



London Ambulance Service **NHS**
NHS Trust

NHS
Westminster


City of Westminster


Soho Alcohol Recovery Centre Pilot November /December 2010

Licensing Information


Brian Hayes

Pilot – Aims / Outcomes

Aims:

- ▶ Pilot the development of a fixed site alcohol recovery centre in the West End to which the Alternate Response Vehicle (Booze Bus) would bring the patients suffering the effects of alcohol intoxication.
 - ▶ The Centre would provide patients a safe environment with access to medical expertise and care until they can be suitably discharged home.
 - ▶ All patients would be offered alcohol advice by trained staff before being discharged.
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Outcomes:

- ▶ Divert individuals with minor injuries away from A&E thus allowing A&E staff to treat those with most need.
 - ▶ Reduction in alcohol related hospital admissions (N139 /VSC 26).
 - ▶ Assist A&E to meet the 4 hour weight, especially at busy times of the year (e.g. winter combined with festive periods).
 - ▶ Reduction in alcohol related crime and disorder
 - ▶ Reduction in time Police have to wait for Ambulance staff to arrive on scene
 - ▶ Improvement of number of emergency calls responded to by LAS in under 8 minutes when centre is open.
 - ▶ Identify number of problem premises in West End through intelligence gathered from running the alcohol recovery centre.
 - ▶ Provide value for money.
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Current London Ambulance Service (LAS) Practice

Data recorded:

Control Centre:


- ▶ Origin of call
- ▶ Location /Venue/Premises

Paramedics /EMT:

Recorded on the Patient Report Form (PRF) as routine:

- ▶ the pick up spot (this could be inside a premise or outside)

How it happened operationally

- ▶ Pick up spot recorded as per norm on PRF
 - ▶ Pick up spot was also recorded on Pilot Monitoring Form
 - ▶ On sobering up, patient were asked to complete questionnaire which included a question on where they had consumed last drink
 - ▶ Information obtained on premises past to Licensing on weekly basis and local Safer Neighbourhood Team.
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Soho Alcohol Recovery Centre Patient Questionnaire

Please help us to evaluate our service to you, by completing this questionnaire

Please CIRCLE, one box for each question. What do you think of the following aspects of the service?

Your Experience of the Recovery Centre

1.	The facilities available at the Recovery Centre	1 Very Good	2 Good	3 Fair	4 Poor	5 Very Poor
2.	The support offered by the Staff at the Recovery Centre	1 Very Good	2 Good	3 Fair	4 Poor	5 Very Poor
3.	The medical treatment provided by the staff at the Recovery centre	1 Very Good	2 Good	3 Fair	4 Poor	5 Very Poor
4.	The quality of information provided at the Recovery Centre	1 Very Good	2 Good	3 Fair	4 Poor	5 Very Poor
5.	Overall experience	1 Very Good	2 Good	3 Fair	4 Poor	5 Very Poor

Alcohol Use

6.	How often do you have a drink containing alcohol?	Never	Monthly or less	2 - 4 times per month	2 - 3 times per week	4+ times per week
7.	How many units of alcohol do you drink on a typical day when you are drinking?	1 - 2	3 - 4	5 - 6	7 - 9	10+
8.	How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?	Never	Less than monthly	Monthly	Weekly	Daily or almost daily
9.	In the last 12 months, have you ended up in A&E after a night out?				Yes	No

Your Night Out?

10.	Did you have a drink before coming out tonight (pre loading)?	Yes	No
11.	At what establishment did you last have a drink?	<input type="text"/>	

Additional Support

12.	Did you feel you were able to ask questions?	Yes	No
13.	Did you feel your questions were addressed fully?	Yes	No
14.	Did you feel safe whilst at the Recovery Centre?	Yes	No
15.	Were you given a copy of the alcohol advice information leaflet?	Yes	No
16.	Were you provided with information on getting home safely?	Yes	No

Please make any other comments that will help us to improve the service below.

Thank you for taking time to complete this questionnaire

Pilot Data

- ▶ Total of 268 patients were seen in the recovery centre
- ▶ 230 of the patients seen in the centre provided details of where they had last consumed alcohol;
 - ❖ 8 had drunk at home
 - ❖ 6 drunk outside on the streets
 - ❖ 18 couldn't recall the name of establishment
 - ❖ 81 Licensed venues were only mentioned once
 - ❖ 29 venues accounted for the remaining 117 Patients

Post Pilot Learning

Feasibility

- ▶ Not difficult or workload intensive to obtain information regarding last drink in dedicated environment
 - ▶ LAS collect some initial data which can be utilised without any substantial increase in workload (intelligence info)
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