



Greater Manchester  
Urgent Primary Care Alliance

# GM FALLS LIFTING SERVICE

## A CASE STUDY

Hear the real impact  
through the eyes of a  
patient

### ABOUT THE GM FALLS LIFTING SERVICE

The service operates 8am – 6pm, 7 days a week (including bank holidays) and is available for people over 18yrs who have fallen and at the time of the call are deemed not to be significantly injured.

Objective:

- To improve response times for lifting people who have fallen across GM
- Improve outcomes for people
- Reduce unnecessary ambulance call outs for non-emergency falls
- Increase referrals to more appropriate services such as Urgent care response teams and other community teams
- Reduce unnecessary conveyances to hospital for long lies

The patients are referred from NWS and sent to the Falls service via a text message. The Fall responders will ring NWS to confirm details and any access issues etc and then accept/ decline the referral.

### PATIENT X: BACKGROUND HISTORY

The patient, who will remain anonymous is 80 years old and has had a history of falls. Prior to being referred to the Falls service, on previous occasions he has had to wait for 6-7hrs before help has arrived.

He lives with his elderly wife who is unable to lift him if he falls.

## ASSISTANCE

Having fallen, the patient's wife rang 111. The referral was then passed to Mastercall's Fall service and arrived to help the patient within half an hour.

Arriving at the patient's home, the falls team were able to lift the patient up and sit him on the settee. They conducted observations whilst both sitting and standing. They also watched the patient walk and checked his balance was ok.

## THE REAL IMPACT

We spoke with the patient who recalled the event, here is what he had to say:

“**This is a wonderful service**. From ringing 111, someone was here within half an hour. They had all the equipment and helped me up, checked me over and checked I could walk and that my balance was ok. When I've fallen previously, I've had to wait 6/7 hours on the floor. My wife is also elderly and unable to lift me. There is nothing worse as an 80 year old not knowing how long I'm going to be lying on the floor for. **The only improvement I would like to see would be for the service to be extended and available in the night because I have fallen during the night previously and waited 7.5hrs for help.**”

## SAVINGS TO THE SYSTEM

278

Patients seen

80%

Ambulance call outs avoided

### Avoiding hospital admission saves:

- Cost of ambulance: £240
- 1st bed day: £400-£600
- Ambulance investigations: £100
- Bed days thereafter: £220
- Cost of A&E arrival: £100

“**Food for thought...**  
I've had to wait 7.5hrs previously when I've fallen...nothing worse as an 80yr old, not knowing how long I'll be lying on the floor for.” *Falls patient*