



**National Assembly for Wales / Cynulliad Cenedlaethol Cymru**  
**[Health and Social Care Committee / Y Pwyllgor Iechyd a Gofal Cymdeithasol](#)**

**[Inquiry into alcohol and substance misuse / Ymchwiliad i gamddefnyddio alcohol a sylweddau](#)**  
**Evidence from Welsh Ambulance Services NHS Trust – ASM 26 / Tystiolaeth gan Ymddiriedolaeth GIG**  
**Gwasanaethau Ambiwylans Cymru– ASM 26**

**Inquiry into alcohol and substance misuse**

Alcohol consumption or intoxication is a factor in many of the patients that the ambulance service encounters.

In order to provide information to the enquiry we are offering evidence demonstrating the effect of alcohol on calls within the Cardiff City Centre area during the night-time economy of the weekend and large sporting events and the effects of a frequent caller on the service whose chief complaint is related to alcohol addiction.

**Cardiff City Centre**

This data relates to the periods of 8pm until 4am on Friday and Saturday nights (16 hours per week) over the period 1 November 2013 – 31 October 2014. This data includes the 2013 Autumn Internationals and RBS Six Nations.

Because of the volume of calls generated in the CF10 area during the weekend night time economy peaks WAST deploys a ring fenced rapid assessment triage vehicle and a transport ambulance crew. The resources are tasked by either WAST following a 999 call or the door staff of venues via a “City Net” radio. The “triage” covers an area covering from City Hall in the North to Cardiff Central railway station in the South and from Cathedral Road in the West, to Queen Street in the East. This area is a little over one mile square. These resources were deployed to over 700 calls over the reference period.

This activity accounted for 10% of the total call volume of the Cardiff and Vales UHB area for the reference period. Patients who are merely intoxicated are not taken by the triage to hospital. Cardiff and the Vale UHB collaborate with WAST and the Safer Cardiff Partnership to provide an alcohol treatment centre (ATC). Of the 700 calls attended by triage over the reference period 608 were conveyed to the ATC.

Hour of Call (Alcohol Treatment Centre Activity)							
0	1	2	3	20	21	22	23



				10	18	26	41
46	58	45	17	23	33	44	40
74	46	61	26				

### Frequent alcohol related callers

The following call data relates to a single alcohol dependant patient in Cardiff. This data lists all calls from this patient over the period 9 October 2014 until 19 November 2014. This is a six week period. WAST attended to this patient on 41 occasions over this period and conveyed the patient to hospital on 26 occasions. On the remaining 15 occasions the patient was referred to NHS Direct or treated on scene or referred to the patients GP.

Managing this patient committed 38 hours, or a little over three whole ambulance shifts, and many hours of NHS Direct nurse advisor and GP time. The cost of the ambulance call outs at £232 per incident was over £7,600.

Selected Location: XXXXXX, CARDIFF				Total Vehicle Workload: 2328 minutes – 39 hours						
Warning:										
ID	DateTime	PatientName	Age	Disp Code	Priority	Best Resp	CSign	Mins Engaged	MPDSproblem	StopCode
P1325931	09/10/2014 19:24:24		45	21D04	RED2	10.7	PSA3001	158		transported
P1325931	09/10/2014 19:24:24		45	21D04	RED2	10.7	PSR1235	51		transported
P1330580	16/10/2014 16:13:55		45	17B01	GREEN1	58.1	PSA1007	83	MALE, ALCOHOL FALLEN	transported
P1330580	16/10/2014 16:13:55		45	17B01	GREEN1	58.1	PSA1008	29	MALE, ALCOHOL FALLEN	transported
P1330580	16/10/2014 16:13:55		45	17B01	GREEN1	58.1	PSR1235	2	MALE, ALCOHOL FALLEN	transported
P1331830	18/10/2014 12:06:09		45	26O01	GREEN3				MALE ALCOHOL WITHDRAWAL NEEDS TO STOP DRINKING	Transferred NHSD Nurse Advisor
P1331875	18/10/2014 13:09:23		45	35A01	GREEN3	185.6	PSTAXI	83	NHSD P/B - ALCOHOLIC/SEVERE WITHDRAWAL ABDO PAINS ANXIOUS	transported
P1331875	18/10/2014 13:09:23		45	35A01	GREEN3	185.6	PTAXI1	86	NHSD P/B - ALCOHOLIC/SEVERE WITHDRAWAL ABDO PAINS ANXIOUS	transported
P1333250	20/10/2014 14:03:07		45	10D04	RED2	17.7	PSA1030	137		transported
P1334398	22/10/2014 14:32:16		45	10D05	RED2	17.7	PSA1001	0		transported
P1334398	22/10/2014 14:32:16		45	10D05	RED2	17.7	PSA1070	86		transported
P1337147	26/10/2014 22:21:50		45	17B01	GREEN1	10.2	PSA1009	139	MALE ALCOHOL WITHDRAWAL	transported
P1337147	26/10/2014 22:21:50		45	17B01	GREEN1	10.2	PSR4015	1	MALE ALCOHOL WITHDRAWAL	transported



