Information about agencies to be shared in
'Making Enquiries under S.42' training

1. Who are we?

East Midlands Ambulance Service (EMAS)

Please note: this logo cannot be used without permission from EMAS

2. What do we do?

EMAS provide 999 emergency and urgent care services across Derby City and Derbyshire. EMAS also provide Patient transport services within Derby City and Derbyshire.

3. Referral route

- 999 emergency calls can be made by anyone;
- Patient transport services can be HCPC referral, or self-referral.

4. Who do we work with and criteria for accessing the service?

No criteria, and patients are triaged when they ring 999. All ages attended.

Patient transport service has criteria established by the CCG for access to patient transport services please see below.

Patient transport is available for patients who:

- require assistance from skilled ambulance staff e.g. require access to oxygen whilst travelling;
- have a medical condition that would prevent them from travelling to hospital by any other means;
- have a medical condition that might put them at risk from harm if they were to travel independently;
- have treatment with side effects that requires support from skilled ambulance staff.

5. Where geographically do we work?

EMAS cover 6,500 square miles across the East Midlands. EMAS cover Derbyshire, Leicestershire, Northamptonshire, Nottinghamshire, Lincolnshire, North East Lincolnshire and North Lincolnshire. This includes the city and county areas.

6. **What hours do we work and what level of response can be expected inside and outside of hours?**

    EMAS 999 services are available 24-hours a day, 7 days a week.

    Patient transport service is available Monday-Sunday for extended days to support in discharge and outpatients.

7. **What information do we hold about people?**

    EMAS hold personal identifiable data around individuals and have access to their medical records.

    EMAS can provide information about 999 attendances and provide themes and trends regarding call outs around the region.