

## Large print and other languages

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এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মত বিকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যেতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিক্যাল টিমের সাথে কথা বলুন।

Na żądanie te informacje mogą zostać udostępnione w innych formatach, takich jak zapis większą czcionką lub łatwą do czytania, a także w innych językach. Aby uzyskać więcej informacji, porozmawiaj ze swoim zespołem specjalistów.

Macluumaadkaan waxaa loo heli karaa qaab kale, sida ugu akhrinta ugu fudud, ama far waa weyn, waxana laga yabaa in lagu heli luuqaado Kale, haddii la codsado. Wixii macluumaad dheeraad ah, kala hadal kooxda xarunta caafimaadka.

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

ہی عملومات تمبادل افر میٹس یس سدتیاب ی ک اج کست ی ہیں، یجسد اہک ژپھنے یس سآن ای ژبا رپنٹ وار درخواست پر متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، پانی کیلنکل ٹیم سے بات کریں۔!

## Patient Advice and Liaison Service (PALS)

Please contact us if you need general information or advice about Trust services: [www.bartshealth.nhs.uk/pals](http://www.bartshealth.nhs.uk/pals)

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## Patient information

# Adult Critical Care and Emergency Support Services (ACCESS)



## What is ACCESS?

ACCESS is an NHS service covering critical care patients within London. We provide safe and efficient transfer of critically ill and high-risk patients between hospitals.

Our specialist team includes retrieval and transfer trained Consultants, Doctors-in-Training and Transfer Practitioners using dedicated ambulances to allow continuing critical care during transit.

ACCESS provides care to patients over the age of sixteen years, but we may occasionally transfer teenage children who are adult sized where children's transfer services are unavailable, or patients are being cared for by adult services.

## Why am I, or my loved one, being moved?

There are many reasons to be transferred between hospitals. The clinical team at your current location will be able to discuss your specific case with you and explain the reasons for this decision. In general, there are three reasons why a patient may be moved:

- Clinical transfer — being transferred for specialist treatment not available in the original hospital.
- Repatriation transfer – being transferred to a local hospital closer to home, usually following a period of specialist care.
- Non-clinical transfer — being transferred because the local Intensive Care Unit has no available beds. This is the least common type of transfer.

## Can relatives travel with us?

Unfortunately, we are usually unable to allow relatives to travel with us in the ambulance, however, we or the accepting team will

notify the next of kin on arrival at the receiving destination. You should be provided with contact details for the receiving destination by your clinical team to allow relatives to make their own way there or arrange future visits.

In certain circumstances, such as with a patient under sixteen years old, it may be possible for parents or guardians to accompany the patient in the ambulance.

## What treatment will I or my relative receive during transfer?

Our teams can provide portable critical care whilst moving patients in our ambulance – this includes artificial ventilation, administration of sedatives or blood pressure medication and monitoring of patient observations.

Our teams will ensure that patients are as comfortable as possible during transit. It is possible to adjust temperature, position, lighting, administer pain relief and administer anti-sickness medication should it be required.

Your comfort is a key priority for us.

## Leave your feedback

To help us improve our service please use the QR code below to open our feedback form or visit: [access-london.nhs.uk/patients-relatives-feedback/](https://access-london.nhs.uk/patients-relatives-feedback/)

