

2015/16 National Tariff Payment System: A consultation notice

Annex 7d: Ambulance and patient transport services

26 November 2014

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This annex sets out details of the national currencies for ambulance and patient transport services. It establishes what to include and exclude when applying these currencies. Any services not specified in these lists are not subject to a national ambulance currency.

1. Urgent and emergency care calls answered.
 - The number of emergency and urgent calls presented to switchboard and answered.
 - Include 999 calls, calls from other healthcare professionals requesting urgent transport for patients, calls transferred or referred from other services (such as other emergency services, 111, other third parties).
 - Include hoax calls, duplicate/multiple calls about the same incident, hang-ups before coding complete, caller not with patient and unable to give details, caller refusing to give details, response cancelled before coding complete.
 - Exclude calls abandoned before answered, patient transport services requests, calls under any private or non-NHS contract.

The unit is the price per call.

2. Hear and treat/refer.
 - A pre-condition of this currency is that as a result of the call an ambulance trust healthcare professional **does not** arrive on scene.
 - The number of incidents - following emergency or urgent calls - resolved with the patient(s) receiving clinical advice by telephone or referral to a third party.
 - Include patients whose call is resolved - without despatching a vehicle or where a vehicle is despatched but is called off from attending the scene before arrival - by providing advice through a clinical decision support system or by a healthcare professional providing clinical advice or by transferring the call to a third party healthcare provider.

The unit is the price per patient.

3. See and treat/refer.
 - The number of incidents resolved with the patient(s) being treated and discharged from ambulance responsibility on scene without conveyance of the patient(s).

- Include incidents where ambulance trust healthcare professionals arrive on the scene and refer (but do not convey) the patient(s) to any alternative care pathway or provider.
- Include incidents where, upon arrival at scene, ambulance trust professionals are unable to locate a patient or incident.
- Include incidents despatched by third parties (such as 111 or other emergency services) directly accessing the ambulance control despatch system.

The unit is the price per incident.

4. See, treat and convey.

- The number of incidents – following emergency or urgent calls – where at least one patient is conveyed by ambulance to an alternative healthcare provider.
- Alternative healthcare provider includes any other provider who can accept ambulance patients, such as A&E, minor injuries unit, walk-in centre, major trauma centre, independent provider etc.
- Include incidents despatched by third parties (such as 111 or other emergency services) directly accessing the ambulance control despatch system.
- Exclude patient transport services and other contracts with non-NHS providers.

The unit is the price per incident.