



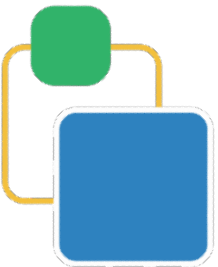
**RIGHT CARE, RIGHT PLACE,
FIRST TIME:**

**CONNECTING DATA ACROSS
URGENT AND EMERGENCY
CARE IN LONDON:**

TRANSFER OF CARE (TOC)

Mark England CEO Integrella

16 Sept 2026



At a Glance



Specialising in making the most complex of integrations safe, simple and future-proof

Trusted by world leading health companies and providers

18+

Years of expertise integrating EPRs

60+

Healthcare clients

100%

Referenceable client base of fully satisfied EPR clients

234

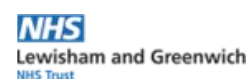
Clinical systems connected

647

Interfaces managed

237

Clinical systems monitored

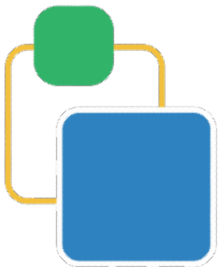


ACCREDITED & CERTIFIED



ISO 9001 · ISO 27001 · ISO 27701

THE PATHWAY



SOS only

5:32 PM

999

Emergency call



1

2

ABC

3

DEF

4

GHI

5



Inside

Side

Front

Rear

Cab

MIND YOUR HEAD









[Sport](#)[Culture](#)[Lifestyle](#)[Society](#) [Law](#) [Scotland](#) [Wales](#) [Northern Ireland](#)

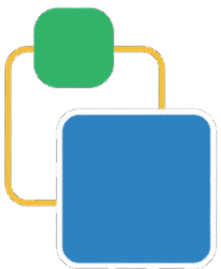
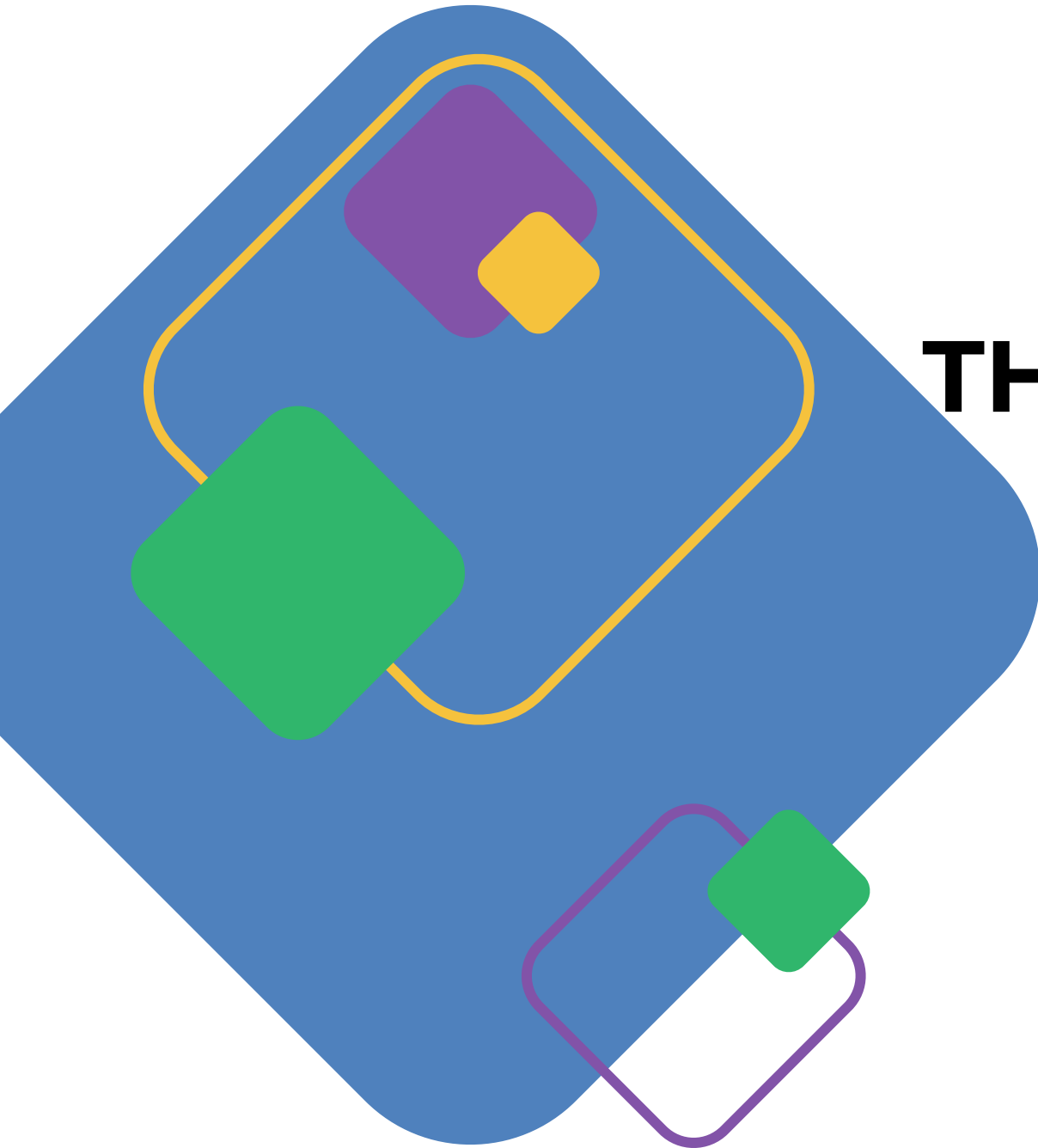
🕒 This article is more than **11 months old** [but could have been written yesterday!]

