KING'S College LONDON

Ambulance Linkage
User guide

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Registration process

Contact details for SSNAP helpdesk

1) Click register select

2) Select 'Ambulance trust'

SSNAP Registration

Select how you would like to register for the web tool

○ **Clinical registration** - *This is for individuals registering for access to a team account to enter data, review data entry or access team results. If your hospital, team or six month assessment service is participating in SSNAP you should select this option*

◉ **Ambulance trust** - *This is for individuals registering for an Ambulance Trust in England in order to enter prehospital data, review data entry and/or access ambulance trust level results on SSNAP.*

○ **Other registration** - *This is for individuals accessing information about SSNAP but whose organisation is not participating directly in data entry. You should select this option if you belong to one of the following organisations: CCGs, SCNs, CSUs, LATs, NHS England, NHS Wales or HSCNI*

Organisation type: [Ambulance trust ▾]

Group(s):
☑ East Midlands Ambulance Service   Enter registration code: [_____]
☐ East of England Ambulance Service
☐ Isle Of Wight Ambulance Service
☐ London Ambulance Service
☐ North East Ambulance Service
☐ North West Ambulance Service
☐ South Central Ambulance Service
☐ South East Coast Ambulance Service
☐ South Western Ambulance Service
☐ West Midlands Ambulance Service
☐ Yorkshire Ambulance Service

Title: [_____]
First name: [_____]
Last name: [_____]
Job title: [_____]
Telephone: [_____]
Email: [_____]
Confirm email: [_____]
Password: [_____] (must contain 1 upper case character, 1 lower case character, 1 digit and be at least 8 characters long)
Confirm password: [_____]

Please indicate the type of information you would like to receive by email from the SSNAP team? (tick all that apply):

☐ All SSNAP emails
☐ Training opportunities, regional meetings, SSNAP workshops and stroke conferences (essentially renaming the previous "user group" option)
☐ General SSNAP updates in a regular newsletter (renaming the "Newsletter" option)
☐ External surveys or information about stroke that SSNAP wishes to communicate (new option)

Using the email address which you have provided, we will:

- Send you the terms and conditions of SSNAP
- If you are a lead or second lead contact, providing your contact details to other logged-in users of SSNAP so that essential communication can occur between teams
- If you are a lead contact, using your name in The SSNAP Collaboration
- Contacting you in the event of essential issues regarding data entry at your team which need to be rectified
- Contacting you with essential updates regarding SSNAP. This includes release of SSNAP results, deadlines for data entry and dataset changes.

Further details on how we will process your information are available in the privacy notice here and fair processing statement here.

[Register]

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2) You will need the '**Registration Code**' for the team that you are registering for. This can be provided by the Lead Contact and Second Lead Contact of each team (to be found in their 'User Profile' area of the webtool)

3) Select the relevant ambulance service from the list

4) Enter your basic details, such as your name, role and what type of emails you would like to receive from SSNAP

We encourage each ambulance service should designate a: clinical lead for SSNAP responsible for data quality and will sign off. This is to ensure that the processes for collecting and entering data are robust

A deputy (second lead) responsible for the day to day submission of SSNAP data. This user will be the first point of contact for SSNAP

5) Click here to register. A Terms and Conditions email will then be sent to your provided email address. Click on the link provided within the email to approve your account. Your webtool account will not be activated until the terms and conditions of participation have been accepted

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Signing in

Enter your username and password and select sign in

Information about SSNAP audits can be found here

To access the ambulance section of the webtool: go to the 'Clinical' tab then 'Ambulance data' from the list

This is where personal details can be found. Here changes to password and settings can be made. Each team can find the 6 character registration code

This function can be used to search for frequently asked question or send specific queries via Zendesk email service

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Reports

Welcome to the SS

The Sentinel Stroke National Aud
single source of stroke data in En   Ireland.

Find out more...

Annual report   Guidelines   Results   Research   Quality improvement

SSNAP are hiring

We are currently looking for a new SSNAP Intelligence Manager (Data).

Would you like to be involved in the SSNAP team? Act quick, the advert closes 19 August.

Click here to see the advert and apply for the role.

Twitter feed

Tweets by @SSNAPaudit

SSNAP Audit
@SSNAPaudit

October-December 2018 national (all teams) and regional results are now available to all clinical users. Please do not share these results outside the NHS until they are made publicly available.

