



Hart First Response

Pre-hospital care at events procedure

Registered Charity 1092333

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1. Before you go to an event

- 1.1. Please ensure that your personal hygiene is good.
- 1.2. Know and check your equipment, e.g. is your FA kit properly stocked?
- 1.3. Ensure that your uniform is appropriate, clean and tidy and in-line with current recommendations. A smartly turned out person is more likely to inspire confidence.
- 1.4. Ensure you have removed jewellery on hands and wrists as part of infection prevention, this includes rings and wrist-watches (the only exception to this are wedding rings).
- 1.5. If you wear make up, please ensure that it is discrete.
- 1.6. Ensure your fingernails are short and free of nail varnish (false nails must not be worn).
- 1.7. Ensure your hair is worn neatly in a style that does not require frequent re-adjustment.
- 1.8. Ensure you have access to any supplementary Personal Protective Equipment (PPE) provided by HFR such as hard hats, safety goggles, ear protection, protective gloves, high visibility clothing, and waterproofs. You should also ensure you have access to your own: sun block, sun glasses, thermals, extra warm clothing and boots.
- 1.9. Ensure that you have a copy of the event sheet, and any other relevant instructions. You must know where to find the location (postcode) of the event easily, in case you need to dial 999.
- 1.10. Ensure that you have emergency contact numbers, these are listed on the event sheet.
- 1.11. Revise resuscitation protocols and the treatment for sprains, cuts, wasp stings, headaches and small burns.
- 1.12. Ensure that you have your ID card with you.
- 1.13. Please do not eat strongly flavoured foods before going to an event.
- 1.14. Ensure that you have food and or money to buy food with you. Be aware that events do not always have the facilities stated on the event sheet – assume they do not and you will be fine.
- 1.15. Please note that the event may finish later than the stated time, especially if there is an incident to deal with. Always assume that you could be at least an hour later than stated.



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2. Going to the event

- 2.1. Know where you are going and when you need to be there; please allow plenty of time for the journey.
- 2.2. If leaving from the HFR ambulance station, ensure you are there in plenty of time before the stated departure time, typically at least 15 minutes before, so that equipment checks can be undertaken.
- 2.3. If you do not arrive in time, the ambulance will leave without you. If there is a problem, please phone as soon as possible.
- 2.4. Ensure you are familiar with the equipment in the first aid kit – recheck it at each event and familiarise yourself with the ambulance layout.

3. When you get to the event

- 3.1. If you arrive separately from the rest of the team, follow event organiser's instructions on parking, make it known that you are with Hart First Response (HFR).
- 3.2. Report to the HFR Officer In Charge (OIC) as soon as possible, either when you meet at the HFR ambulance station or at the event.
- 3.3. You should follow the instructions of the OIC at all times. If you disagree with your OIC, then politely suggest you would like to discuss it in private. If you still disagree, follow the instructions of the OIC (unless this would cause danger) and make a written statement detailing your concern and submit to a member of the Executive Committee after the event.
- 3.4. Pay careful attention to any briefing given by the OIC or event organiser.
- 3.5. If required to do so, ensure that you 'sign-on' with the event organisers. This is usual for all motor sport events.
- 3.6. Familiarise yourself with the layout of the site, remember locations of exits, entrances and the toilets, as someone is bound to ask you where they are!
- 3.7. Make sure you are aware of any specific safety procedures, e.g. emergency procedures, bomb alerts, evacuation procedures, or what particular warning flags mean.
- 3.8. Remember you are at the event to provide first aid/ ambulance cover, do not get involved with helping marshals to clear vehicles off the track, push motorcycles etc.

4. The role of the Officer in charge (OIC)

- 4.1. The OIC is responsible for coordinating the care, treatment and support of the patients at an event and ensuring that healthcare records are completed and relevant information passed on to ensure that patient needs are met.
- 4.2. Make yourself known to the event organiser and ask where the first aid post / ambulance should be positioned. Ensure ambulances are in a position that overlooks as much of the site as possible and does not require significant manoeuvring in order to travel to a patient. You may need to disagree with the organisers.
- 4.3. Ensure the team know that you are the HFR OIC for the event.
- 4.4. Ensure you know the skill level of the HFR team.