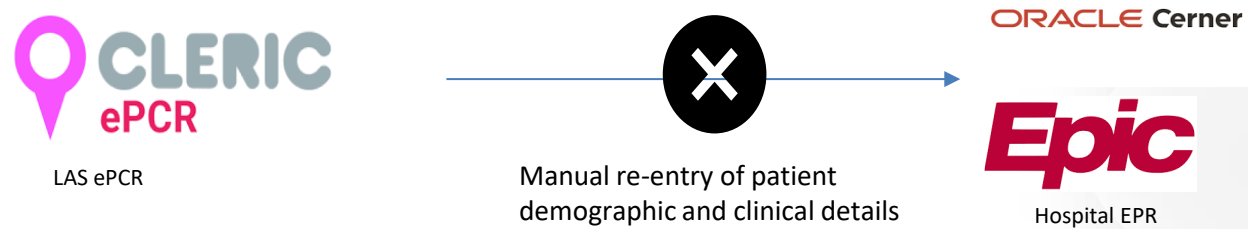
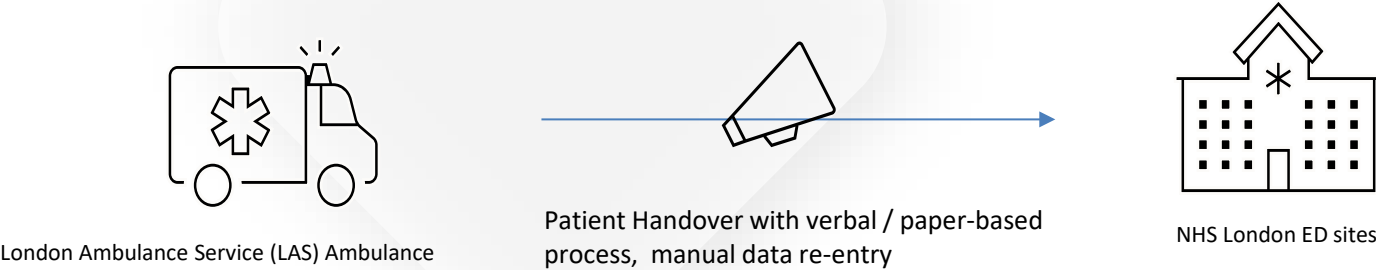
Ambulance crews stuck at A&E miss thousands of 999 calls a day in England

Exclusive: paramedics unable to respond to 100,000 calls a month as they wait to hand over patients

- [‘It feels like a war zone’ - exhausted ambulance service workers tell their stories](#)