Mar 11, 2019

SSNAP Audit Retweeted

Mirek Skrypak
@MirekQI

Packed room in our joint @NHSEngland @WelshGovernment @hqip and provider workshop about maximising the impact of the national clinical audit and patient outcome programme to improve quality control, planning and improvement of care through dissemination of timely results

Feb 27, 2019

SSNAP Audit
@SSNAPaudit

Results for October - December 2018

George Dunn wins Paola de Rango award: George Dunn from the SSNAP team won this award at ESOC for high quality research on stroke in women. This would not be possible without SSNAP data. See here for more information on the award from ESOC.

SSNAP Annual Report: SSNAP's fourth annual report titled "Rising to the Challenge" highlights the improvements made in stroke care in England, Wales and Northern Ireland over the past four years. Find out more

Future SSNAP Deadlines: SSNAP are now reporting every 3 months for inpatient teams, and every 6 months for community teams.

For future reporting period dates and deadlines, you can see these on our 'about SSNAP' page

Encrypted exports: From 14 March 2018 it will only be possible to export encrypted files from SSNAP in order to comply with IG and data protection law and regulations for patient identifiable data. 3rd party decryption software such as 7-zip will be needed for this. A guide for installing and using 7-Zip can be found here.

NHS   Clinical Governance

Support

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Finding patients in SSNAP

Three functions are available to find patients

From this dropdown you can show patients assigned to your ambulance service within a particular timeframe:
- This month
- Previous month
- Past 7 days
- Past 30 days
- Past 90 days
- Past year
- All time

You have the options to show:
- All
- Available for data entry
- Not locked to 72hours

If there is a patient erroneously assigned to your ambulance service. Please make a note of the number of cases and submit a return at the end of the data submission dealing.
(https://ssnap.zendesk.com/hc/en-us/articles/360021471713-What-should-I-do-for-records-incorrectly-assigned-to-my-ambulance-service-)

Additionally, you can contact the transferring team to revoke this record

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SSNAP | Sentinel Stroke National Audit Programme

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Ambulance data

Ambulance Service

○ List patients in SSNAP assigned to your ambulance trust
◉ Search for patient in SSNAP
○ List patients with ambulance data already entered by ambulance trust

Enter at least two of the four fields below in order to find the record

All patients must have been admitted on or after 01 January 2019

1. CAD number:
2. NHS number:
3. Date of arrival at first hospital:
4. Two of the following:
      i. Last name:
      ii. Date of birth:
      iii. Post code:

Search

Using information from your ambulance records enter at least two of the four fields to search for a patient in SSNAP

Please note field 4. requires two entries

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Ambulance data

Ambulance Service

○ List patients in SSNAP assigned to your ambulance trust
○ Search for patient in SSNAP
● List patients with ambulance data already entered by ambulance trust

All patients must have been admitted on or after 01 January 2019

Hospital:	[All] ▼
CAD number:	
NHS number:	
Date of arrival at first hospital:	
Last name:	
Date of birth:	
Post code:	
Show:	This month ▼
Ambulance Status:	All ▼

Search

This option allows you to view and export completed records

Use this to include all hospitals or narrow down to a specific hospital

Enter the relevant information here when searching for a specific case

From this dropdown you can show patients completed by your ambulance service within a particular timeframe:
- This month
- Previous month
- Past 7 days
- Past 30 days
- Past 90 days
- Past year
- All time

This allows you to view records based on status:
- All
- Incomplete
- Complete
- Locked

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Clinical > Ambulance data

Ambulance data

Please select your ambulance trust from the dropdown menu below

Ambulance Service ▼

◉ List patients in SSNAP assigned to your ambulance trust
○ Search for patient in SSNAP
○ List patients with ambulance data already entered by ambulance trust

Patients must have been admitted on or after 01 February 2019 to be included in reporting

Show: All time ▼ from 01/01/2019 to 05/06/2019
SSNAP status: All ▼

Search

Only locked records added prior to the current month can be entered

Files downloaded are encrypted to the AES-256 standard and require a password. In order to open the file you will need to use a tool like 7-zip (www.7-zip.org) that allows AES-256 encrypted files to be opened (AES-256 zip files cannot be opened in windows).

Password (min 6 charaters): _____ **Export to CSV**

Team	Id	NHS No.	Name	CAD number	Arrival	Status	
Fake Hospital (999)	47352	Confidential	Confidential	432326	04/04/2019 06:00	Not started	Not locked to 72H
Fake Hospital (999)	47284	4612920147	Nicole Ladbrook	56324	10/03/2019 12:00	Locked	View ambulance data
Fake Hospital (999)	47294	6885436267	Karen Samuels	3599CA	14/02/2019 19:00	Incomplete	Enter ambulance data
Test Pilot Hospital One (960)	47351	4356429354	Collin Grove	77115	01/02/2019 01:23	Complete	Enter ambulance data

|◄ ◄ 1 ► ►| Page size: 10 ▼ 4 items in 1 pages

This refers to the team name and code that has transferred the record

Click on any of the following headers to sort by: Team; ID; NHS No.; Name; CAD number or Arrival

All records will be created with a unique SSNAP patient ID.
If you need to contact the helpdesk regarding a record, please only use the SSNAP Patient ID

Patient identifiable information is not to be shared with SSNAP

This is the date and time of arrival at first hospital

This is the Computer Aided Dispatch entered by the acute teams. It should match ambulance records. Ambulance teams can verify this when entering their data.

