

SWIFT Medics Doctor Callout Standard Operating Procedure

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Related Documents:	SOP for Doctors joining SWIFT Medics Regularly circulated SWIFT Medics contact details (Appx)
Further Information:	See references
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Approved By:	Submitted to JB, SR & ST
Contributions & Acknowledgements	SAVES for criteria, Robert Cole WMAS for procedure
Approval Date:	

Aim

It is already agreed that in certain circumstances the presence of a skilled pre-hospital emergency care doctor can improve the pathway and outcome for critically ill or injured patients. The SWIFT Medics charity based in Wiltshire provide GWAS with an enhanced level of emergency clinical care to such patients.

The underpinning principles of this document are:

- To meet the Charity's stated aim of improving callout rates & consistency.
- To ensure that the task of doctor call out is not onerous on the dispatcher team and offers minimal interference with their other duties.
- To re-iterate the fact that currently SWIFT Medics are a charity & and an organisation of volunteers. They do not get paid for calls from GWAS & frequently incur personal costs in doing so either in the form of self-funded equipment, consumables, transport & vehicle expenses or lost income due to cancellation of other paid commitments.

This SOP identifies the criteria & process for mobilising SWIFT Medics doctors as a GWAS Pre-hospital care asset.

Caveat: Clinical care for SWIFT Medics patients remains the responsibility of the individual treating doctor. These SOPs are simply a guide to generally accepted practice for this Immediate Care Scheme. The responsible doctor should note any deviation they have observed from SOP & the reasons for doing so. This will facilitate review & update of the SOPs. which should remain a useful clinical aid rather than a constraint. SWIFT Medics welcome prompt & comprehensive feedback regarding our SOPs from all concerned.

Background

With the successful roll-out of GWAS Special Operations Desk (SOD) earlier this year, SWIFT Medics reviewed call out mechanisms. A comprehensive yet simple call-out procedure maximises the number of times a SWIFT Medics Doctor is able to attend an appropriate call. This SOP is a uniform approach to calling SWIFT Medics doctors which will not take up undue time on the part of the dispatch staff if a doctor is not available.

If GWAS request the presence of a SWIFT Medics doctor in an emergency they may be required to travel long distances using blue lights and sirens (unless responding under normal road conditions is agreed). Response driving is fatiguing & deployment must always be justifiable. For this reason SWIFT Medics recommend both GWAS and the responding doctors make a dynamic risk assessment when deciding whether to deploy or respond. For example if GWAS find that the only available SWIFT Medics doctor is 40 mins away by road there is an increased likelihood that the casualty would be transported before the doctor arrives. In this type of circumstance thought should be given to whether the doctor should be expected to travel this distance. A brief discussion between doctor, dispatcher and crew on scene will clarify the correct decision. EG. If prolonged entrapment is anticipated this may well justify a longer journey time on the responders' part. There may result a higher threshold for attending distant incidents which is entirely logical. This threshold must also take into account time of day and prevailing weather or traffic conditions. It must be remembered that the Trusts' Air Ambulances may be an appropriate means by which to ferry a doctor to the scene of an incident from an agreed rendezvous point.

Conversely, if it is known that the doctor is located very near to an evolving incident this may reduce the threshold for calling SWIFT Medics.

Call-out procedure

All calls are initiated by SMS Text message enabling an easy record of time & content of messages. In addition if staff mobile phones are off or in a no service zone messages are received as soon as service is resumed.

Contents of SMS Text message should be a suitably adapted ETHANE format:

Exact Location	Passed with initial SMS message	
Type of incident	Passed with initial SMS message	Entrapment, head injury, burns etc
Hazards Present	Generally passed en route	Include hazards en route eg road condition
Access route	Generally passed en route	From which direction to approach
Number of casualties	Passed with initial SMS message	
Emergency services present & required		

Staff will manage their own availability by having their phone set to on, off, vibrate etc. It is recommended but not mandatory that responding staff call Wilts EOC & Special Operations Desk with their day to day availability if time permits. This may be done by phone or Tetra handset. This will serve to familiarise dispatching staff with our general times & area of availability.

