

Improving care for people who Frequently call 999: co-production of guidance through an Observational study using Routine linked data and Mixed methods (InFORM)

Fellowship funded by Health and Care Research Wales

Dr Ashra Khanom



Aim: to co-produce guidance for care for patients who make high use of the 999 ambulance service



Canolfan PRIME Cymru
PRIME Centre Wales



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Why this study?

- 999 ambulance services are under pressure
- A few people make very high use of the 999 service
- High users have complex health and/or social-care needs
- Ambulance services have introduced a multi-disciplinary, cross-sector approach to try to meet patients' needs and reduce emergency care contacts



Research

- Review the published evidence
- Explore the epidemiology of callers using linked data through SAIL
- Understand how patients feel about the care that they receive - bio-photographic interview methods
- Understand the perspectives of care providers - focus group interviews
- Co-produce with stakeholders a guidance for optimum care

Acknowledgements

Research Advisory Group (RAG) members for their expertise:

Adrian Edwards ¹, Bethan Mair Edwards ², Bridie Evans ³, Penny Gripper ², Heather Hughes ⁴, Ann John ³, Robin Petterson ⁵, Ceri Phillips ³, Nigel Rees ⁵, Jason Scott ⁶, Alan Watkins ³

Academic mentors:

Alison Porter ³, Helen Snooks ³

Cardiff University¹, PPI², Swansea University³, Independent collaborator⁴, Welsh Ambulance Services Trust⁵, University of Northumbria⁶

We would also like to thank Health and Care Research Wales for funding this study and the NHS for supporting this study: WAST and Cardiff and Vale and Aneurin Bevin Health Boards and FreCaNN (National Ambulance Service Frequent Caller Network)

