



SEE-IT Study Newsletter

Emergency Medical Services Streaming Enabled Evaluation In Trauma: The SEE-IT Trial

WELCOME TO THE SPRING 2023 NEWSLETTER

This newsletter includes an update from the project team and a spotlight on the SEE-IT **Research Paramedics** including **reflections from the SECAmb Research Paramedics** about their time working on the SEE-IT Trial and an **update from the research paramedic involved in the London Ambulance Service sub-study.** We hope you enjoy reading this newsletter!

Update from the Project Team

The 'testing' part of the SEE-IT Trial finished at the end of November 2022. We successfully completed 6 trial weeks over 6 months, including 31 shifts where we used live video streaming, and 31 shifts where we didn't. We also included 3 shifts where we tested to see if we could decide if video streaming is used or not as the calls came in (by opening envelopes to tell the dispatcher whether to use it or not).



Most of the data collection is now complete in the main trial, including data we have collected when observing the trial shifts in the emergency operation centre (EOC) and surveys and interviews with EOC staff and 999 callers about their views and experiences of using live streaming. The Research Paramedics have been busy visiting hospitals across Kent, Surrey and Sussex to gather information from the medical records of patients involved in the incidents during the trial weeks, following receipt of their consent to do this. From now until the study officially closes in July 2023, the project team will be busy completing the data collection, then analysing all the data we have so we can answer our research questions and write up the findings and share them.

Meet the team: SECAmb Research Paramedic spotlight

During the six months that the trial was live, the SEE-IT Project Team included six Research Paramedics who were seconded from their paramedic roles at SECAmb for 50% of their time. We are so grateful for their hard work and dedication to the trial. Below you will see their reflections of being part of the SEE-IT Trial:



Fon Yan Li (Yan)

I have been a paramedic at Dartford ambulance station for 3 years, after completing my studies at the University of Greenwich. I was drawn to the role of Research Paramedic because I enjoyed the academic aspect of my degree, and relished the thought of participating in research that could potentially transform the pre-hospital sector.

On the road I have often found an incongruence between the incident that appears on the ambulance screen and the actual event which has taken

place. It has been interesting to witness live video footage from the scene where a major trauma has occurred and see that enhanced care is appropriately dispatched; or in some cases where the trauma is minor, advising the patient to self-present at the nearest emergency department. In a time where the NHS is already under so much pressure, I think it's important that resources are sent where they are most needed.

I've enjoyed participating in a feasibility trial and everything the process encompasses. I've also thoroughly enjoyed working with the University of Surrey and the KSS team.

Andrew Fooks (Andy)

I have been employed in the ambulance service for the past 18 years. I started as a technician and then progressed onto my paramedic qualification. I have been very lucky to be based at Thameside throughout, but we do get to travel around quite a lot to different hospitals and Ambulance Make Ready Centres whilst on shift. I've said for a long time that video calling is *"the way to go for many of our calls"* to get a better understanding of the true nature of the call.



When this project was advertised it was something that I had to investigate further. I've not been involved in research before, but as we read a lot of research papers, I thought it would be good to get a better understanding of what's involved. One of the most interesting aspects of the project for me has been working in the EOC alongside the HEMS (air ambulance) dispatchers and critical care desk. To 'see the other side of the coin' has been a real benefit to my role as an operational paramedic as I have a much better understanding of the help they can provide to frontline crews.

I've been interested in seeing how this project has developed over the past few months and will be equally interested to see how live video streaming can be used for patient benefit in the future.

Meet the team: SECAmb Research Paramedic Spotlight



Oliver Fitzgerald (Olly)

Following completion of my undergraduate studies in 2017 I have worked for SECAmb as a frontline paramedic for the past 5 years. My degree showed me how research informs clinical practice; in recent years prehospital research in the UK has developed and provided the setting for many significant studies such as the AIRWAYS-2, PARAMEDIC2 and the RePHILL trial.

When the opportunity to work as a research paramedic for the SEE-IT trial was advertised I applied intrigued to experience what working in a

research capacity involved. The role of a 'research paramedic' is still a very new position nationally, and the first time the role has been advertised within SECAmb. I have enjoyed working within a team of fellow research paramedics and overcoming the challenges and adversities of running the study within the trust. Being part of a project that could have implications for the way calls are triaged in the future has been very rewarding.

Having never stepped into a control room prior to starting this role, working within the trusts EOC's has given me an insight into the challenges of telephone triage, and a view of the bigger picture of the demand and challenges facing ambulance services today. A personal highlight was witnessing live video streaming on 5 successful occasions during one shift and how informative it was for critical care dispatch decisions.

Caroline Cripps

I have been working as a paramedic for over 6 years after graduating from The University of Greenwich BSc Hons Paramedic Science course in 2016. For most of my student placements and as a qualified paramedic, I have worked out of Thanet Make Ready Centre in East Kent.

I became interested in the Research Paramedic role as I wanted to explore other aspects of Paramedic Practice alongside my role as a clinician on the road. I found the concept of the SEE-IT Trial very



interesting as working in East Kent can be very remote, so delays in dispatching an enhanced care team can be life threatening. With long run times for HEMS (air ambulance), and by road the nearest Major Trauma Centre potentially can be over 1 and a half away – even on blue lights.

Since working on the trial, I have learnt a lot about how a feasibility trial runs and how feedback from everyone involved influences the changes made along the way. I have really enjoyed working in the EOC and working alongside the clinical and academic teams that have been involved in the trial. I have been able to view several live video streams and I am always impressed by the general public's willingness to help others by engaging and allowing access to their phone camera.

Anthony Coe

I have been a registered paramedic for a little over 8 years and the majority of that time has been spent working 'on the road' on double manned ambulances or single response vehicles. Over the last 3 years I have also spent some of my time working in the EOC as a Clinical Supervisor.

I was keen to be part of the SEE-IT trial as I believe that video-streaming can be an excellent tool in the triage of patients presenting to the ambulance service via 999. Triaging 999 calls effectively will help to ensure that patients receive the correct level of response for the treatment/management of their illness or injury. Being involved in this trial has given me the opportunity to witness the amazing work that the Air Ambulance KSS dispatchers and Critical Care Paramedics working on the Critical Care Desk do on a daily basis. Undertaking this role over the last 7 months has given me a deeper appreciation of the complexities of clinical research and I have thoroughly enjoyed working with and learning from a range of people from different professional backgrounds.

London Ambulance Service sub-study update

London Ambulance Service

Scott Munro



Last year - as part of the SEE-IT Study - I had the opportunity to observe the London Air Ambulance Paramedics and London Ambulance Service Advanced Paramedic Practitioners in Critical Care at the London Ambulance Service (LAS) EOC, where they have already introduced and implemented live streaming. During my time there, I collected data on the routine use of live streaming technology to dispatch specialist teams to trauma incidents.

As part of the larger SEE-IT study, this arm of research is evaluating the acceptability and usefulness of live streaming for trauma incidents in a diverse urban inner-city population. It was fascinating to see the technology in action, from minor wounds to life-threatening injuries. To gain further insight, I had the privilege of interviewing LAS staff who use live streaming, and their thoughts and opinions on the technology will greatly contribute to the study.

We are currently analysing all the data I collected, and writing up the findings so we can share them. I am grateful for the time and contributions of the LAS staff and look forward to being able to share the results soon.

What's next?

Our next newsletter will be shared in Summer 2023 where we will be able to share the key findings from the study. Please contact the research team if you have any comments or questions: <u>SEE-IT@surrey.ac.uk</u>

Thank you for your interest. With our best wishes from the SEE-IT Project Team.

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