



National Assembly for Wales / Cynulliad Cenedlaethol Cymru
[Health and Social Care Committee / Y Pwyllgor Iechyd a Gofal Cymdeithasol](#)

[Inquiry into alcohol and substance misuse / Ymchwiliad i gamddefnyddio alcohol a sylweddau](#)
Evidence from Welsh Ambulance Services NHS Trust – ASM 26 / Tystiolaeth gan Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru– ASM 26

Inquiry into alcohol and substance misuse

Alcohol consumption or intoxication is a factor in many of the patients that the ambulance service encounters.

In order to provide information to the enquiry we are offering evidence demonstrating the effect of alcohol on calls within the Cardiff City Centre area during the night-time economy of the weekend and large sporting events and the effects of a frequent caller on the service whose chief complaint is related to alcohol addiction.

Cardiff City Centre

This data relates to the periods of 8pm until 4am on Friday and Saturday nights (16 hours per week) over the period 1 November 2013 – 31 October 2014. This data includes the 2013 Autumn Internationals and RBS Six Nations.

Because of the volume of calls generated in the CF10 area during the weekend night time economy peaks WAST deploys a ring fenced rapid assessment triage vehicle and a transport ambulance crew. The resources are tasked by either WAST following a 999 call or the door staff of venues via a “City Net” radio. The “triage” covers an area covering from City Hall in the North to Cardiff Central railway station in the South and from Cathedral Road in the West, to Queen Street in the East. This area is a little over one mile square. These resources were deployed to over 700 calls over the reference period.

This activity accounted for 10% of the total call volume of the Cardiff and Vales UHB area for the reference period. Patients who are merely intoxicated are not taken by the triage to hospital. Cardiff and the Vale UHB collaborate with WAST and the Safer Cardiff Partnership to provide an alcohol treatment centre (ATC). Of the 700 calls attended by triage over the reference period 608 were conveyed to the ATC.

| Hour of Call (Alcohol Treatment Centre Activity) | | | | | | | |
|--|---|---|---|----|----|----|----|
| 0 | 1 | 2 | 3 | 20 | 21 | 22 | 23 |



| | | | | | | | |
|----|----|----|----|----|----|----|----|
| | | | | 10 | 18 | 26 | 41 |
| 46 | 58 | 45 | 17 | 23 | 33 | 44 | 40 |
| 74 | 46 | 61 | 26 | | | | |

Frequent alcohol related callers

The following call data relates to a single alcohol dependant patient in Cardiff. This data lists all calls from this patient over the period 9 October 2014 until 19 November 2014. This is a six week period. WAST attended to this patient on 41 occasions over this period and conveyed the patient to hospital on 26 occasions. On the remaining 15 occasions the patient was referred to NHS Direct or treated on scene or referred to the patients GP.

Managing this patient committed 38 hours, or a little over three whole ambulance shifts, and many hours of NHS Direct nurse advisor and GP time. The cost of the ambulance call outs at £232 per incident was over £7,600.