THE DATA FLOWS





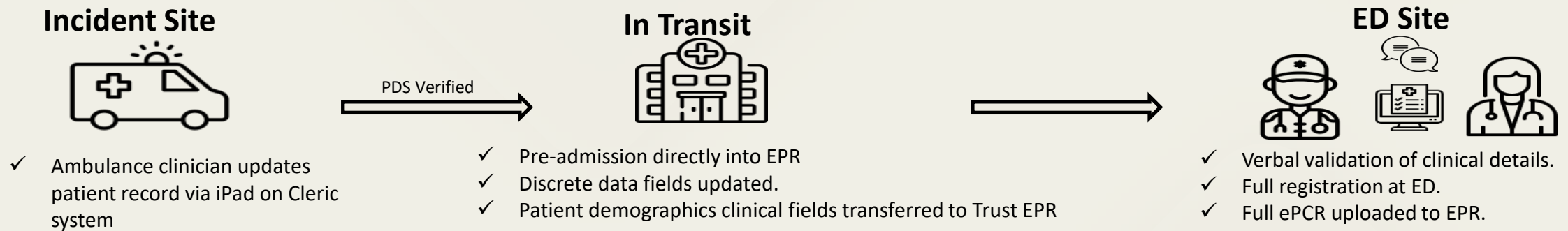
Manual transfer of patient details



To Be — 45% rolled out: Overview and Update

Transfer of care automates the transfer of patient demographic and clinical information from London Ambulance services to London's Emergency departments to improve patient handovers and streamline healthcare processes

Overview



Benefits



Reduced ambulance handover time – releasing **clinical & administrative time**



Increased **data quality**,
reduced manual data transcription



Key **clinical information** received **prior to ED arrival**. supports early triage

EPR workflow in ED

1

PDS verified and destination ED selected by LAS clinicians

The screenshot shows the 'ED Manager (STH ED/UTC)' interface. It features several tabs for different patient groups: 'Majors (8 of 20 occupied)', 'Resuscitation (8 of 8 occupied)', 'Urgent Treatment Centre (1 of 14 occupied)', 'Paediatrics (1 of 14 occupied)', 'Crisis Assessment Unit (1 of 8 occupied)', 'In Transit (1 of 10 occupied)', 'Admin/Stream from WR (1 of 20 occupied)', and 'LAS Waiting (0)'. A red arrow points from the 'LAS Waiting' section to the 'Expected' status in the 'LAS Waiting' list.

2

Visible on the All patient's Track Board view with a white "Expected" status

The screenshot shows the 'ED Track Board (STH ED/UTC)' interface. It displays a list of patients with columns for 'Bed', 'FYI', 'MH Risk', 'Patient', and 'Age'. The 'Status' column shows 'Expected' for several patients, including 'MAJ0...', 'MAJ22', and 'PAED01'.

3

Marked as Arrived when patient is confirmed and arrives in the department

The screenshot shows the 'OurPractice Advisory - DEVEER, Miles' window. It displays patient verification details for 'Miles DEVEER', including DOB, NHS, and address. The status is 'Verified Patient'.

4

Clinical fields displayed at the ED on EPIC flowsheet.

The screenshot shows the 'Flowsheets' interface in EPIC. It displays a table with columns for 'Event History', 'Vital Signs', 'Pain Score', 'NEWS Score', 'Pupil Response', 'GCS', and 'Results'. The table contains clinical data for a patient, including 'Presenting Complaint', 'History of Presenting Complaint', 'Presenting Complaint Onset Date', 'Presenting Complaint Onset Time', 'Complaint Onset', 'Impression', 'Safeguarding concerns', 'Frailty Score', 'Crew ID', 'CAD ID', 'Temperature', 'Heart Rate', 'Respiratory rate', 'BP', 'Level of Consciousness', 'SpO2', and 'Oxygen Therapy'.



Feedback From Frontline NHS Staff

Faster, clearer patient handovers

"I think ToC works well and will **make hospital handovers more consistent**. I'm interested to see how the hospitals use it in other departments too. It's useful seeing the handover process from the hospital side and realising how our workflow affects what they do."

James, Paramedic, Bromley station

***This is the way forward.** Makes handovers smoother and less repetitive*

**LAS
Paramedic**

*Its just **easier** – having the patient information already there saves us a lot of time during handover*

ED triage nurse

Reduced clinician cognitive load

*It **saves time**, and on those really stressful jobs it helps me remember everything I need to hand over.*

Paramedic

*Not having to look the patients up frees us up to **focus more on listening** and less on typing.*

ED triage nurse

Improved flow and decisions

"I've already started using it to review patients coming in, understanding their story and **thinking about beds**. This will save time when they arrive. It just makes sense!"