This refers to the status of the ambulance record

You will only be able to enter data for patients who's record has been locked to 72h. This means data regarding the first 72 hours of inpatient stay has been completed and signed off

Click here to enter data for the patient

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Entering ambulance data

If CAD is not the same but patient matched on other criteria, enter CAD number according to ambulance record

This refers to the status of the record it will either be 'Not saved, Incomplete or Complete'

Selecting this symbol allows you to enter a comment regarding that specific question

Selecting this symbol will display help notes regarding that specific question

Records must be saved after each updated. It does not automatically save.

This can be used to go back to the previous screen

Selecting this will display data entered by the team transferring the record

Locking records

2) Once all required data has been entered and saved, the option to lock the record will become available

By locking the record you are signing off that the data entered is accurate

This must be done by the end of each reporting period

1) Select save once all data has been entered

Once a record has been locked you can still view the record. However, it cannot be amended, unless an unlock request is emailed to ssnap@kcl.ac.uk In this email detail the SSNAP id of the patient and the reason for the unlock.

Patient identifiable information is not to be shared with SSNAP

This is the call connect date entered by the ambulance services

Importing ambulance data

Clinical - Ambulance Import

Ambulance trust to upload records to   [Please select]
Select the file to import (file name starting with the team code)   Choose File   No file chosen
What should be done with existing records   ◉ Ignore   ○ Overwrite
Test import? (no updates will be performed)   ○ Yes   ◉ No
Lock complete records   ◉ Yes   ○ No

Import CSV

Navigation (left sidebar): Ambulance data, Ambulance Import, Clinical documents, Custom export, Custom Export (2), Reports

Top navigation: Home, About SSNAP, Guideline, Clinical, Group documents, Results, User profile, Support

Clinical > Ambulance Import

Sign Out

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Ambulance teams can import data using this function

Selecting 'Yes' will automatically lock completed record after import

Imports can be tested to ensure the correct format is used

Select the relevant ambulance service

All import files should follow a specific layout and format

Please note: The file name of all CSV imports should start with your team code

Import code	
ImportIdentifier	Unique id provided by the ambulance team when importing record. Used to identify each specific import
ArrivalDate	DD/MM/YYYY
TeamCode	Team code of the hospital the patient was conveyed to
CadNumber	Max 12 chars
NHSNumber	Max 10 chars
Surname	Max 30 chars
BirthDate	DD/MM/YYYY
PostCodeOut	2-4 chars. First part of postcode
PostCodeIn	3 chars. Second part of postcode
CallConnectedDateTime	DD/MM/YYYY hh:mm
ArrivalPatientLocationDateTime	DD/MM/YYYY hh:mm
DeparturePatientLocationDateTime	DD/MM/YYYY hh:mm
ArrivalHospitalWheelsStopDateTime	DD/MM/YYYY hh:mm
ArrivalHospitalWheelsStopDateTimeNotKnown	True = 1 False = 0
ArrivalHospitalMobileDataDateTime	DD/MM/YYYY hh:mm
FastPositive	Y - Yes N - No UA - Unable to Assess NR - Not recorded
PreHospitalImpression	FP - FAST positive FN - FAST negative (Suspected stroke) O - Other

Ambulance data

Ambulance Import

Clinical documents

Custom export

Custom Export (2)

Reports

Clinical - Ambulance Import

Ambulance trust to upload records to   [__ __ __] Ambulance Service ▼
Select the file to import (file name starting with the team code) [Choose File] No file chosen
What should be done with existing records   ○ Ignore ● Overwrite
Test import? (no updates will be performed)   ○ Yes ● No
Lock complete records   ● Yes ○ No

[Import CSV]

2 records in import file
0 new records added
0 existing records overwritten
2 records ignored
2 records contained 2 errors

Once the file has be submitted. A summary of import will be displayed

A detailed breakdown of the summary will also be displayed, with the option to export these errors

[Export errors]

Row No	Import Identifier	Question	Error Message
1	989	NA	SSNAP record not locked yet
2	999	NA	SSNAP record not found

Records unlocked by the acute teams

This is a record that has been locked by acute team and by the ambulance team. Here, you are able to view locked data as normal

Acute teams sometimes unlock their records, when they need to correct some information. This is not the ambulance record that is being unlocked

This is a record that has been unlocked by an acute team. If a hospital team unlocks their record after ambulance data has been entered, the information entered by the ambulance team will be stored but the record will have to be validated and re-locked

Because this record has now been unlocked by the acute team, you will not be able to view the ambulance record anymore until the acute team has locked their record again. This is because the 'show hospital trust data items' displayed in the ambulance record has to be updated with the relevant information

Exporting case management data

Password should be a minimum 6 characters, one capital letter, includes a number and includes a special characters e.g. Password123!

