999 CALL

From Public or Healthcare Professional

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BT Operator in EMERGENCY CALL CENTRE

Call routed to appropriate Trust

EMERGENCY OPERATIONS CENTRE

Call Handler picks up essential details and logs DoB, Address (via GPS) & Phone Number

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COMPUTER AIDED DISPATCH

CONTROL ROOM SOFTWARE

Passed to Emergency Medical Dispatchers who make decision whilst vehicle is in transit. They continue to collect & pass on info

Short Text Message — Info continues to be fed through whilst vehicle is in transit

Ambulance Radio Programme
Currently: Airwave Motorola with 2 handheld radios per vehicle
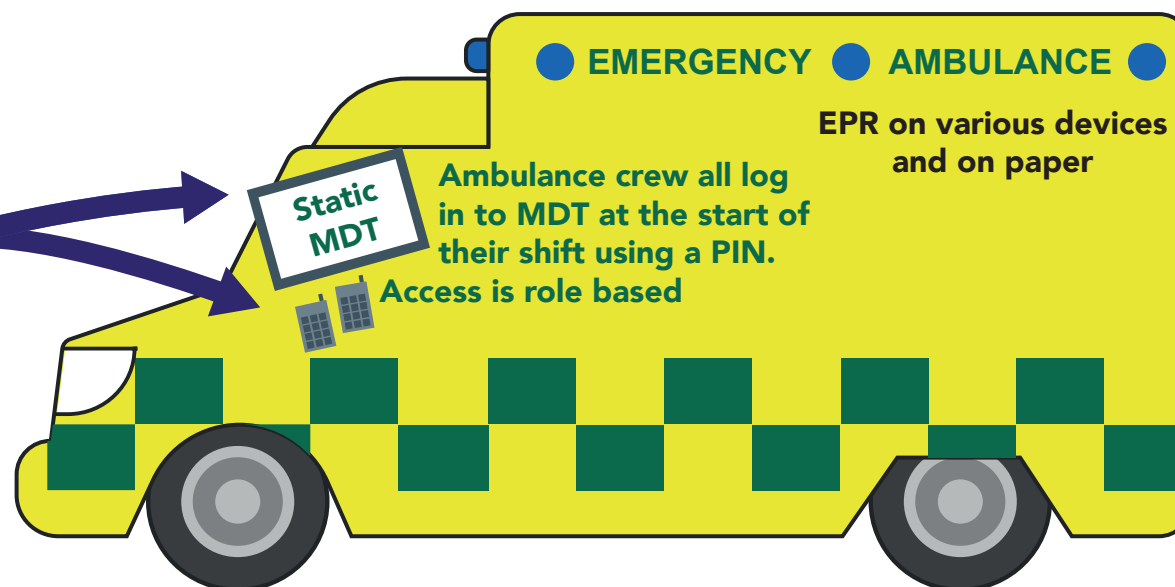
SOON TO BE

Emergency Services Network
Motorola Software, Samsung Handheld Devices on EE Network

WiFi in ambulance backed up by 4G Private Network

EMERGENCY   AMBULANCE

Static MDT

EPR on various devices and on paper

Ambulance crew all log in to MDT at the start of their shift using a PIN. Access is role based

Ambulance Trusts were expected to replace their paper-based reporting systems with an electronic system as part of the National Programme for IT. (Medusa were the preferred supplier)

When contracts came up for renewal, some upgraded their systems (Medusa) and some developed their own systems (YAS). Some found other suppliers (Ortivus) and some went to/stayed with paper

Suppliers

CRS
ARP currently going out to marketplace

CAD
Intergraph, MIS Systems, Cleric, Northrop Grumman

Handheld
Airwave/Motorola radios, soon to be Samsung

MDT
Thorcom mobilize MDT

EPR
Medusa Medical/Siren ePCR, Terafix Terapace (Scotland), Quicksilver/Ortivus, Evolve

Devices
Pansonic Toughbooks, iPads, Windows Tablets, 4G GTAC Device, Srface Pro

Suppliers in these spaces have complete autonomy

What Ambulance Trusts are doing

Trust	NEAS	YAS	NWAS	WMAS	EMAS	SWAS	SCAS	SECAM	LAS	EEAS
EPR	Medusa	Paper/Own system	Paper/Own system		Medusa Siren	Ortivus/Quicksilver	Ortivus/Quicksilver	Evolve	Paper	Medusa Siren (TBC)
OS	Windows & iOS	Windows	Windows	Windows	Windows	Windows	Windows	iOS	iOS	TBC
Devices	4G GETAC & iPhone 6s	Panasonic Toughbooks	TBC	Panasonic Tablet	GETAC RX10	Windows 8.1 Tablet	Windows 8.1 Tablet	iPad Air	iPads	TBC