



## A Day in the Life of an Ambulance Care Assistant (Patient Transport Service)

### Introduction

Ambulance Care Assistants (ACAs) play a vital role in our non-emergency Patient Transport Service, ensuring patients are transported safely and comfortably between healthcare facilities and their homes.

### Starting the Day

The day starts with logging onto your smartphone to check what jobs have been lined up. Then it's time to grab the keys to the vehicle, and carry out vehicle checks. Ensuring the non-emergency ambulance is fuelled up, stocked with equipment, and everything is in order is important. Once these checks have been carried out, it's time to hit the road.



### On the Road

The first job of the day is usually picking up a patient from the hospital who's finally going home after an admission. These journeys are always special because, for many, it's a long-awaited return home after being unwell.

**"I always greet the patient with a friendly smile and introduce myself, helping them to feel at ease and relaxed. Every patient has a story and discovering them is one of the best parts of the job."**

## Patient Care

Transporting patients isn't just about getting them safely from one location to another; it's about making the journey as pleasant and comfortable as possible. Some patients are extremely nervous, in pain, or anxious, so ACAs do their best to put the patient at ease, reassure them, and offer comfort and conversation along the way.

**“Once we arrive at their home, our job isn't over. We make sure they're settled in, let their carers or the next of kin know they're home, pop the heating on if needed, and make them a hot drink. Seeing the gratitude in their eyes makes every effort worth it, and getting a big hug from the patient or their relatives makes it extra rewarding.”**

## Other Daily Tasks

Throughout the shift, ACAs speak to control, letting them know when they are ready for the next task or ask for support when required. Working as a team is a big part of the job and backing up other crews when they need help lifting patients with complex mobility needs is all part of the role.

## End of Shift

By the end of the day, there's a real sense of accomplishment; helping to transport people, making them feel safe and cared for, being someone to talk to and often a shoulder to cry on, as well as working with a great crewmate to make it all happen.

**“Time to head back to base, clean the vehicle, fuel up, and sign off ready for home, knowing I've made a difference. And the best part? I get to do it all again on my next shift.”**

## Challenges and Support

Being an ACA comes with its unique set of challenges, particularly dealing with the emotional aspect of the job.

Transporting patients who are in pain or anxious can be difficult, and witnessing their struggles can be emotionally taxing.

Additionally, managing time effectively between multiple appointments and ensuring that each patient receives the care they need can be a logistical challenge.



Support is crucial in this role, and staff rely heavily on their team and the resources available.

**“The camaraderie among staff is excellent, and we support each other through tough days. Access to training and development opportunities also helps us stay prepared for any situation. The backing from the healthcare system and the encouragement from supervisors ensures we can provide the best care possible.”**

## Joining the Team

The journey to becoming an ACA typically involves:

- Applying for the role through the Yorkshire Ambulance Service website.
- Successfully completing the ACA training course which involves formal assessments following theory, practical and driver training.

## Career Progression

PTS offers numerous career progression opportunities, from shadowing operational Team Leaders to gaining management skills as a Team Leader. This can lead to roles such as Service Delivery Manager or Operations Manager. Additionally, office-based roles like Senior Call Handler and Logistics Team Leader are crucial for smooth operations. Skills acquired as a PTS ACA, including patient contact and communication with healthcare professionals, can also pave the way for joining emergency frontline services and becoming a Paramedic.