You can export all records locked to 72hrs that have been assigned to your ambulance service

Technical requirements on your computer for encrypting data files:
- **'7 zip'** or similar file archiver with a high compression ratio.
- **System requirements for '7 zip' for Windows:** 7-Zipworks in Windows 10 / 8 / 7 / Vista / XP / 2012 / 2008 / 2003 / 2000 / NT

This will then download the zip file

Exporting cases available for data entry

You can select the relevant reporting period you would like to download

To export for import the SSNAP status must be set to 'Available for data entry'

Password should be a minimum 6 characters, one capital letter, includes a number and includes a special characters

An extra export button will be displayed if there are records available for this SSNAP status

Once the export has been downloaded you should validate the relevant hospital fields in columns A-I and then enter the ambulance data in columns J-P before you import it back into the SSNAP webtool via the import tab

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SSNAP Sentinel Stroke National Audit Programme

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Ambulance data

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Ambulance Service ▼

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○ Search for patient in SSNAP
○ List patients with ambulance data already entered by ambulance trust

Patients must have been admitted on or after 01 February 2019 to be included in reporting

Show: All time ▼   from 01/01/2019 to 05/06/2019

SSNAP status: Available for data entry ▼

Search

Only locked records added prior to the current month can be entered

Files downloaded are encrypted to the AES-256 standard and require a password. In order to open the file you will need to use a tool like 7-zip (www.7-zip.org) that allows AES-256 encrypted files to be opened (AES-256 zip files cannot be opened in windows).

Password (min 6 charaters):   Export to CSV   Export to CSV in import format

Team	Id	NHS No.	Name	CAD number	Arrival	Status	
Fake Hospital (999)	47294	6885436267	Karen Samuels	3599CA	14/02/2019 19:00	Incomplete	Enter ambulance data
Test Pilot Hospital One (960)	47351	4356429354	Collin Grove	77115	01/02/2019 01:23	Complete	Enter ambulance data

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Exporting locked ambulance records

Clinical > Ambulance data

Ambulance data

Please select your ambulance trust from the dropdown menu below

[Ambulance Service ▼]

○ List patients in SSNAP assigned to your ambulance trust
○ Search for patient in SSNAP
◉ List patients with ambulance data already entered by ambulance trust

All patients must have been admitted on or after 01 January 2019

Hospital:	[All] ▼
CAD number:	
NHS number:	
Date of arrival at first hospital:	
Last name:	
Date of birth:	
Post code:	
Show:	This month ▼
Ambulance status:	All ▼

Select 'Locked' to enable export

[Search]