| Selected Location: XXXXXX, CARDIFF | | | | Total Vehicle Workload: 2328 minutes – 39 hours | | | | | | |
|------------------------------------|---------------------|-------------|-----|---|----------|-----------|---------|--------------|---|--------------------------------|
| Warning: | | | | | | | | | | |
| ID | DateTime | PatientName | Age | Disp Code | Priority | Best Resp | CSign | Mins Engaged | MPDSproblem | StopCode |
| P1325931 | 09/10/2014 19:24:24 | | 45 | 21D04 | RED2 | 10.7 | PSA3001 | 158 | | transported |
| P1325931 | 09/10/2014 19:24:24 | | 45 | 21D04 | RED2 | 10.7 | PSR1235 | 51 | | transported |
| P1330580 | 16/10/2014 16:13:55 | | 45 | 17B01 | GREEN1 | 58.1 | PSA1007 | 83 | MALE, ALCOHOL FALLEN | transported |
| P1330580 | 16/10/2014 16:13:55 | | 45 | 17B01 | GREEN1 | 58.1 | PSA1008 | 29 | MALE, ALCOHOL FALLEN | transported |
| P1330580 | 16/10/2014 16:13:55 | | 45 | 17B01 | GREEN1 | 58.1 | PSR1235 | 2 | MALE, ALCOHOL FALLEN | transported |
| P1331830 | 18/10/2014 12:06:09 | | 45 | 26O01 | GREEN3 | | | | MALE ALCOHOL WITHDRAWAL NEEDS TO STOP DRINKING | Transferred NHSD Nurse Advisor |
| P1331875 | 18/10/2014 13:09:23 | | 45 | 35A01 | GREEN3 | 185.6 | PSTAXI | 83 | NHSD P/B - ALCOHOLIC/SEVERE WITHDRAWAL ABDO PAINS ANXIOUS | transported |
| P1331875 | 18/10/2014 13:09:23 | | 45 | 35A01 | GREEN3 | 185.6 | PTAXI1 | 86 | NHSD P/B - ALCOHOLIC/SEVERE WITHDRAWAL ABDO PAINS ANXIOUS | transported |
| P1333250 | 20/10/2014 14:03:07 | | 45 | 10D04 | RED2 | 17.7 | PSA1030 | 137 | | transported |
| P1334398 | 22/10/2014 14:32:16 | | 45 | 10D05 | RED2 | 17.7 | PSA1001 | 0 | | transported |
| P1334398 | 22/10/2014 14:32:16 | | 45 | 10D05 | RED2 | 17.7 | PSA1070 | 86 | | transported |
| P1337147 | 26/10/2014 22:21:50 | | 45 | 17B01 | GREEN1 | 10.2 | PSA1009 | 139 | MALE ALCOHOL WITHDRAWAL | transported |
| P1337147 | 26/10/2014 22:21:50 | | 45 | 17B01 | GREEN1 | 10.2 | PSR4015 | 1 | MALE ALCOHOL WITHDRAWAL | transported |



