

# Working collaboratively to enhance medical student understanding of ‘Right Care, Right Place’.

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## Introduction

Deprived areas have the most high intensity ambulance and emergency department users; (1,2) Dundee city in the Tayside region is ranked as one of the most deprived areas in Scotland. (3) The Scottish Ambulance Service (SAS) 2030 Strategy Vision ‘Saving more lives, reducing inequalities, improving health and wellbeing’ describes the services’ role in delivering ‘the right care, in the right place at the right time’. (4) ‘Right Care, Right Place’ is also key Scottish Government guidance (5) which is promoted by NHS Tayside Emergency Department. We have collaborated locally with SAS to create robust systems and joint working which help reduce unnecessary conveyance and provide signposting to more appropriate services. We recognise the significant ambulance service role in this concept and the skills and knowledge they have as beneficial to medical students during undergraduate training.

## Methods

Observational shifts with the Scottish Ambulance Service were introduced as part of the 4th Year MBChB ‘Acute Care Block’. Students are assigned to work with a local ambulance crew. Once these shifts had been established we gathered data from the students and SAS on the experience. Data was collected by sending an anonymous survey to medical students once they had completed their block and all ambulance personnel at the local stations.



## Results

The data collected demonstrated that 100% of the students found the shift useful for learning and 85% of SAS personnel enjoyed taking the medical students out on shift. The medical student responses indicated that they were provided with clear objectives and supporting material, however there is a gap in the information provided to SAS. To rectify this we have produced a poster for the stations with information pertaining to student knowledge and abilities, intended learning outcomes and feedback. We have also provided a debrief system for both SAS and students.

I think the shifts are so beneficial to highlight the pre-hospital challenges we face but also highlights how supported we are in this area with pathways and consultant connect, etc.

A very good hands on experience of the prehospital environment and the reality of the ambulance service.

...shifts are good to allow an understanding as the medical students move on in their career...each student has shown a genuine interest in what we do!

## Conclusion

These observational shifts provide the students with a unique insight into health inequalities and some of the challenges faced in deprived areas. This interprofessional education allows the students to witness firsthand the importance of ‘Right Care, Right Place’ and the collaborative working between SAS and the Emergency Department locally. Both the students and the SAS enjoy this opportunity to work in partnership and we aim to provide clearer intended learning outcomes and supplementary material to support this, along with appropriate opportunities for discussion and debrief.

[1] Bellamy, Crabtree and Wilson. Utilising Ambulance Service Data to Address Health Inequalities in Yorkshire. <http://emj.bmj.com/> Emerg Med J: first published as 10.1136/emered-2024-999.5 on 8 December 2024.

[Downloaded on 8<sup>th</sup> Jan 2025]

[2] British Red Cross. Nowhere else to turn. Exploring high intensity use of Accident and Emergency services. Nov 2021. Available at <https://www.redcross.org.uk/about-us/what-we-do/we-speak-up-for-change/exploring-the-high-intensity-use-of-accident-and-emergency-services#Key%20findings>. [Accessed 8<sup>th</sup> Jan 2025]

[3] Dundee City Council. Dundee Poverty Profile 2024. Available at [https://www.dundee.gov.uk/sites/default/files/publications/dundee\\_poverty\\_profile\\_2024.pdf](https://www.dundee.gov.uk/sites/default/files/publications/dundee_poverty_profile_2024.pdf). [Accessed 8<sup>th</sup> Jan 2025]

[4] Scottish Ambulance Service – Our 2030 Strategy. Saving more lives, reducing health inequalities, improving health and wellbeing. Available at <https://www.scottishambulance.com/media/3gsf0jbh/our-2030-strategy-final.pdf>. [Accessed 8<sup>th</sup> Jan 2025]

[5] Scottish Government. Right Care Right Place: guidance. Pulished 08 Dec 2021. Available at <https://www.gov.scot/publications/right-care-right-place-2/>. [Accessed 8<sup>th</sup> Jan 2025]

