

Helen Hall

James Paget University Hospitals NHS Foundation Trust  
Contact: rd.office@jpaget.nhs.uk

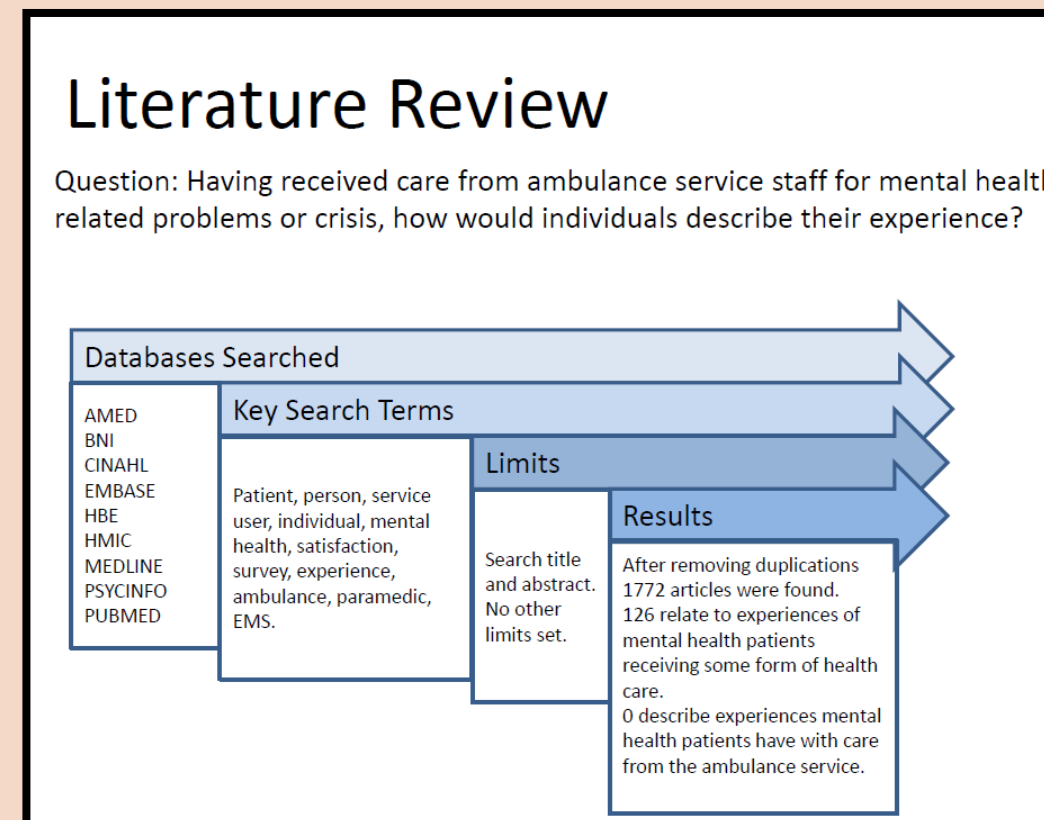


# Mental health care from the ambulance service: where is the patient's voice?



172,799 calls to English ambulance services for mental health problems in 2016/2017 (1)

This is an increase of 23% compared to 2014/2015 (1)



Although there is a paucity of published literature relating to experiences of mental health patients using the ambulance service there is a wealth of information around the experiences of mental health service users in hospitals and in the community. According to the literature the following themes are persistent over the years and seem to be following a negative trend(2)(5).

Feelings of fear, stigma and being discriminated against leading to avoidance of services (3)

Lack of compassion and warmth from health care professionals(2)

Not being included in decision making(4)

SCOPING

HILL STATION

COLLABORATION STREET

IRAS STATION

DIALOGUE PARK

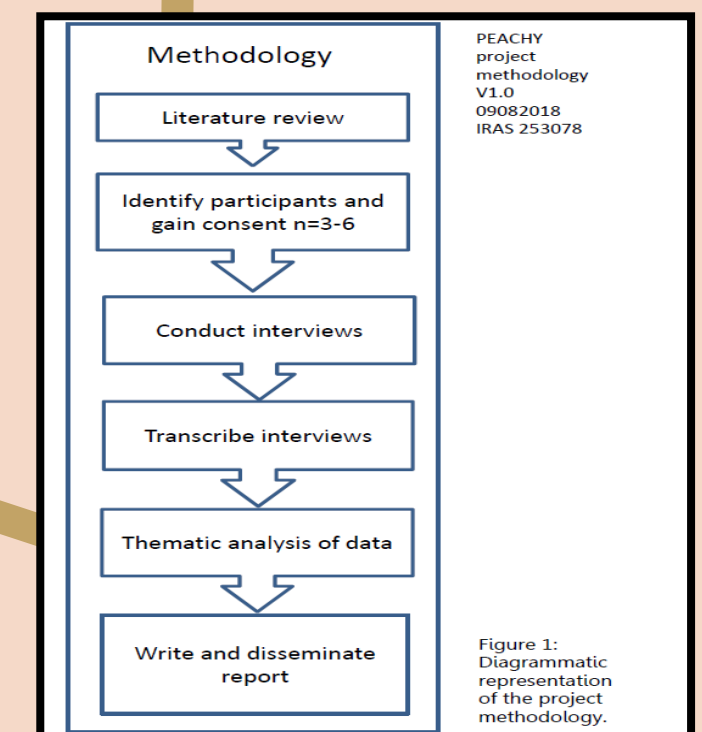


Patient & Public Involvement (PPI) : one contributor spoke about her experience of using the ambulance service during a mental health crisis. She felt there was "no compassion, no care". Another contributor said she had had mixed experiences with care given by ambulance staff some positive and some negative. The PPI representatives say they consider this topic important. They have contributed directly to the study protocol and will continue to be involved up to and including dissemination of findings.

CONCEPT LANE

### Introduction:

Although patient experience is measured in many health organisations there is a lack of literature relating to ambulance service user experience. This project intends to conduct in depth interviews to get a patient's view of the care, received from staff who work for the ambulance service. This study is specifically investigating patients who have called for an ambulance due to an episode of mental health crisis or problem.



There were no articles found specifically relating to experiences of patients using the ambulance service for a mental health problem– a real gap in the evidence base.

### References

1. Ambulance call-outs for mental health patients in England soar by 23%. Guardian News & Media Ltd, 2017.
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5. Rees, N., F. Rapport, and H. Snooks, Perceptions of paramedics and emergency staff about the care they provide to people who self-harm: Constructivist metasynthesis of the qualitative literature. Journal of psychosomatic research, 2015. 78(6): p. 529-535.

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