

## **Board Update**

At the last board meeting, the board heard from a patient who had raised a complaint with the service. The patient was very complimentary of our staff and praised the fantastic service the Scottish Ambulance Service provide to the public but she was keen that we looked at her case and identified any lessons which could be learned. It is important as a service that we not only focus on positive patient stories at our Board meetings, but also look at cases where things can be improved to further enhance patient care and a very productive discussion followed.

The Board also discussed and reviewed progress being made towards our [2020: Taking Care to the Patient strategy](#) along with our latest performance data, staff and patient experience, infection control compliance and financial performance. It was encouraging to hear that in October, 33% of patients were treated at home or referred to an alternative to hospital. Medical Director Jim Ward also praised staff and our first responder teams for their continued efforts in saving the lives of our most seriously ill patients, with latest data showing encouraging results being achieved for cardiac arrest patients [in particular](#).

## **Dad's message of thanks after coin drama**

Amazing work from the crews at SAS who helped a young girl after she got a pound coin stuck in her throat.

Read more: <https://scottishamb-newsroom.prgloo.com/news/dads-message-of-thanks-after-daughter-rushed-to-hospital>

## **SAS App**

Last month saw the rollout of a new technology within a tablet in our ambulances. The App contains key information to assist staff in their role while travelling around the country including clinical guidance, regional information and major incident guidance. The App will be particularly useful for crews when they are working outside their usual area as it will contain both hospital layout and local pathway information.

## **Man who 'died twice' thanks ambulance crew**

A company director who 'died' twice has sent a heartfelt thanks to the two Perth emergency responders who brought him back to life.

Read more: <https://scottishamb-newsroom.prgloo.com/news/man-who-died-twice-thanks-ambulance-crew>

## **Farewell Pat!**

In October we said a fond farewell to Pat O'Connor, our Director of Care Quality and Strategic Development, who retired after a long career in the health service. Pat was very enthusiastic on our work around PFPI and engagement, and was the Chair of our National PFPI Group meetings.

Pat started her career 42 years ago as a midwife and has worked in a range of healthcare and Government settings.

In her time Pat led the UK's first patient safety programme at NHS Tayside, was Deputy Chief Executive of Quality Improvement Scotland where she supported the set up and establishment of the infrastructure and governance frameworks for the new organisation Healthcare Improvement Scotland.

Her experience has proved invaluable to the work of the Scottish Ambulance Service and we wish her the very best in her retirement, which will enable her to spend more time travelling, gardening and spending time with her beloved granddaughter Violet.

We also welcomed on board Pat's replacement Claire Pearce, from NHS Borders where she was Director of Nursing, Midwifery and Acute Services. She will take over as chair of our National PFPI Group meetings in the New Year.

### **Dad's heartfelt letter to SAS crews after horror crash**

A dad trapped in his car for an hour while emergency services frantically tried to pull him from the wreckage of a horror crash has sent a heartfelt letter to the Scottish Ambulance Service crews who saved his life.

Read more: <https://scottishamb-newsroom.prgloo.com/news/dads-heartfelt-letter-to-sas-crews-after-horror-crash>

### **National PFPI Group meeting dates for 2019**

We are in the process of confirming these dates, and hope to send out confirmation by February 2019 at the latest.

### **Paralysed pensioner's family grateful to ambulance team**

The daughter of a pensioner left paralysed after falling down the stairs said her mum wouldn't be alive today if not for the Scottish Ambulance Service.

Read more: <https://scottishamb-newsroom.prgloo.com/news/paralysed-pensioners-family-grateful-to-ambulance-team>

### **October 2018's National PFPI Group meeting Update**

We would again like to thank all those in attendance for a spirited (and crowded!) meeting. We are still in the process of refining these meetings, and we thank you all for entering into the process with us and providing us your feedback on them.

### **Discussion topics included:**

**Augmented communication methods**, which was a discussion around work being done to help people with additional communication needs, or those without English as a first language, to communicate with our crews and/or 999. Multiple points were raised by our group (full details can be read in the minutes to be sent), and as a result

**Our Patient Transport Service.** An overview of the service and the ways people can qualify. As a result of group feedback, a video laying out the process of applying to getting picked up is being made to make the process clearer and to allay any anxiety for a patient.

**Our Paramedic education.** An open invitation was made for greater public representation within our Ambulance Academy, which hopes to embed the importance of public engagement in PFPI and relate that to the day-job for our trainee Paramedics. Two of our PFPI representatives have come forward to offer the Academy their support, and we want to reiterate this call and remind our volunteers of the opportunity to help make a positive impact on our trainee Paramedics. This can be as little as sitting in on a class, and giving feedback on how what is discussed will relate to a member of the public. **Please get in touch for more information.**

**Specialist Paramedics.** We had to give a truncated overview of Specialist Paramedics, due to running out of time for our meeting. However, this will be picked back up at a later meeting.

### **Motorbike rider "lucky to be alive"**

An HR worker who thought he was going to die after flying from his motorbike after a collision with a van has praised the SAS emergency responders who came to his aid.

Read more: <https://scottishamb-newsroom.prgloo.com/news/motorbike-rider-lucky-to-be-alive>

If you have any news or events that you would like to include in the newsletter please email details to **scotamb.communications@nhs.net**