

# Advanced Paramedic Practitioners working within GP Out of Hours services in Hywel Dda University Health Board

## Introduction

Hywel Dda University Health Board (HDUHB) GP Out of Hours (GPOOH) services were struggling to maintain a consistent service provision for the local population. These pressures were having significant impact on WAST, with a notable increase in patients accessing the 999 system and a subsequent increase in conveyance to Emergency Departments.

## Objectives

The aim of the project was to work collaboratively with HDUHB to provide high quality clinical support to the GPOOH services. A small team of master's level educated Advanced Paramedic Practitioners (APPs) from the Welsh Ambulance Services NHS Trust (WAST) joined HDUHB supporting the Out of Hour's service, undertaking home visits and treatment centre consultations. This increased the capacity of the GP OOH service and enhanced resilience allowing GP colleagues to see patients with more complex needs in the community. This partnership was a bid to improve services and provide a sustainable model of OOH care for the local population.

## Methods

A team of six APPs supported the service providing an APP in the HDUHB area, five nights a week and both days on the weekend. They were trained to use the GPOOH software system and familiarised with local Health Board policies and procedures. The project commenced with the APPs carrying out autonomous home visits and treatment centre consultations in November 2018.

## Impact

The WAST APPs have now undertaken nearly 950 home visits since November 2018 accounting for over 20% of all home visits being undertaken by the GPOOH service in HDUHB (Fig.1). In addition to this, they are approaching 800 treatment centres consultations across the HB. The APPs have also benefitted from clinical supervision, hot reviews and robust learning opportunities whilst working alongside GP colleagues. They have self-reported increased confidence and changes to their practice which has had a positive and measurable impact on the care they provide when working in the WAST 999 system. Fig.2 shows the impact on conveyance following APP attendance when responding for WAST. The top 6 MPDS codes attended by APPs are shown in Fig.3.

## Outcome

WAST and GPOOH now work collaboratively to deliver timely, appropriate and safe care to our patients across HDUHB whilst also having a positive impact on the development of staff within the wider 999 system.

