

Improving transfers for acute coronary syndrome (ACS) patients

Developed by the Cardiac Network

Introduction

Acute coronary syndrome (ACS) is a term used to describe a range of conditions associated with sudden, reduced blood flow to the heart. Within Greater Manchester, the Cardiac Acute Transfer System receives over 3500 referrals a year for coronary angiography/intervention.

The patients require transfer from and return back to the admitting district general hospital to a specialist centre in Greater Manchester that provides coronary angiography. The specialist centres are:

- Manchester University NHS Foundation Trust (Manchester Royal Infirmary and Wythenshawe Hospital);
- Northern Care Alliance NHS Foundation Trust (Fairfield General Hospital);
- Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust (Royal Albert Edward Infirmary).

This transfer has historically been provided by the North West Ambulance Service (NWAS). However, due to recent constraints within NWAS, this group of patients frequently had their transfers cancelled or delayed leading to longer waits for their procedures.



The challenge was to find a solution that would ensure that patients are transferred for their procedures within a timely, reliable manner. NWAS are still providing the service with support from the private ambulance provider.

“Since the introduction of the private ambulance for ACS patients, we have seen a smoother flow within the patients hospital journey. The bottlenecks in the system that were previously seen with transport delays are no longer an issue and we are therefore seeing a reduction in admission to procedure times.”

Claire Parr, Cardiac Transfer Manager

“I am incredibly proud of the work led by the Cardiac Network to improve admission to procedure times for patients requiring coronary angiography. Through the network we were able to work together across organisational boundaries in Greater Manchester to implement a solution that has led to improved patient care.”

There remain significant challenges in the management of ACS patients requiring angiography. Using this collaborative approach, I am confident that we will be able to rise to the challenges and improve this essential service further.”

**Professor Farzin Fath-Ordoubadi,
Consultant Cardiologist and Clinical Lead, Cardiac Network**

Our actions

Identify the issue



Form the working group



Agree what was needed from the ambulance transfer service



Develop the case and get approval to proceed



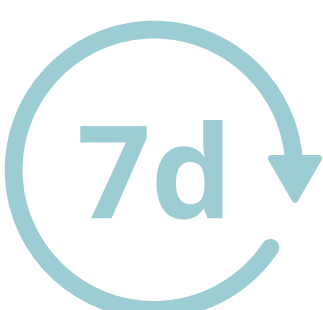
Agree the host organisation for procurement



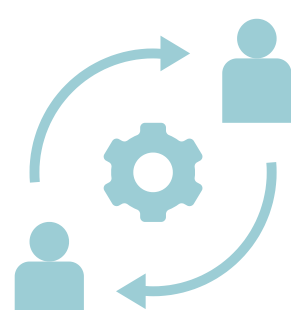
Procure the service



Results



7 day a week service for ACS patients



Service coordinated in GM by Cardiac Transfer Manager



No cancellations



Delays in transfers are those out of our control, e.g. roadworks