



NEPTS - ENHANCED SERVICE

End of Life Care Rapid Transport Service

0300 123 9210
(HCP use only)
ABMU Health Board Only

Version 1.1
January 2018

ENHANCED Service - End of Life Transport Booking Policy/Process

Introduction

Every year there are many End of Life Care (EoLC) patients that require transport to convey them either to/from their home/hospital/hospice to their preferred place of death. When such a requirement occurs, transport is often required very rapidly and comes with specific requirements whether medical or social.

It is recognised that knowing how and where to access this transport is often difficult and this can sometimes lead to delays in transport or inappropriate/incorrect bookings being made.

This policy & process has therefore been developed to ensure that the patient, their families and healthcare professionals have a clear booking pathway to access end of life transport. The policy also assists Health Care Professionals (HCP) and Transport Providers to capture the relevant information in a timely and sensitive manner to ensure the delivery of a high quality, timely and caring service.

Policy Aims:

The aims of the policy are as follows:

- To provide clear guidance on the scope of the enhanced End of Life Care Transport Service.
- To provide clear guidance on the eligibility of patients that can access the EoLC transport service
- To provide a clear booking process for all EoLC patient transport requests
- To provide clear guidance to Healthcare professionals, patients and their representatives on service standards.

Service Scope

The remit of the EoLC transport service is to provide timely and appropriate transport for eligible patients receiving palliative care that require transport to their preferred place of death (PPD) and do not require the support of a Paramedic or Emergency Medical Technician.

The service consists of an all Wales booking process with a single point of booking for healthcare professionals.

The service will operate between the hours of **0930 and 1730 Monday to Friday** and can be contacted on **0300 123 9210**. All EoLC transport journeys must be booked by a Healthcare Professional.

Outside of these hours, contact 0300 123 9234. This service is the urgent transport request service and not a specific EoLC transport service, therefore it will not follow the same service eligibility.

Note - The service does not represent a separate booking process for palliative patients requiring transport to and from planned appointments. These journeys should be booked in the normal manner.

Service Eligibility

An EoLC patient will be eligible for rapid transport if:

- The journey is to convey the patient to their preferred place of death only.
- The journey is required more than 2 hours and less than 48hrs after the time of the booking request.
- A DNACPR is in place.

Eligibility will be established at the point of booking.

Service Standards

The EoLC rapid transport service aims to undertake 100% of journeys within the requested pick-up times and also to provide the appropriate equipment as requested in the original booking.

Should a journey be requested where the service is unable to meet the needs of the patient for any reason, a service representative will contact the relevant HCP to discuss alternative options within 1 hour of the service becoming aware of the issue.

Booking Process

Only requests for EoLC rapid transport made via the EoLC Rapid transport booking line will qualify under this process. All journey requests made through other routes will not fall under the scope of the EoLC Rapid Transport service and therefore may not be undertaken within the required standards.

All booking enquiries will be subject to a screening process to ensure their eligibility for the service.

If a request for transport is found to be in-eligible for the EoLC Rapid Transport service then the journey requester will be diverted to the routine transport booking line or advised to book in their normal manner e.g. web booking.

Once eligibility has been established, journey details will be requested as follows:

- Patient details – name, address, telephone number, contact details, NHS number
- Journey start & end locations
- Required date and time of the journey.
- Mobility status of patient (all bookings for the EoLC transport service will default to a stretcher journey unless otherwise advised).
- Escorts required to travel with patient (medical and other).
- Any equipment or medical requirements during the journey e.g. oxygen, syringe driver.
- Access arrangements and guidance on where/with whom to leave patient when at destination.
- Instructions should access be unavailable.
- Instructions should death in transit occur e.g. whether to return to hospital or to continue to home.
- A DNACPR form must accompany the patient (or PAC Plan if under 18). As this service is operated by a non-paramedic crew they are unable to make a clinical judgement decision in the event of cardiac arrest. (default therefore being to commence CPR in absence of DNACPR)
- Any other specific instructions

Welsh Ambulance Services NHS Trust
Non Emergency Patient Transport Service (NEPTS)

Please note – it is imperative that all of the above information is provided at the time of booking. Any journey requirements requested after this point may lead to the journey either being delayed or postponed.

Please ensure any medication request from pharmacy is done prior to booking transport.

Contacts/Further Support

██████████ WAST End of Life Care Lead – ██████████

████████████████████