Air Ambulance Shifts

There are times when one or more of the Trust's Air Ambulances are staffed including a SWIFT Medics Doctor. At these times the doctor will contact EOC Wiltshire & SOD to confirm their planned shift times on the respective aircraft & full availability.

As SWIFT Medics have specialist clinical skills it is important that the Special Operations Desk and EOC contacts them to **respond as an additional rather than alternative clinical resource** to appropriate types of emergencies. As minimum dispatchers should ensure SWIFT Medics are alerted to the following types of emergencies;

Primary Response if in doubt - activate early and stand down. (Dispatch at the same time as the first Ambulance)

- Falls from first floor window equivalent height or greater
- Severe burns >18% or facial burns
- Unconscious/cerebrally irritated casualty
- Limb amputation or partial amputation/entrapment
- Significant paediatric trauma
- Significantly unwell children
- Obstetric emergencies involving trauma or pre-term imminent birth
- Near drowning
- Cardiac arrests at dispatchers' discretion.
- Reported Entrapment
- Multiple casualties (3 or more)
- High speed RTC (closing speed likely >30mph) or vehicle versus pedestrian.
- RTC with potentially serious mechanism e.g. rollover, vehicle left carriageway
- RTC with ejection from the vehicle
- Traumatic fatality with other patients within vehicle
- Life-threatening medical emergencies

A doctor should be despatched **to an RV point** and to await instructions for the following:

- Gunshot wounds
- Stab injuries to head/neck and torso
- Major Incident or Major Incident standby
- CBRN/Significant Hazmat/USAR or complex incident