P1337735	27/10/2014 20:17:12		45	26A04	GREEN3			PSR1235	2	MALE ALCOHOL WITHDRAWAL-SHAKING HALLUCINATIONS	Transferred NHSD Nurse Advisor
P1337741	27/10/2014 20:29:38		45	21B02	GREEN1	48		PHC1	23	MALE ALCOHOL WITHDRAWAL- VOMITING	transported
P1337741	27/10/2014 20:29:38		45	21B02	GREEN1	48		PSA1003	271	MALE ALCOHOL WITHDRAWAL- VOMITING	transported
P1338785	29/10/2014 16:05:34		45	25O01	GREEN3			PSR1206	1	MALE - FALLEN, HALLUCINATING AND NOT EATING	Transferred NHSD Nurse Advisor
P1338804	29/10/2014 16:26:09		46	30D02	RED2	13.7		PSR1204	67	MALE HEAD INJ POSS LOST CONSCIOUSNESS SLURRED SPEECH	Refd To GP Out Of Hours
P1341779	02/11/2014 22:58:10		45	17O02	GREEN3			PSA1068	8	MALE ALCOHOL WITHDRAWAL HALLUCINATIONS	Transferred NHSD Nurse Advisor
P1341787	02/11/2014 23:30:50		45	25O01	GREEN3	15.2		PSA1009	80	NHSD PASSBACK - ALCOHOL WITHDRAWAL HEAD INJ 4HOURS AGO	transported
P1342569	04/11/2014 02:58:26		45	10D04	RED2	15.1		PSA1521	128	MALE ALCOHOL WITHDRAWAL	transported
P1345355	08/11/2014 06:43:14		45	21B01	GREEN1	53.8		PSA1030	75	ALCOHOL WITHDRAWAL	transported
P1345355	08/11/2014 06:43:14		45	21B01	GREEN1	53.8		PSR4006	3	ALCOHOL WITHDRAWAL	transported
P1346763	10/11/2014 04:13:56		45	10D04	RED2	29.1		PSA3002	85	ALCOHOL WITHDRAWAL UNWELL	transported
P1346981	10/11/2014 11:38:02		45	17B01	GREEN1	87.7		PSA1046	132	ALCOHOL WITHDRAWAL FALLEN OVER	transported
P1348028	11/11/2014 23:24:39		45	26C02	GREEN1	20		PSA1002	107	MALE SUFFERING ALCAHOL WITHDRAWAL	transported
P1348028	11/11/2014 23:24:39		45	26C02	GREEN1	20		PSA1022	8	MALE SUFFERING ALCAHOL WITHDRAWAL	transported
P1348296	12/11/2014 12:46:10		45	17B01	GREEN1	20.9		PSA1068	125	RI	transported
P1348296	12/11/2014 12:46:10		45	17B01	GREEN1	20.9		PSR1235	4	RI	transported
P1349630	14/11/2014 11:40:29		45	26O01	GREEN3			PSR1235	1		Transferred NHSD Nurse Advisor
P1349671	14/11/2014 12:43:23		45	17B01	GREEN1					MALE SUFFERING SEVERE ALCOHOL WITHDRAWAL	Transferred NHSD Nurse Advisor
P1349692	14/11/2014 13:13:32		45	35A01	GREEN3			PEMS	36	HCP	Patient Deteriorated
P1349729	14/11/2014 13:56:40		45	26C01	GREEN1	16.9		PSA1002	79	MALE WITHDRAWING FROM ALCOHOL	Referred To GP
P1351096	16/11/2014 11:04:38		45	26C02	GREEN1	15		PSA1002	2	MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL	Patient Treated At Scene
P1351096	16/11/2014 11:04:38		45	26C02	GREEN1	15		PSA1009	39	MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL	Patient Treated At Scene
P1351096	16/11/2014 11:04:38		45	26C02	GREEN1	15		PSR4006	2	MALE SUFFERING FROM EXTREME ALCOHOL WITHDRAWAL	Patient Treated At Scene
P1351751	17/11/2014 10:31:41		45	17B01	GREEN1	12.3		PSA1022	86	ALCOHOLIC FALLEN OVER	Referred To GP
P1351751	17/11/2014 10:31:41		45	17B01	GREEN1	12.3		PSR4006	2	ALCOHOLIC FALLEN OVER	Referred To GP
P1352009	17/11/2014 15:17:20		45	17A03	GREEN3	29.4		PSA1030	84		transported
P1353308	19/11/2014 14:19:40		45	17B01	GREEN1			PSCD	23		Transferred NHSD Nurse Advisor