



Synopsis

Emergency Medical Services Streaming Enabled Evaluation In Trauma: The SEE-IT Feasibility RCT

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Plain language summary

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Why did we do this study?

Witnesses to serious accidents who call 999 might sometimes give incomplete or incorrect information to the ambulance service about the patients' injuries or scene, leading to delays getting the right help. The use of video livestreaming from a caller's mobile phone might help improve the speed and accuracy of decisions made about which resources are needed (e.g. air ambulance or road ambulance). Before we can do a study to determine this, we needed to carry out a feasibility (pre) study to test the procedures and collect information needed to design a future study. This includes checking that 999 callers and staff are willing and able to use video livestreaming and that it does not cause additional stress compared to just talking on the phone.

What did we do?

We tested video livestreaming for serious incidents for 1 week per month (June–November 2022). During trial weeks, the dispatchers (people who decide which resources go where) either used livestreaming or not. This was a randomised trial, which meant that livestreaming was only attempted in half of the incidents. We could then compare the findings. We collected information from each incident, observed how livestreaming was used, and completed interviews and questionnaires with ambulance service staff and 999 callers.

What did we find?

Callers and ambulance service staff found video livestreaming easy to use and acceptable. We did not have enough data to conclude if it helped decide when the air ambulance should be sent, or if it caused additional stress to callers or ambulance staff, but findings supported doing a future study to answer these questions.

What does this mean going forward?

More research is needed to answer important questions about if and how video livestreaming can safely support decision-making about the help needed at accident scenes.