

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Dave has been working all day and is tired. He has just fallen off a ladder and is responsive, but cannot get up. Worried, his wife Jane wants emergency advice and calls 999.

A

Advice and Assessment

Jane calls 999. The call handler provides advice and assessment over the phone and asks Jane to not move him.

S

Same Day

The call handler confirms that Dave needs an emergency ambulance. When the ambulance arrives the paramedics suspect he has a broken thigh bone.

A

A&E

Dave is taken to A&E in the hospital that specialises in Trauma and Orthopaedics. They are expecting him and are ready to receive him. He is assessed and found to have a broken thigh bone, which could be a risk to his life. He is transferred from A&E to theatre. As he is at the Centre of Excellence that specialises in trauma surgery, they operate that day.

P

Personalised Care

Shared records mean that Dave's information is available to the teams looking after him and ensure seamless care. He experiences no delays to his treatment or surgery at the Centre of Excellence and makes a good recovery.