



Process for GPs and Care Teams to send DNACPRs to SECAMB

Background

Do Not Attempt Cardio-Pulmonary Resuscitation (DNACPR) orders are put in place to support patients' wishes at the end-of-life. South East Coast Ambulance Service (SECAMB) has recently changed the process of how we manage DNACPR forms that are received into the Trust to help ensure they are available to our clinicians at the point of patient contact.

Until recently, GPs and other care teams faxed DNACPRs to SECAMB. These were received into several different locations within the Trust and could take some time to reach our admin team for them to upload a 'marker' on the patient's address. This marker acted as a prompt to any attending ambulance clinicians to look for the original paper DNACPR on scene. If the clinician was unable to locate the patient's DNACPR form (e.g. due to it being lost) they could have limited options other than undertake CPR.

The New Process

In future, SECAMB will no longer accept DNACPR forms which are faxed into the Trust. Instead, forms will need to be emailed to SECAMB where they will be uploaded onto our Intelligence Based Information System (IBIS) as a PDF within 2 working days. This change is being introduced to reduce the risk of a patient's wishes not being adhered to due to their DNACPR being unfound on scene in an emergency.

When a DNACPR form is generated in the community, the form should be emailed to SECAMB's secure email address. It will then be uploaded by dedicated data assistants to the IBIS system, separate from any other records that may exist for the patient. This will act as a 'back-up' if the ambulance clinician is unable to easily locate the original DNACPR form at the time of a 999 call.

DNACPRs should be sent to dnacpr.secamb@nhs.net

The DNACPR will be assessed for legibility and validity prior to upload. If the form is considered invalid then it will be sent back to the originator and a further copy will be requested. In order to assist the data assistants we suggest that either the patient information is clearly written or a printed patient detail sticker be used in order to make the form easier to read once uploaded.

To ensure the form is recognised as valid by SECAMB clinicians, and to allow for effective upload, all of the following information is required on the DNACPR:

- ✓ Patient details – Full name, address, NHS number (very important for upload)
- ✓ Signed and dated by the appropriate senior Health Care Professional
- ✓ Review date (if applicable) or indefinite.

SECAMB will continue to accept faxes for the time being however **only on our dedicated safe haven of 01622 740801**, although efforts will be made to discourage this practice to ensure we comply with Information Governance practices. We also advise a separate DNACPR form is sent to the above email even if resuscitation status is detailed on an existing IBIS care plan. This is to ensure a marker

is added to the patient's address to notify attending clinicians and ensure the electronic copy on IBIS can be easily located at the time of a 999 call.

Under this new process, if the original paper DNACPR form cannot be located at the patient's address, or has been mislaid or destroyed, the ambulance clinician can contact the 999 control room to verify that we hold an electronic copy on IBIS and not commence/cease CPR.

Standards for DNACPR Forms

We recommended that the patient should still retain a paper copy of the red bordered DNACPR form. The new electronic process seeks to complement normal practice and provide a failsafe in the event that a DNACPR cannot be located in the patient's home.

To address all possible scenarios, SECamb has set our standards for managing DNACPR orders as:

- + **Bronze** – Electronic DNACPR held on IBIS or paper DNACPR (either red bordered or non-colour original) with patient.
- + **Silver** – Electronic DNACPR held on IBIS and paper DNACPR (non-colour original) with patient.
- + **Gold** – Electronic DNACPR held on IBIS and paper DNACPR (red bordered original) with patient.

We are keen that all Health Care Professionals aim to achieve the Gold Standard of a red bordered DNACPR form on scene with the patient and a PDF of the DNACPR uploaded and available through IBIS

If a DNACPR has been sent in to the SECamb DNACPR address, the team should be updated if the patient moves address or leave the area. Information about changes should include the patient name, New GP and new address. The team should also be updated in the event of any document being rescinded.

Palliative Care Handover Forms

Palliative Care Handover forms which are sent into the Trust will be uploaded to IBIS if a corresponding DNACPR form has also been received.

SECamb does not have the capacity to add all Palliative Care Handover forms to IBIS. If one has been written without a corresponding DNACPR then the team should seek to add the information directly to IBIS themselves so that ambulance clinicians can access vital information.

If your team is not yet signed up to IBIS or would like information about the benefits of sharing clinical information with SECamb, please contact the IBIS team by emailing IBIS@secamb.nhs.uk

Please send any queries regarding the new DNACPR process to SECamb's End of Life Care Lead Shirmilla Austin at: shirmilla.austin@secamb.nhs.uk