Fig.1 -Total Number of GP OOH Home Visits

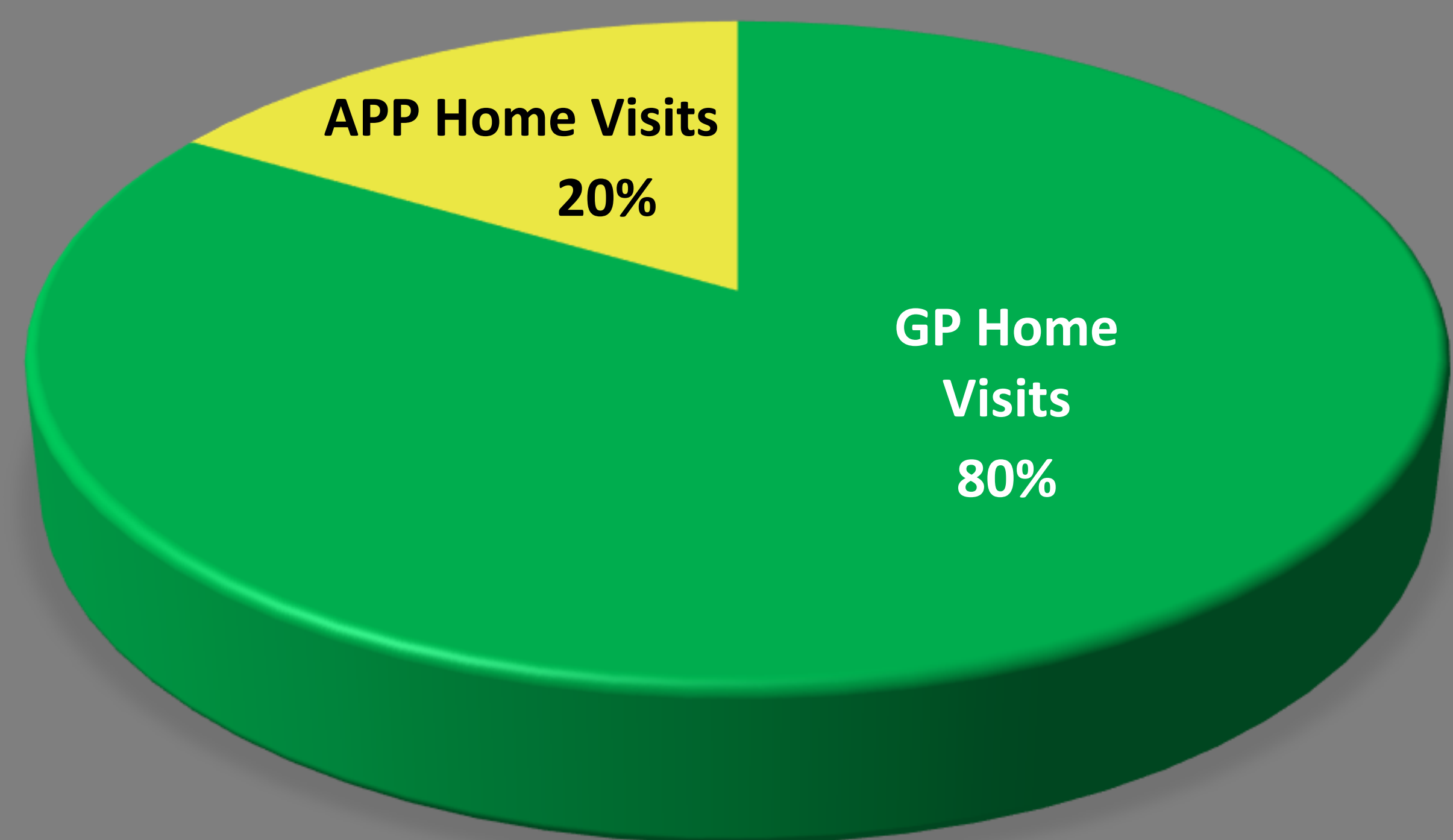


Fig.2 - Conveyance following APP attendance in the WAST 999 system

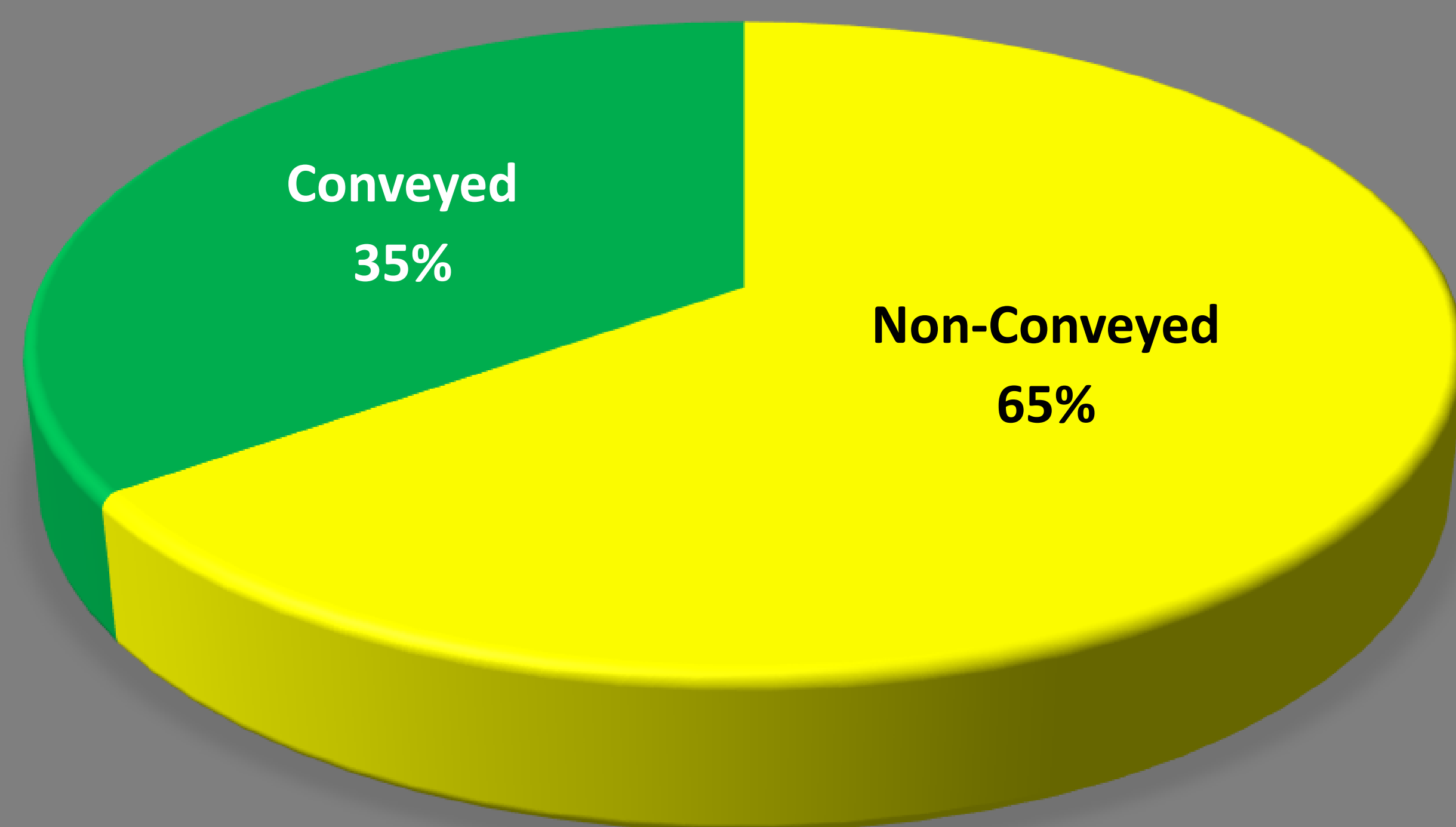


Fig.3 -Top MPDS codes attended by APPs

- 06 - Breathing Difficulties
- 10 - Chest Pain
- 17 - Falls
- 26 - Sick Person
- 31 - Unconscious/Syncope
- 35 - Card 35 HCP Calls

