



SERVICE STANDARDS

Mission Statement

The North East Children's Transport and Retrieval (NECTAR) Service aims to provide the highest quality paediatric intensive care for patients and their families from the point of referral to the handover of care at the receiving unit.

- Single regional focus for provision of paediatric critical care for patients presenting as an emergency.
- Provides 24 hour, 365 days, consultant led telephone advice and triaging facility for all referrals.
- Committed to improving and developing the provision of critical care and critical care transport for all patients within its scope of care.

Scope of service

- The NECTAR service will take responsibility for locating an appropriate paediatric intensive care bed for any patient within the North of England Critical Care Network within its scope of care.
- The NECTAR service is currently only funded for intensive care retrievals, but all referrals will be discussed and triaged appropriately by the NECTAR team.
- NECTAR will transport infants and children up to and including 16 years of age.
- NECTAR will transport patients up to a maximum weight of 100Kg.
- NECTAR will transport patient's home for palliative care.

Operational Arrangements

- NECTAR operates a 24-hour telephone contact point accessible by all clinicians wishing to access the service. The Emergency number is **0191 2826699**
- NECTAR will operate one team 24 hours, 365 days a year.
- At times of paediatric intensive care shortage NECTAR will transport patients within its scope of care out of Region.

Service Standards

- The NECTAR service will meet the standards for the retrieval and transfer of critically ill children identified by the Paediatric Intensive Care Society Standards 2010.
- Any child within the scope of care of NECTAR can expect the retrieval team to be mobilised within 30 minutes from decision to retrieve.

- When the capacity of the NECTAR service is exceeded, referrals will be prioritised according to clinical need.
- Early expert advice and management by consultants trained in paediatric intensive care is available to referring hospitals at all times.
- Education and training of the NECTAR staff is a fundamental part of the service.
- An outreach programme will be offered by NECTAR to all referring hospitals.
- At times of paediatric intensive care bed shortage all patients within NECTAR scope of care will be transported to the nearest appropriate paediatric intensive care bed unless the risk of doing so is deemed greater than providing care at the referring hospital.

Team Composition

- 6.0 WTE Consultants
- 1 WTE Operational Manager/Co-ordinator
- 1 WTE Band 7 Clinical Educator
- 6 WTE Band 6 Retrieval/Transport Nurse Specialists
- 2 WTE Band 5 Retrieval/Transport Nurse Specialists Trainee's.
- 3 WTE Band 3 Telephonists/Office administrators
- 5 WTE Ambulance Response Drivers

In agreement with senior nurses from the PICU's within the region, the band 6 NECTAR post holders will rotate into the PICU's at regular intervals to maintain competence and skills.

The senior nurse appointed to NECTAR will maintain their clinical skills by participating in transport/retrievals. They will also maintain their own professional development as stipulated by the NMC (Nursing and Midwifery council).

Consultant staff appointed to NECTAR will retain sessions within their parent discipline in either Anaesthesia/Intensive Care/Accident & Emergency and will maintain their professional development in their parent speciality.

There will be 1 emergency team on duty for the service at all times.

Management of Resources

- Equipment will be maintained and serviced by the biomedical Engineering department (EME) at GNCH.
- Medical and surgical consumables are ordered through the NHS Supply chain.

- NECTAR will be able to provide details on request of the service costs to our commissioning group for Cumbria and North East.

Education and Training

- A full time clinical educator is integral to the NECTAR team.
- All NECTAR staff are expected to participate in an outreach education programme as part of their role.
- Training in paediatric intensive care retrieval is compulsory for those working on the service.
- An induction programme and mandatory yearly updates are in place.
- Retrieval/transport practices are supervised (both medical and nursing) until individuals are assessed as competent using the National Competency Framework.
- An Outreach Programme is offered to all referring Hospitals.

Quality Assurance/Clinical Governance

- All clinical standards laid out in the agreement will be audited.
- Response times will be monitored and performance managed by the NECTAR Service.
- All calls to NECTAR may be recorded.
- An annual report of the service will be provided to the referring/provider clinician's and the Commissioning Group.
- Clinical governance issues are managed in accordance with GNCH policy.
- Complaints will be dealt with by the GNCH complaints department in accordance with national guidelines.