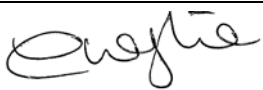


Date:	12 th April 2018
Meeting:	NLCCG Governing Body
Item Number:	Item 2
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Author: <i>(Name, Title)</i>	Chloe Nicholson, Quality Manager
GB Lead: <i>(Name, Title)</i>	Catherine Wylie, Director of Nursing and Quality
Director approval <i>(name)</i>	Catherine Wylie, Director of Nursing and Quality
Director Signature (MUST BE SIGNED)	

Report Title:	Patient Story – Briefing Note
Decisions to be made:	Members are asked to review and note the content of this report.

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>
Reduced unwarranted variations in services	<input type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input type="checkbox"/>
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input type="checkbox"/>
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input checked="" type="checkbox"/>	To note <input type="checkbox"/> Decision <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):	
<p>The Patient Story for the Governing Body meeting, to be held on 12th April 18, relates to a patient’s experiences of emergency support services in North Lincolnshire. Consent has been given by the patient and their family to share this story with the Governing Body; this story has previously been published in the media.</p> <p>This story relates to emergency care services provided by East Midlands Ambulance Service NHS Trust, and Lincolnshire Integrated Voluntary Emergency Services provided in North Lincolnshire.</p> <p>East Midlands Ambulance Service (EMAS) provides emergency 999 care and telephone clinical assessment services for a population of 4.8 million people across the East Midlands area. North Lincolnshire falls within the northern point of the EMAS boundary.</p> <p>Lincolnshire Integrated Voluntary Emergency Services (LIVES) is a voluntary emergency service who responds to complex or traumatic 999 medical emergencies across Lincolnshire. LIVES provide first response support through doctors, nurses and paramedics in local villages and communities.</p>	
Recommendations	
Report history	This is the latest update to support this agenda item.
Equality Impact	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Sustainability	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Risk	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Legal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Finance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Patient, Public, Clinical and Stakeholder Engagement to date

	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Clinical:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Public:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

NLCCG Governing Body

April 2018

Patient Story

Introduction

The Patient Story for the North Lincolnshire Clinical Commissioning Group (hereafter, the CCG) Governing Body meeting, to be held on 12th April 18, relates to a patient's experiences of emergency support services in North Lincolnshire.

Mr Chapman and his family have given their consent to share this story with the Governing Body; this story has previously been published in the media.

Background Context

The story provided below relates to emergency care services provided by East Midlands Ambulance Service NHS Trust, and Lincolnshire Integrated Voluntary Emergency Services provided in North Lincolnshire.

East Midlands Ambulance Service (EMAS) provides emergency 999 care and telephone clinical assessment services for a population of 4.8 million people across the East Midlands area. North Lincolnshire falls within the northern point of the EMAS boundary.

Lincolnshire Integrated Voluntary Emergency Services (LIVES) is a voluntary emergency service who responds to complex or traumatic 999 medical emergencies across Lincolnshire. LIVES provide first response support through doctors, nurses and paramedics in local villages and communities.

Mr Chapman's Story

Mr Chapman is 67 years old and lives in Barton-Upon-Humber, with his wife and son.

One Friday night, Mr Chapman was enjoying a game of snooker with his son, at their local snooker club, when he started to feel unwell. He told his son that he didn't feel well and he ordered a taxi home.

At 10.30pm Mr Chapman walked into his home and greeted his wife, before resting on the sofa to ease his symptoms. At this stage, Mr Chapman did not know what was wrong as he did not recognise the symptoms, and he had no history of heart problems. However, his son had recently completed a first aid course at work and recognised the symptoms of a heart attack; he called 999.

Mr Chapman was experiencing a cardiac arrest, and moments later he lost consciousness and stopped breathing.

His wife then made a second 999 call; during this second call the 999 call handler provided Mr Chapman's son with advice on how to perform chest compressions on his father. His son started CPR and continued the compressions until help arrived.

Minutes later, a Lincolnshire Integrated Voluntary Emergency Services (LIVES) Doctor arrived on scene and was able to provide vital defibrillation to Mr Chapman. Soon afterwards, the EMAS Emergency Ambulance crew arrived.

Once Mr Chapman was stabilised, EMAS transported him to Hull Royal Infirmary Hospital. As the EMAS crew transferred Mr Chapman to hospital staff, he was sitting up and talking.

Unfortunately, Mr Chapman went into cardiac arrest again whilst in hospital, and he was transferred to Castle Hill Hospital for a stent to be fitted.

Reflecting on the events of that evening, Mr Chapman remembers arriving at his house from the snooker club, lying on the sofa and drifting off to sleep. He added:

"I was unable to talk to the 999 operator as the pains in my arms and chest was too severe. I then started to drift off. I remember what happened on the Friday and the next thing I remember is waking up on Sunday in hospital."

His son states that he owes saving his father's life to the first aid course that he completed at work, and the advice provided to him over the phone by the 999 call handler.

Conclusion

Early recognition, CPR and defibrillation are key links in the chain of survival.

Dr Mark Clayton, Doctor with LIVES states,

"I am able to provide three links in the chain of survival; however my actions don't mean anything without the first two links. The 999 call [made by Mr Chapman's son] and CPR saved his father's life."

Mr Chapman's story is now being shared through St John Ambulance training to inspire people to learn how to save a life.



Useful contacts

- East Midlands Ambulance Service NHS Trust

Further information on EMAS, and the services that EMAS provides, can be accessed via the link below:

<https://www.emas.nhs.uk/>

- Lincolnshire Integrated Voluntary Emergency Services

Further information on LIVES, and the services that they provide, can be accessed via the link below:

<https://lives.org.uk/about-lives-lincolnshire/>