

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

## Collaboration and engagement

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## Why this study?

- 999 ambulance services have challenging response time targets to meet
- In all services, a minority of people make very high use of the 999 service
- High users have substantial and 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



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# Aim: to co-produce guidance for care for patients who make high use of the 999 ambulance service for testing in a subsequent study

## Objectives:

- Summarise what is already known about patients who make high use of emergency ambulance service
- Describe the epidemiology of 'Frequent Calling'
- Understand how patients/carers feel about the care that they receive from the ambulance service
- Understand the perspectives of ambulance service paramedics and other providers of care in relation to this population
- Work with stakeholders to co-produce guidance about optimum care



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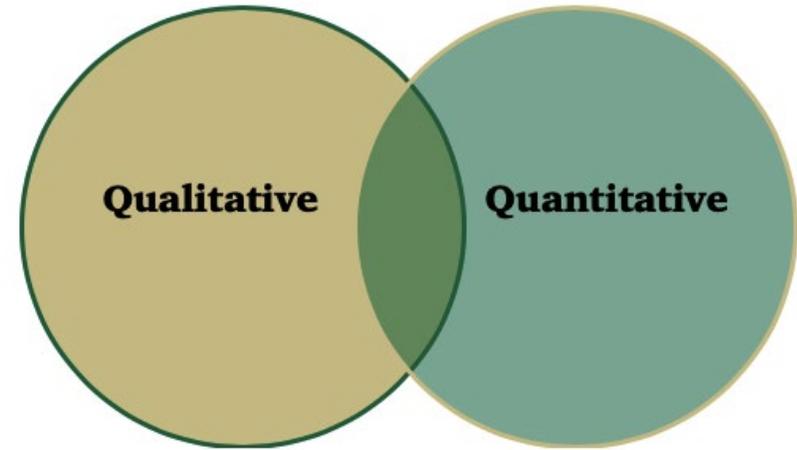


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# Methods

## Mixed methods study

- Review published evidence
- Explore the epidemiology of callers in Wales using linked health data
- Bio-photographic interviews with patients
- Focus groups with health and care professionals and support workers delivering care to these patients.
- Hold co-production workshops to develop ‘Guidance for Care’



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## Collaborative working – Research Advisory Group

- Public and Patient Involvement (PPI) members
- Welsh Ambulance Service NHS Trust (WAST)
- Academics
- Consultant on social care



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# PPI

## Why did I want to have PPI involvement?

- Ensure research is open and transparent
- Check that we are asking the right research questions
- Challenge and critique our research design and approach to data collection
- Provide perspective on a disparate research population
- Share experience of receiving care

## How I went about working with Penny and Bethan?

- It requires time, space to talk and engage informally, commitment, ability to listen and persuade and bring people together under a common objective
- Be clear on the expected level of engagement from your PPI members
- Be prepared to think outside the box (payments, meeting times, transport, venues)
- Stay in touch, a quick update is much appreciated



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## Pre bid development and prior to award confirmation

- Develop terminology, research questions, study design,
- Review of proposal
- Review of costings for PPI involvement
- Feedback from PRIME PPI Super group
- Mock interview with Super PPI members: Mari and Brenda



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## Post award

- Research Advisory Group: PPI, WAST, Academics, and Consultant
- Ethics and HRA approvals: document review
  - Study protocol
  - Patient information sheets
  - Bio-photographic interviews and health professionals focus group questions
- Analysis of qualitative data
- Co-production workshops: co-facilitate and develop a 'Guidance of Care'
- Stakeholder event: co-facilitate, share and discuss study finding's and 'Guidance of Care'
- Dissemination: policy makers, conferences, public events, papers



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# Over to Penny



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# Acknowledgements

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1 Cardiff University, 2 PPI, 3 Swansea University, 4 Independent collaborator, 5 Welsh Ambulance Services Trust, 6 University of Northumbria

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