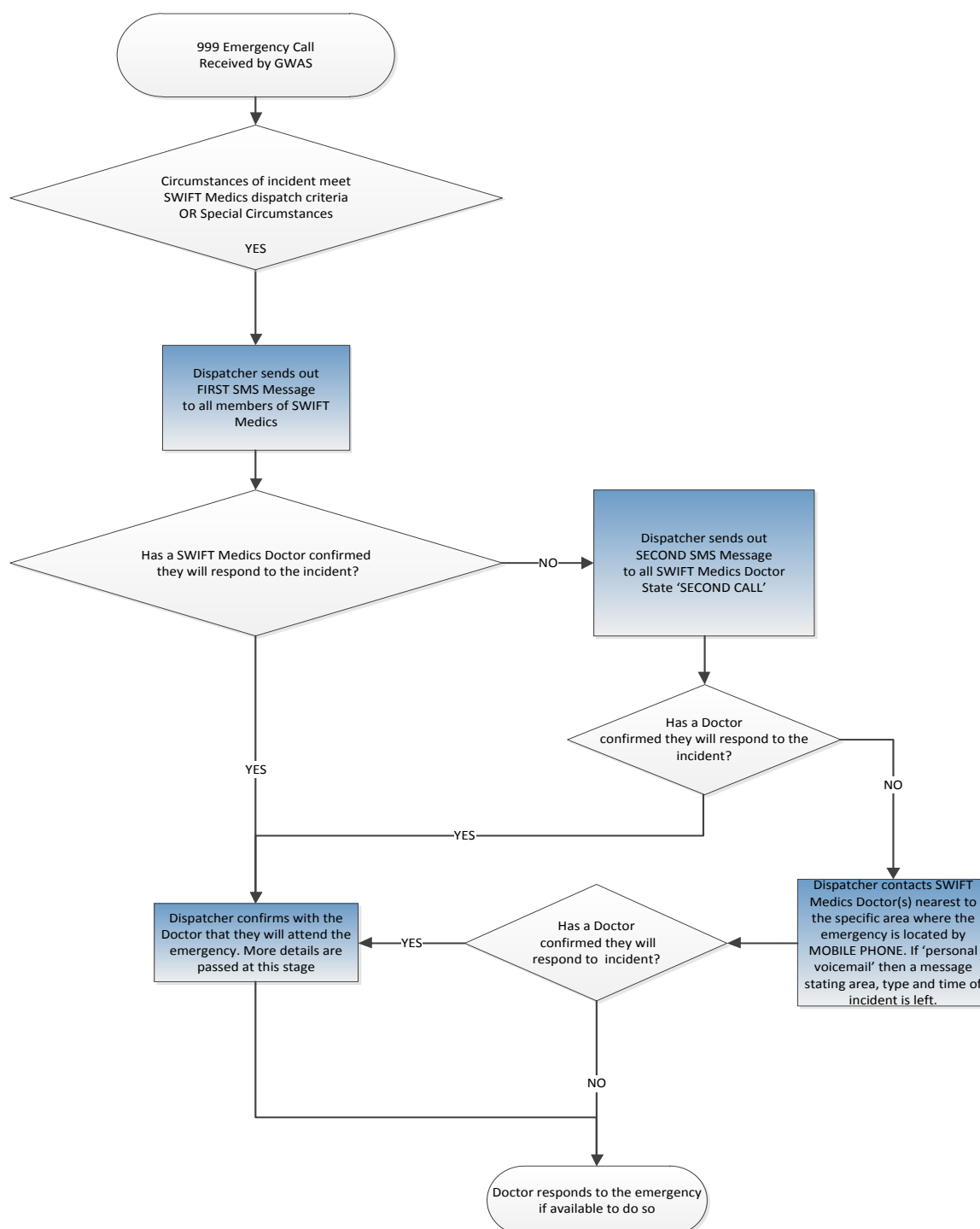
Secondary Response

- When any report from the scene indicates primary response criteria
- At the request of an Ambulance crew on scene
- At the request of other Emergency Services

The above list of emergencies is not exhaustive. Dispatcher or Crew can request the attendance of a SWIFT Medics Doctor to other types of 999 emergencies not on the above list if they consider it is appropriate to do so. However, it is important to remember that SWIFT Medics are volunteers and should not be contacted to respond to 999 emergencies, unless their specific clinical skills could be or have been confirmed as required.

The flow chart below demonstrates the standard procedure for use of voice call & further SMS message to back up an initial group SMS Message.

Flow Chart for the process for calling out SWIFT Medics by SOD or EOC



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Process to be followed by the EOC and SOD for Calling SWIFT Medics within the Wiltshire Sector

- Text sent to all SWIFT Medics team stating location & type of emergency.
- Further text sent to all SWIFT Medics Doctors. State 'SECOND CALL'
- Contact the specific SWIFT Medics Doctor covering the area in which the emergency is located by their mobile phone. (Leave message with brief incident message if not answered.)
- If the SWIFT Medics Doctor confirms they will attend the Dispatcher should undertake the following:
 - Allocate them as an attending resource to the specific emergency on iCAD using WBxx call-sign.
 - Sent the job via iCAD to the responding SWIFT Medic's mobile phone or PDA.
 - Ensure their emergency response times are recorded in iCAD.
 - Inform SWIFT Medic of GWAS Job number.
 - Inform the Crews that the SWIFT Medics Doctor is responding to the emergency & keep them appraised of the SWIFT Medic's ETA.
 - En route communication may be using the SWIFT Medics Tetra Radio or mobile phone.

Exceptions

As with all SOPs this document provides general guidance for GWAS staff & SWIFT Medics members. Due to the nature of pre-hospital emergency medical care there will be exceptions to this SOP. The predictable exceptions are to be noted and may include:

Incidents when it is known that an available SWIFT Medics doctor is very nearby.

Further Background

Dispatch Control

SWIFT Medics acknowledge that the managing & dispatching staff in Wilts EOC & the SOD are well qualified & experienced. Therefore we are aware that there may be times when stepping outside this procedure is well justified. By way of example, using SMS Text message as the standard first contact is not meant to preclude the 'quick call to doctor's mobile'. If the dispatcher is aware that a particular doctor is available & near to an incident then a direct call to their mobile phone is highly appropriate.

