance & Medical Services	0845 686 0301	Kieren.gibson@aams-amb.co.uk
Amvale	01724 874 999	control@amvalemedical.com
AST	0845 000 9999	enquiries@astambulance.com
British Emergency Ambulance Response Services	0208 202 5160	Hashim@bears-pts.co.uk
Heathrow Ambulance	01753 654 751	info@haa1.com
Inter-County Ambulance Services	01753 892 999	ops@intercountyambulance.com
Specialist Ambulance Transfer Service (SATS)	07917 773 076	bookings@sats.uk.com

3. Existing local transfer guidance still applies. The responsibility for the patient, transfer staff and equipment remains with the referring and transferring clinician / organisation until handover to the receiving hospital team.

Background and provenance

4. To compile this capability tool, a 47 point capability questionnaire was designed and sent to 11 providers identified as having met initial criteria for inclusion. Reviewing the returns, seven providers met the minimum requirement for critical care transfer, two providers did not have the capability to support level 2/3 critical care patients and two providers did not submit returns despite agreeing to be included. The Network’s transfer faculty has reviewed all information on the questionnaire and queries raised with providers. *For the seven providers included, information on staff training, qualifications, equipment care protocols, infection control protocols, CQC registration and insurance provision was confirmed (May 2012).* The Network does not, however, make specific recommendations for the use or not of any particular provider as patient need and other factors will influence local choice.
5. The use of Independent ambulance providers may be required in the event that LAS or other Trust provider are unable to meet a transfer request or a clinically/organisationally required time standard (see LAS control service demand management plan v 7 Sept 11) and an alternative provider is being sought for specific patients.
6. Circulation of this tool is to Critical Care, Emergency Departments and Emergency Preparedness and Resilience leads in North West London.

Feedback on use of this tool and any suggestions for improvements for future versions can be emailed to critcarenetworknwl@nhs.net

For full contact details see overleaf	Acute Ambulance & Medical Services	Amvale	AST	British Emergency Ambulance Response Services	Heathrow Ambulance	Inter-County Ambulance Services	Specialist Ambulance Transfer Service (SATS)
Capability to transfer L3 critically ill patient including transfer team and transfer equipment?	✓	✓	✓	✓	✓	✓	✓
Capability to transfer L3 critically ill patient with an Intra Aortic Balloon Pump?	X	✓	✓	X	✓	X	X
Initial call to ambulance dispatch time (*subject to availability) & depot location?	90 mins* Milton Keynes	1 hour* Various	1 hour * Surbiton	1 hour * Hendon	On request * Heathrow	1 hour * Gerrards Cross	1 hour * Staples Corner
Bariatric patient capability?	X	✓	✓	X	✓	✓	✓
Overall weight restrictions / limitations?	Stretcher = 200kg Tail lift = 450kg	Stretcher = 385 kg Tail lift 318kg	Stretcher = 450kg	Stretcher = 200 kg Tail lift = 318kg	Stretcher = 318kg	Tail lift = 400kg	Stryker = 318 kg ITU vehicle Ferno = 400kg ITU Bariatric vehicle
Loading of patient using ramp or tail lift?	Ramp and tail lift	Ramp and tail lift	Ramp with winch	Ramp and tail lift	Hydraulic Trolley no ramp or tail lift	Tail lift	Ramp with hydraulic winch
Direction of travel for the patient and access to patient in the ambulance?	Head first - offside - access patient right hand side	Head first - offside - access patient right hand side - bariatric patient centre fit	Head first - offside - access patient right hand side	Head first - offside - access patient right hand side	Head or feet first - centre fit - all round access	Head first - offside - access patient right hand side	Head first - offside - access patient right hand side
Able to transport specific critical care trolleys? Which ones?	Stryker MX Pro Ferno Falcon IV Ferno Falcon VI	Ferno Falcon 6 Stryker bariatric Pegasus 6	Ferno Pegasus Ferno Megabus Ferno Harrier Mk1&2 Stryker	Ferno Pegasus	Ferno Pegasus	Stryker	Stryker on the ITU vehicle. Ferno and Paraid on the Bariatric ITU vehicle. Bariatric vehicle needs
5 point harness in place for patients?	✓	3 point Bariatric = 5 point	✓	✓	✓	✓	✓
Able to tilt trolley to 30 degree head up?	✓	✓	✓	✓	✓	✓	✓
Number of 3 pin / 240v socket on board?	X	Min 2 - Max 5	Min 2 - Max 4	X	Min 2 - Max 4	2	4
Able to use equipment power inverter on board? (rating of inverter)	✓ 3000 watts	✓ 3000 watts	✓ 3000 watts	X	✓ 1500 watts	✓ 1500 watts	✓ 2000 watts
Fixed Oxygen load?	4600 Ltrs	3200 Ltrs	6400 Ltrs	4600 Ltrs	6000 Ltrs	2720 Ltrs	4600 Ltrs
Portable Oxygen load?	4x 460Ltrs	4x 420 Ltrs	7x 460 Ltrs max	4x 460 Ltrs max	3x 460 Ltrs	2x 340 Ltrs	4x 460Ltrs
Number of accompanying team accommodated?	3	3	3	2	4	2	2
Will return Escorts and equipment? (*indicates at extra cost)	✓	✓	✓	✓*	✓	✓	✓
Crew and equipment to support patient in the event of Cardiac arrest? (Emergency drugs carried unless stated)	✓ no drugs	✓ no drugs	✓	✓	✓	✓	✓
On board critical care equipment available on request?	X No ventilator	✓	✓	✓	✓	✓	✓