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- 4.5. Familiarise yourself with the layout of the site, identify locations of exits, entrances, access for vehicles and the toilets. Ask the event organiser for maps of the area.
- 4.6. Make sure you are aware of any specific safety procedures, e.g. emergency procedures, bomb alerts, evacuation procedures and communicate this information to the rest of the team.
- 4.7. Agree how the event organiser will contact/alert you/team to a patient.
- 4.8. Official Doctors / Paramedics should be made known to you at the start of the event and will be detailed on the event sheet. If in doubt and they are not on the event sheet, state that you have not been informed by the event organisers of any additional pre-hospital/medical cover and could they substantiate who they are. If they cannot you may have to ignore them; you must act to protect your patient. Remember that at some events people have claimed to be doctors when they are not.
- 4.9. Ensure you know your location for any 999 call and plan the best place for patient transfer at the start of the event so you are prepared.
- 4.10. For motorsport, ensure all HFR volunteers are signed on at the start and are wearing hi-vis at all times.
- 4.11. For events with more than 2 volunteers over a widespread area or with crowds hi-vis should be worn by all volunteers.
- 4.12. If in doubt, phone the contact numbers at the end of the event sheet – that is why they are there!
- 4.13. For motorsport, ensure that no HFR volunteer enters the track unless the vehicles are stopped. Proceed very carefully only once you have confirmed this with the clerk of the course
- 4.14. Keep the radio on you so you can communicate with the organisers
- 4.15. Make a decision on potential 999 as quickly as possible and ask an organiser or someone else to make the call and to confirm back to you when this has been completed.
- 4.16. Inform the organisers if you are making a 999 call
- 4.17. Be prepared to answer questions from ambulance control while you are still dealing with the patient.
- 4.18. Send someone to the entrance to guide the county ambulance in
- 4.19. Try to get replacement kit from county
- 4.20. Do not let anyone hurry you off the scene – safety first
- 4.21. Any time the ambulance is moving with people nearby or in the way the sirens and lights should be used.

At the end of the event

- 4.22. At the end of the event, check with the event organiser that it is OK to leave. It is normal to remain at the event at least until all the members of the public or competitors have left.
- 4.23. Check that the suggested donation has been received or will be posted to HFR. Provide a receipt to the organisers for any donations that are made.
- 4.24. Certain types of events require records of patients to be submitted to governing bodies, for instance at go karting race meetings records must be submitted to the Motor Sport Association. However, this will have been agreed in advance with HFR, so inform the organisers that the Executive Committee will



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contact them regarding patient details as soon as possible, but that you are not permitted to pass on information under the Data Protection Act 1998.

After the event

- 4.25. Thank the volunteers, check they are OK with what happened.
- 4.26. Ensure post-event checks are completed (list at end of event sheet), the ambulances are locked up, and the drugs are safely locked in the relevant cupboards
- 4.27. PRFs /incident forms/requests for kit/cheques/cash donations etc must be removed from the ambulances and stored securely (in the indoor drugs store cupboard if they cannot be handed directly to the Chair/Hon.Sec.)
- 4.28. Any clinical waste must be stored securely in the HFR store in the labelled box on the right
- 4.29. Ensure that the ambulance keys are replaced in the indoor wooden key cupboard.
- 4.30. Place dirty blankets/jackets in a plastic bag on the floor next to the washing machine

5. Eating, Drinking and Smoking

- 5.1. Do not consume any alcohol at an event.
- 5.2. Eat discreetly and preferably not in the ambulances. Ideally, at larger events eat during your rest breaks.
- 5.3. Please do not eat strongly flavoured foods whilst at an event.
- 5.4. Please do not smoke at events, as smoker's breath is not conducive to patient wellbeing. However, if it is absolutely necessary please smoke discreetly, and never near FA posts, ambulances, or resuscitation equipment (as there is a risk of explosion!).

6. If you have a problem

- 6.1. Raise it with the OIC first. Use the emergency contact numbers on your event sheet if you need to (that is why they are there!)
- 6.2. At large events you should raise any problems or concerns during either the pre- or post-event debrief.
- 6.3. Write things down whilst the details are still fresh in your memory. Don't worry if you forget something – add it to your note later.
- 6.4. Report it to the Executive Committee. If it is serious then please phone them as soon as possible, then put it in writing; a simple email will do.

7. Confidentiality

- 7.1. Dealing with the press: Do not give any patient details, however minor to anyone, especially the press. Once identified, ask the press to either give you their card, including their name, contact details and employer or give them contact details for the HFR Chair.
- 7.2. Information "required by statute"
Volunteers are required by statute to notify the relevant authority in the following cases. If possible the volunteer should refer the enquirer to the Officer in Charge of the event or the HFR Executive Committee:



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- 7.2.1. **s11, Public Health (Control of Disease) Act 1984** - Duty to notify proper officer of the local authority of the name, age, sex, and address of a person suffering from a notifiable disease or food poisoning;
- 7.2.2. **s18, Prevention of Terrorism Act 1989** - Power to require the production of information from any person; also makes it an offence to fail to volunteer that information;
- 7.2.3. **Regulations made under the Health and Safety at Work Act 1974**- Notification of industrial accidents and diseases;
- 7.2.4. **s172, Road Traffic Act 1988** - Power to require any person to disclose information which may lead to the identification of a person guilty of certain offences.