| | | | | | | | | | | | |
|----------|---------------------|--|----|-------|--------|------|--|---------|-----|--|--------------------------------|
| P1337735 | 27/10/2014 20:17:12 | | 45 | 26A04 | GREEN3 | | | PSR1235 | 2 | MALE ALCOHOL WITHDRAWAL-SHAKING HALLUCINATIONS | Transferred NHSD Nurse Advisor |
| P1337741 | 27/10/2014 20:29:38 | | 45 | 21B02 | GREEN1 | 48 | | PHC1 | 23 | MALE ALCOHOL WITHDRAWAL- VOMITING | transported |
| P1337741 | 27/10/2014 20:29:38 | | 45 | 21B02 | GREEN1 | 48 | | PSA1003 | 271 | MALE ALCOHOL WITHDRAWAL- VOMITING | transported |
| P1338785 | 29/10/2014 16:05:34 | | 45 | 25O01 | GREEN3 | | | PSR1206 | 1 | MALE - FALLEN, HALLUCINATING AND NOT EATING | Transferred NHSD Nurse Advisor |
| P1338804 | 29/10/2014 16:26:09 | | 46 | 30D02 | RED2 | 13.7 | | PSR1204 | 67 | MALE HEAD INJ POSS LOST CONSCIOUSNESS SLURRED SPEECH | Refd To GP Out Of Hours |
| P1341779 | 02/11/2014 22:58:10 | | 45 | 17O02 | GREEN3 | | | PSA1068 | 8 | MALE ALCOHOL WITHDRAWAL HALLUCINATIONS | Transferred NHSD Nurse Advisor |
| P1341787 | 02/11/2014 23:30:50 | | 45 | 25O01 | GREEN3 | 15.2 | | PSA1009 | 80 | NHSD PASSBACK - ALCOHOL WITHDRAWAL HEAD INJ 4HOURS AGO | transported |
| P1342569 | 04/11/2014 02:58:26 | | 45 | 10D04 | RED2 | 15.1 | | PSA1521 | 128 | MALE ALCOHOL WITHDRAWAL | transported |
| P1345355 | 08/11/2014 06:43:14 | | 45 | 21B01 | GREEN1 | 53.8 | | PSA1030 | 75 | ALCOHOL WITHDRAWAL | transported |
| P1345355 | 08/11/2014 06:43:14 | | 45 | 21B01 | GREEN1 | 53.8 | | PSR4006 | 3 | ALCOHOL WITHDRAWAL | transported |
| P1346763 | 10/11/2014 04:13:56 | | 45 | 10D04 | RED2 | 29.1 | | PSA3002 | 85 | ALCOHOL WITHDRAWAL UNWELL | transported |
| P1346981 | 10/11/2014 11:38:02 | | 45 | 17B01 | GREEN1 | 87.7 | | PSA1046 | 132 | ALCOHOL WITHDRAWAL FALLEN OVER | transported |
| P1348028 | 11/11/2014 23:24:39 | | 45 | 26C02 | GREEN1 | 20 | | PSA1002 | 107 | MALE SUFFERING ALCAHOL WITHDRAWAL | transported |
| P1348028 | 11/11/2014 23:24:39 | | 45 | 26C02 | GREEN1 | 20 | | PSA1022 | 8 | MALE SUFFERING ALCAHOL WITHDRAWAL | transported |
| P1348296 | 12/11/2014 12:46:10 | | 45 | 17B01 | GREEN1 | 20.9 | | PSA1068 | 125 | RI | transported |
| P1348296 | 12/11/2014 12:46:10 | | 45 | 17B01 | GREEN1 | 20.9 | | PSR1235 | 4 | RI | transported |
| P1349630 | 14/11/2014 11:40:29 | | 45 | 26O01 | GREEN3 | | | PSR1235 | 1 | | Transferred NHSD Nurse Advisor |
| P1349671 | 14/11/2014 12:43:23 | | 45 | 17B01 | GREEN1 | | | | | MALE SUFFERING SEVERE ALCOHOL WITHDRAWAL | Transferred NHSD Nurse Advisor |
| P1349692 | 14/11/2014 13:13:32 | | 45 | 35A01 | GREEN3 | | | PEMS | 36 | HCP | Patient Deteriorated |
| P1349729 | 14/11/2014 13:56:40 | | 45 | 26C01 | GREEN1 | 16.9 | | PSA1002 | 79 | MALE WITHDRAWING FROM ALCOHOL | Referred To GP |
| P1351096 | 16/11/2014 11:04:38 | | 45 | 26C02 | GREEN1 | 15 | | PSA1002 | 2 | MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL | Patient Treated At Scene |
| P1351096 | 16/11/2014 11:04:38 | | 45 | 26C02 | GREEN1 | 15 | | PSA1009 | 39 | MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL | Patient Treated At Scene |
| P1351096 | 16/11/2014 11:04:38 | | 45 | 26C02 | GREEN1 | 15 | | PSR4006 | 2 | MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL | Patient Treated At Scene |
| P1351751 | 17/11/2014 10:31:41 | | 45 | 17B01 | GREEN1 | 12.3 | | PSA1022 | 86 | ALCOHOLIC FALLEN OVER | Referred To GP |
| P1351751 | 17/11/2014 10:31:41 | | 45 | 17B01 | GREEN1 | 12.3 | | PSR4006 | 2 | ALCOHOLIC FALLEN OVER | Referred To GP |
| P1352009 | 17/11/2014 15:17:20 | | 45 | 17A03 | GREEN3 | 29.4 | | PSA1030 | 84 | | transported |
| P1353308 | 19/11/2014 14:19:40 | | 45 | 17B01 | GREEN1 | | | PSCD | 23 | | Transferred NHSD Nurse Advisor |