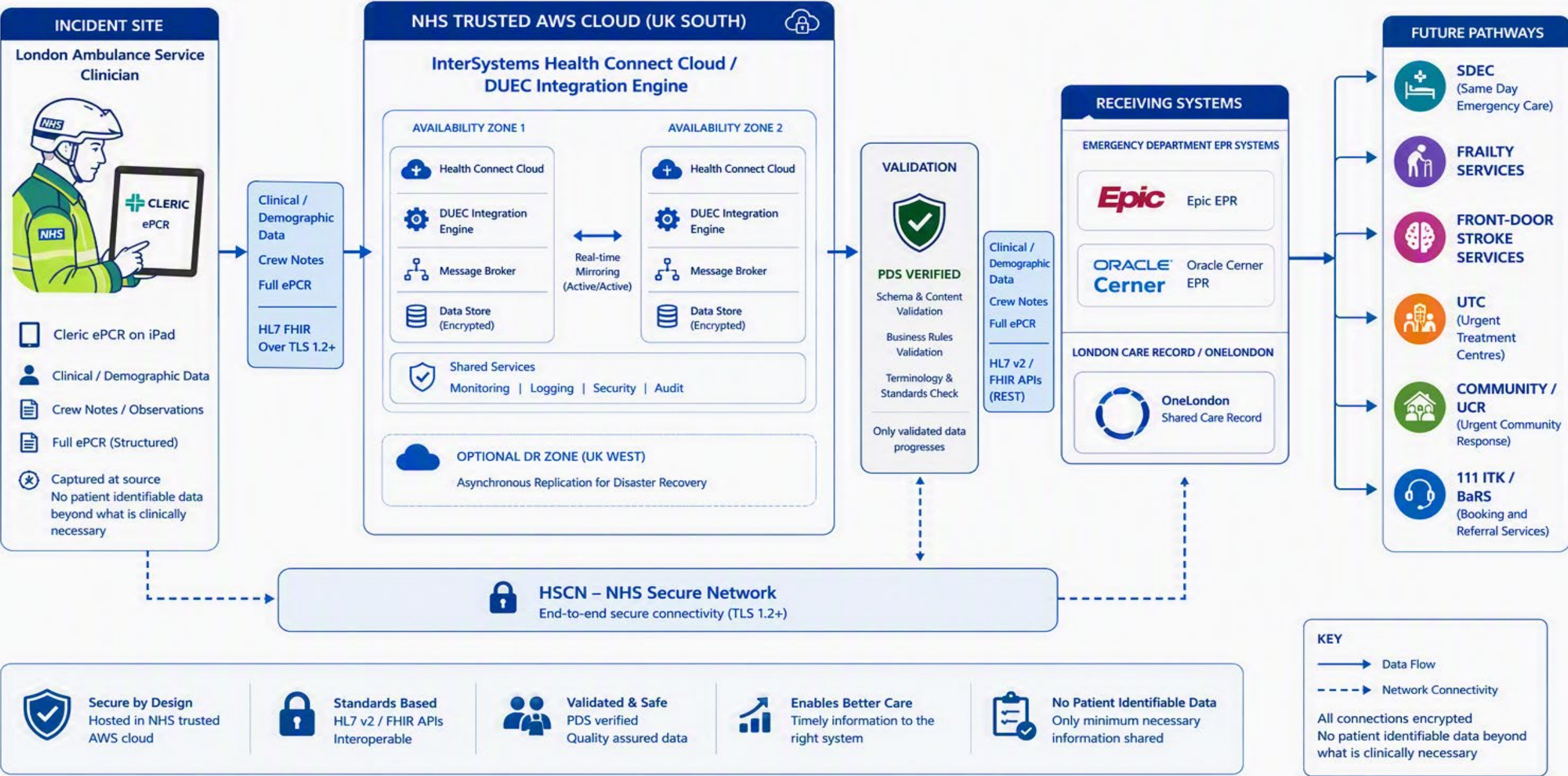
Agnes, Triage Nurse, Princess Royal

"What I really like about eToC is that I **don't have to repeat everything** I've already typed into the ePCR."

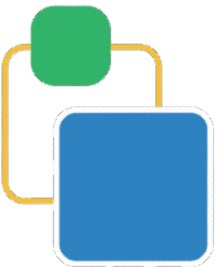
It saves time, and on those really stressful jobs it helps me remember everything I need to hand over."

