



Does your patient need an ambulance?

Call the Thames Valley healthcare professional line for inter-hospital transfers and emergency or urgent transport to hospital.



0300 123 9826

(The healthcare professional line is not for use by members of the public).

LEVELS

1

Immediately life-threatening

Cardiac arrest, anaphylaxis, life threatening asthma, obstetric emergency, airway compromise and cardiovascular collapse



2

Emergency admissions or transfers

Sepsis with NEWS2 score ≥ 7 , M.I., CVA, acute abdomen, acute ischaemic limb, acute pancreatitis, major gastrointestinal haemorrhage and overdose requiring immediate treatment.



3

Urgent admissions

Urgent admission to hospital. Examples may be patients who require urgent investigations to inform ongoing care



4

Non-emergency admissions

Admission to hospital by ambulance for ongoing care but do not need to be managed as an emergency



Please note: You will be asked clinical questions about the patient's condition. In a life-threatening situation or an emergency request, the attending clinician must make the call to ensure accurate information is provided. Where delegation is unavoidable, the caller must be able to answer basic triage questions about the patient's condition.



Health Care Professional (HCP) requests for Emergency Ambulances

South Central Ambulance Service NHS Foundation Trust (SCAS) recognises the importance of rapid treatment and transport of patients to hospital. At times of high demand there may be very few ambulances available, and it is therefore vital that the correct transport request is made.

The following guidance has been created to give clinicians an understanding of the response categories for Health Care Professional (HCP) requests.

Who is an 'HCP'?

An HCP is a registered professional, such as a doctor, a midwife, a nurse, a paramedic, a physiotherapist or a pharmacist. Ideally it will always be the HCP that contacts the ambulance control room for Level 1 and 2 transport requests, so that the most accurate clinical information can be shared with our control room staff and frontline ambulance crews.

Level 1 HCP response

This is the ambulance service's highest level of response, and is **reserved only for immediate life threatening cases** such as a cardiac arrest in the surgery, anaphylaxis, and immediate airway problems that require immediate intervention. This category will also include obstetric emergencies where there is a threat to the life of the mother or baby.

The standard response time is within **7 minutes** from the time of your request and this will take precedence over all other levels of response.

You must only use this category for patients with an **immediate threat to life**.

Level 2 HCP response

This is the ambulance service's 2nd highest level of **emergency** response and will include patients with a NEWS2 score ≥ 7 , heart attack, stroke and surgical emergencies.

The standard response time is within **18 minutes** from the time of the call.

Level 3 HCP response

A significant number of HCP admissions will lie in the level 3 response category. This will include patients who require **urgent** assessment in hospital, but who do not require an emergency response.

The standard response time are; within **1 hour**, or **2 hours** based on clinical need.

Level 4 HCP response

Many patients will lie in the level 4 HCP group. This will include patients who are being admitted under specialities at hospital, but do not require an urgent or higher response.

The standard response time is within **4 hours**.