

Dear Paramedic Crew,

Worcestershire Acute Hospitals NHS Trust apologises that we are currently unable to safely take over the care of your patient and that you and your patient are being held in a queue to enter our Emergency Department (ED).

A member of our clinical team will be to see you and your patient and explain the current situation as well as undertaking a Global Risk Assessment (GRAT). A member of our clinical team will see you and your patient every 30 minutes to perform a repeat GRAT and ensure that there has been no significant deterioration in your patient's condition.

You must alert the HALO, a member of the clinical site team or ED team if your patient falls under one of the following categories:

- Potentially requires time critical therapy e.g. onset of stroke-like symptoms within past 4.5hrs, myocardial infarction (ST segment elevation on Electrocardiogram:).
- Vital signs are deteriorating (increasing NEWS score).
- Severe Sepsis – NEWS ≥ 5 and source of infection (e.g. cough, abdo pain, headache with neck stiffness, dysuria, skin infection).
- Inability to control pain.
- You have significant concerns that your patient's condition is objectively deteriorating.

You must also alert the HALO or a member of the ED Team if your patient appears to be improving and is less sick than you originally thought e.g. do you think it's appropriate for your patient to be sitting in the ED waiting room, rather than on an ambulance? To satisfy the 'Fit to Sit' criteria as defined in the 'Fit to Sit' Standard Operating Procedure:

- Patients should be deemed 'Fit to Sit' if they are capable of sitting in the waiting room without any support and are capable of registering & taking part in the triage process independently (i.e. on their own).
- The decision to move a patient to 'Fit to Sit' status should either be made by the ambulance triage nurse or senior doctor. The patient must transfer from the Ambulance to the main ED waiting room to sit and await assessment by either an Emergency Nurse Practitioner (ENP), General Practitioner (GP) or doctor in the 'Majors' area of the department.
- The 'Sit' area is defined as the ED Waiting Room, this does not include the corridors area of the ED without express permission of the duty senior doctor.

Once again, apologies for the delay please be assured that we are working extremely hard to arrange for your patient to be taken into the Emergency Department taking into account the clinical priority other the other cases also waiting in ambulances.

James France
Clinical Lead / Consultant Emergency Medicine

Clare Bush
Matron, Emergency Department