| SOP Title | The use of Rapid Assessment Area (RAA) in ED at HRI | | |
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| SOP Number | | | |
| Version Number | V1 | | |
| Effective Date | October 2017 | | |
| Author | Louise Croxall Matron | | |
| Approved by | | | |
| Approval date | | | |
| Distribution | | | |
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| Document Control | | | | |
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| Version | Date | Author | Status | Comments |
| V1 | 23rd October 2017 | Louise Croxall | | |
| V2 | November 2017 | Louise  Croxall | | |
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| SOP Objectives | To ensure patients are assessed in a timely manner and the Yorkshire Ambulance Service (YAS) crews meet their turnaround criteria |
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| Scope | |
| Performance Measures | YAS Turnaround times<br>Assessment times |
| Related Documents | |

| No. | Action | Responsibility |
|-----|--------|----------------|
| | **Work Instruction –** The use of EDIT in ED at HRI | |
| 1 | All patients who arrive by YAS, don't need resus and also don't meet the self-handover criteria set out by YAS will be assessed in RAA | |
| 2 | Patients requiring immediate resuscitation<br>• YAS crews will notify and handover a resus patient at the earliest opportunity and may become unavailable via their communications department if they need more time to complete paperwork, clean vehicle etc. | |
| 3 | Patient not requiring immediate resuscitation will be assessed in RAA<br>• YAS crew notifies on screen<br>• Nurse takes handover from the crew and decides the most appropriate area for the patient to be seen.<br>• If the patient needs majors and there are cubicles available they should go directly to a cubicle.<br>• If there is no cubicle available then the patient is seen in RAA by the interventional team and if necessary full investigations taken as according to appropriate to care sets.<br>• If patient is able then they can sit in seated waiting area to await a cubicle<br>• If the patient is stretcher bound they should wait on ED trolley in RAA for appropriate cubicle in majors to become available and inform co-ordinator straight away that the patient is waiting | |
| 4 | YAS handover should be completed by the nurse and YAS crew identifying the most appropriate reason for over the 15 minutes delay if appropriate. It is everyone responsibility to monitor turnaround times and making sure crews turnaround in a timely manner. Escalating all concerns and problems to nurse in charge. | |
| 5 | Reception staff to be based in RAA to book patients in when appropriate staffing to help reduce delays. | |
| 5 | If there are more than 3 patients waiting in RAA for cubicles this needs to be escalated to Nurse in charge for internal escalation and response. | |
| 6 | If YAS waits approach in excess of 15 minutes then Nurse co-ordinator must be informed. | |
| 7 | If YAS waits approach in excess of 30 minutes Matron or appropriate On call manager should be informed. Nurse co-ordinator must contact OP supervisor also to inform of waits in department. Nursing staff to go | |

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| | down the que and assess the fit to sit patients relieving the que. | |
| 8 | All crews in breach of 60 minute wait must have datix filled out to ensure recording of possible harm. | |