All
Incomplete
Complete
Locked

Only locked records added pri... ...e entered

Technical requirements on your computer for encrypting data files:
•**'7 zip'** or similar file archiver with a high compression ratio
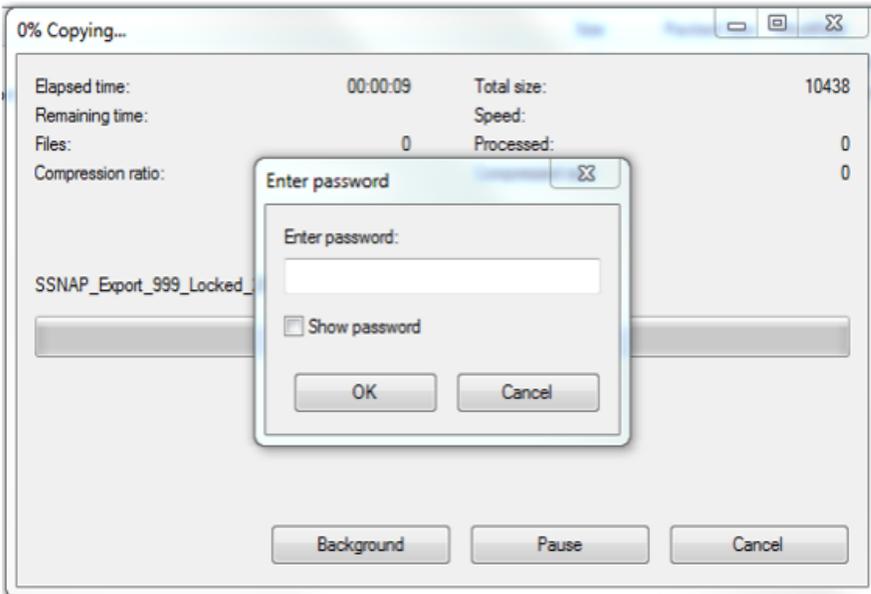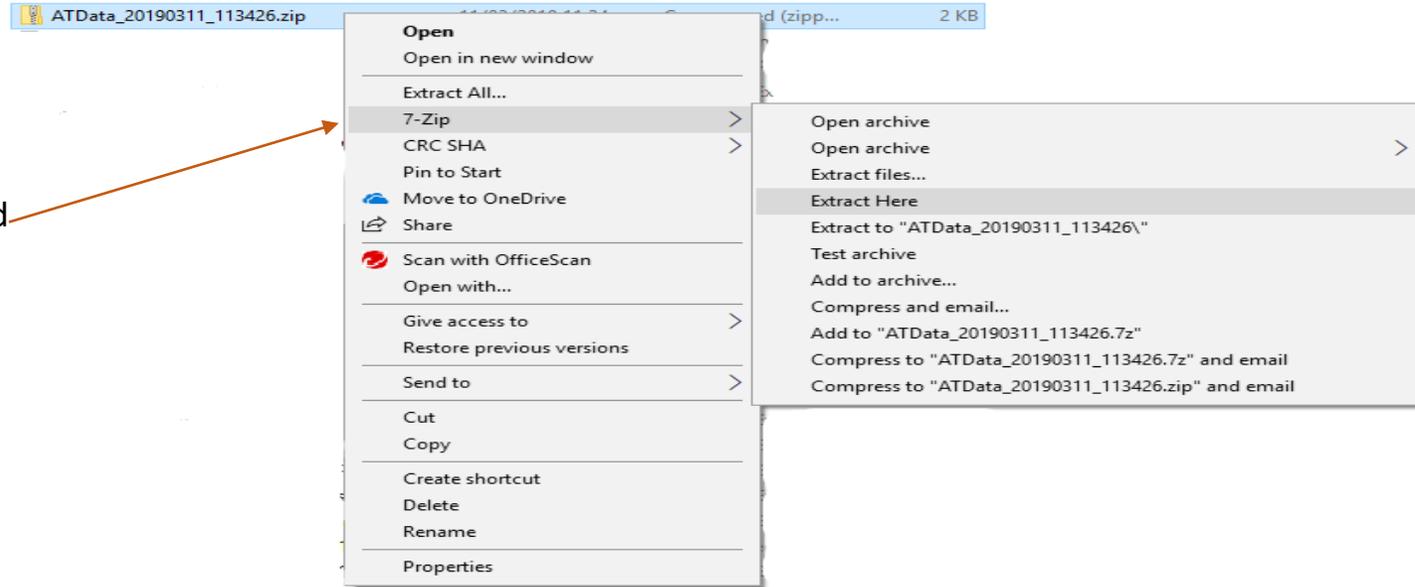•**System requirements for '7 zip' for Windows:** 7-Zipworks in Windows 10 / 8 / 7 / Vista / XP / 2012 / 2008 / 2003 / 2000 / NT

To export all completed records entered by your ambulance service select 'locked' status
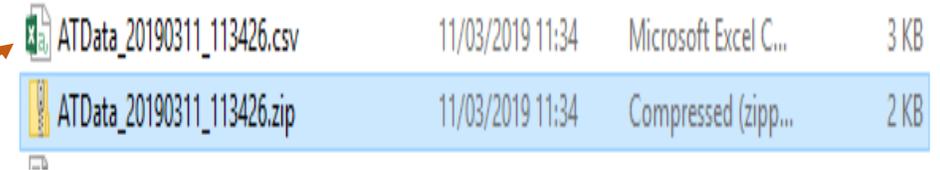
Downloading exported files

The csv document can be extracted from the zip file by following these steps:

1) 7Zip> extract here> enter the password previously created

2) CSV file will then become available

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Data submission deadline

Ambulance teams will be given a deadline to enter and lock all their data for the relevant reporting period.

For each data submission deadline teams should ensure all records for that period have been:

- Entered
- Reviewed
- Locked

There will be interim monthly reporting of records entered by the ambulance teams.

Following the acute teams data locking deadline, an additional ambulance data report will be produced, this report will cover the previous quarter.

Contact SSNAP for further queries
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