



NHS

**South East Coast
Ambulance Service**

NHS Foundation Trust



soprano

The lifesaving tech that changed the way South East Coast Ambulance Service works

When a call is made to 999, an operator takes down details and assesses the critical level of the situation before sending an ambulance. However, things can change in the moments after the call ends. A friend or family member may arrive to take the caller to A&E immediately.

With the focus being on getting treatment as soon as possible, informing 999 about this update often won't happen, and an ambulance will still be dispatched.

This can add additional pressure particularly at times of high demand and lead to inefficiencies of time, travel, fuel and cost when an ambulance is no longer required or if the person is no longer at the property. Attempting to gain entry to ensure that nobody is inside and unconscious may result in other emergency services being called to help gain entry which adds additional costs and time as well as legal and insurance claims.

To address some of these issues, SECamb has implemented Soprano's solution — a smart messaging service for 999 and 111 callers.

Supplied by BT, this service sends an SMS message to the caller confirming that an ambulance is being sent. The caller can then simply reply back with 'cancel' if the service is no longer needed.

BT's service has enabled ambulances to be rerouted where needed and help reduce waiting times across the region. It has also prevented a significant number of insurance claims and legal costs, saving the Trust in the region of £400,000 since implementation.

"We have had such a successful deployment of this service, working in partnership with BT and Soprano, and we're now looking to the future with hopes to further improve services at SECamb. This includes looking at areas like Rich Communications Service (RCS) features which offer read receipts and AI chatbot capabilities."

Harry Kirkby
SECamb



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