Abi, Paramedic, Battersea station





THE WIDER CONTEXT



The Future of 999 ToC is inbound eTriage

999 Response



Flow > Capacity = Queue

ED

BEFORE

999 Response



Flow ≤ Capacity



ED



SDEC



**Frailty
Front-Door**



Stroke

Hospital pathways
pull to the most
appropriate service

FUTURE

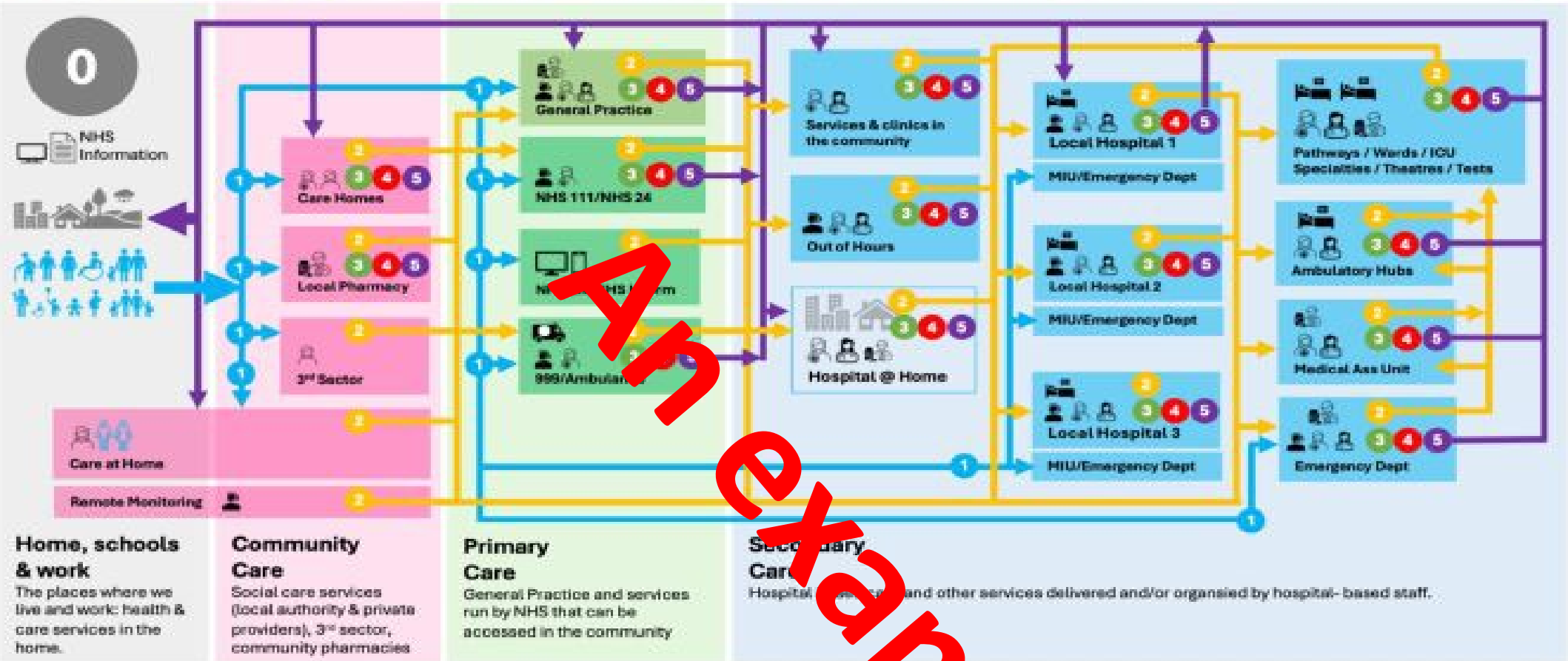


NHS Tube Map navigating patient journeys



- 1 Patients enter healthcare pathways through many different access points.
- 2 Sometimes signposting to another service is recommended.
- 3 Diagnosis / Assessment and Treatment / Intervention can be delivered at many different points in the ecosystem.
- 4
- 5 Across the ecosystem there are many different discharge pathways.

Every patient will experience their own route map through the ecosystem.



Stages in the patient journey:



Who the patient interacts with:



Where interactions take place:



Line of visibility – patients don't interface directly with the supporting functions





8454

NHS

LONDON

AMBULANCE

PATIENT ASSESSMENT IN PROGRESS
PLEASE KNOCK AND WAIT

PULL CATCH
TO OPEN

KEEP CLEAR -
STRETCHER LIFT
MINIMUM CLEARANCE 3.5 METRES



**when it's less urgent
than 999**





Thank You

Connect with us for more information

Integrella Ltd, 3rd Floor, 45 Albemarle Street, Mayfair, London, W1S 4JL, United Kingdom

Tel: +44 (0)20 7043 0920 Fax: +44 (0)20 7043 0921 | Email: info@integrella.com