Certain advanced pre-hospital procedures such as rapid sequence induction of anaesthesia and tracheal intubation (RSI) require an assistant therefore from time to time SWIFT Medics may request that EOC or SOD dispatch a second doctor to the incident in line with current GWAS policy & SWIFT Medics procedures.

Affiliation with the Special Operations Desk in Almondsbury means that SWIFT Medics are recognised as a Special GWAS Asset, it also simplifies the process of recognising incidents which match our call-out criteria which often overlap with those of the Wiltshire Air Ambulance, HART and GWAA.

SWIFT Medics as an organisation will always be based in Wiltshire & serve the people of Wiltshire. This will remain constant whatever happens to the structure of GWAS, GWAA, the current plans for pre-hospital critical care or the

traditional BASICS model in Wiltshire. We therefore feel it is important to safeguard the group's skills by ensuring regular dispatch and maintenance of the relationship SWIFT Medics have with Wiltshire EOC.

We currently enjoy an excellent working relationship with EOC in Devizes. This has taken some 15 years to develop. It has waxed & waned but is now perhaps the most efficient it has been in the last 10 years. This long lasting relationship SWIFT Medics have developed with Wiltshire EOC is valuable. EOC staff are already aware of our geographical areas of operation and the fact that if an incident takes place near to our homes or places of work we may well be first on scene in a short time.

For these reasons SWIFT Medics will not move all tasking to SOD alone and look for benefit of both mechanisms. We have agreed on a combination approach to tasking. In order to maximise the benefit of both systems this procedure recommends both Wiltshire EOC & the GWAS Special Operations Desk are empowered to task SWIFT Medics.

The initially call is to be to the whole SWIFT Medics group subsequent calls are to individuals. Message via SMS text message & mobile phone. With work or home landline if back up alternate number required.

To this end SOD and EOC Wiltshire will shortly be given the following information:

SWIFT Medics Dr:	NAME	Mobile Phone Number
	Work Location	Work Phone Number
	Home Location	Home Phone Number

Automated Calling

Generally there is 'human input' required in spotting the doctors' jobs. Historically when SWIFT Medics in Wiltshire & Gloucestershire BASICS have operated an automatic call system based on AMPDS Codes this was found to be neither sensitive nor specific to our calling criteria. It was found that during this period much of the tasking to the most appropriate jobs was still manual rather than automatic.

SWIFT Medics already regularly work with the Wiltshire Air Ambulance. We would expect to be called/notified by SOD if GWAA was operating in Wiltshire to for the following reasons:

- SWIFT Medics closer proximity to incident
- Extra manpower available – Especially multiple patients
- Joint working/training
- Professional courtesy and CRM reasons.

By simply asking: 'Would you be concerned if SWIFT Medics were operating in Avon and you had not been informed?' The rationale is evident. A simple text from SOD along the lines of: 'GWAA tasked to A350/A36 Warminster 3 Car RTC 4 patients etc.....' will enable any free staff to contact SOD. It is likely that SWIFT Medics members who are available will have their Radios set to Channel 320 & may well be ready to be called to an on-going incident in their vicinity.

Regular Discussion with Duty Manager will undoubtedly improve call out rates. EOC Wiltshire Duty manager's phone number is 07827820553. On this phone is a group called 'BASICS Doctors' to whom a text message can be sent easily.

Nurse, Paramedic and ECP SWIFT Members

Until recently SWIFT Medics consisted of doctors only however its members now include paramedics ECPs & nurses all trained in Pre-hospital Emergency Care. Generally the Paramedics, ECPs & Nurse members will be called to support the doctors in the organisation but this advice is not exclusive & the SOD/EOC staff are able to use their discretion. This matter will no doubt clarify itself as time progresses.

It is important to remember and respect the fact that all SWIFT Medics are volunteers who are giving up their personal time to assist GWAS and serve their local community. In practice this means that they are not always in a position to respond to a request by the Special Operations Desk or EOC to attend an emergency, but they will endeavour to respond if they are in a position to do so at the time of the request.

SWIFT Member contact details