7.3. Disclosure to police

You are required to co-operate with the Police and must not break the law. You should not breach patient confidentiality (ie giving name and address). However, in the following circumstances you are obliged:

- To inform the police of a motor vehicle collisions involving injury.
- To inform the police of an industrial accident (that needs to be reported via RIDDOR)
- To inform the police when a serious criminal event has occurred, such as assault or rape

When a patient does not consent to police or other agencies being called then their wishes must be respected and unless they are believed to be incapable of making an informed decision, or in extreme personal danger either from themselves or a third party, their right to confidentiality must be respected.

When a patient has agreed to the police or other agencies being called then information may be given to those agencies that pertains to the crime and may assist them in their enquiries.

You should not be providing any other details to the police and should not inform them of an overdose or illegal drug use by a patient. If any other information is requested, such as patient details or notes, please refer them to the OIC, who will refer them to the HFR Chair.

The emergency numbers on the event sheet are there to be used... if in doubt ring them.

8. Dealing with patients and bystanders

- 8.1. A patient healthcare record/ patient report form (PRF) must be completed every time a patient is seen and examined, even if no treatment is given. Ensure you know how to complete it correctly.
- 8.2. The carbon copy of the PRF should be offered to the patient and passed on to the NHS ambulance service when transferring a patient into their care to ensure there are no interruptions to the continuity of care, treatment and support for the patient (CQC outcome 6b)
- 8.3. Keep the top copy and do not lose it, this is a legal document. Do not leave PRFs on view, as they are confidential documents.
- 8.4. Complete a PRF for everyone you treat, nothing is too trivial.



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- 8.5. If a member of the public wishes to make a cash donation ask them to use donation tins on ambulances. If donation tins are unavailable, place the cash in the vehicle folder (not your pocket) and record the donation by giving the person a receipt.
- 8.6. Do not give out paracetamol, plasters, ice packs or any other form of treatment to anyone other than directly to the patient in front of you. You must see everyone that you treat.
- 8.7. Remember to check if the patient has any allergies and if their tetanus vaccine is up-to-date.
- 8.8. If a person refuses treatment, document their reasons and ask them to sign the patient report form.
- 8.9. If the patient is under 18 and refuses treatment then you need to consider whether they have sufficient understanding and intelligence to enable them to understand fully what is involved. Their refusal may in certain circumstances be over-ridden by either a person with parental responsibility or the court. This power to over-rule must be exercised only on the basis that the welfare of the young person is paramount.

9. Conduct towards your patient

- 9.1. Remember that anxiety and stress can make people seem unreasonable.
- 9.2. Endeavour to be tactful, reassuring, patient, understanding and sympathetic.
- 9.3. Never be officious.
- 9.4. Always be respectful, avoid over familiarity.
- 9.5. Never discuss the patient's conditions with other people without their consent, with the exception of other pre-hospital providers concerned with that patient.
- 9.6. Show respect for other people's customs.
- 9.7. When dealing with children, ensure that another responsible adult is present at all times.

10. Before you leave the event

- 10.1. Check with the OIC that you can leave, this will not usually be until after all the members of the public or competitors have left.
- 10.2. Inform the OIC of:
 - any patient report forms and hand them over
 - any donations have been received and hand them over
 - any clinical waste and where it is located
 - any consumables that need replacing
 - any equipment that is missing or needs cleaning
 - any issues or concerns

11. After the event

- 11.1. The Ambulance driver is accountable for completing the post event checks (checklist on every event sheet). The other volunteers share responsibility to ensure that these checks are carried out correctly. Failure to complete these



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checks can be costly (gas cylinders not switched off, drugs not placed under refrigeration) and so will be logged as an incident.

- 11.2. Feedback: It is useful to give feedback regarding any difficulties encountered e.g. finding the event, if the event over-ran, if there were safety issues etc. please let the Hon. Sec. know as soon as possible. Please also give positive feedback e.g. if the event was well organised.
- 11.3. If information on the outcome of treatment is requested by a volunteer, the Executive Committee will contact the organisers for details. Volunteers **must not** keep personal copies of patient details and **must not** attempt to contact any patient directly using information gained by completing the patient report forms.

12. Volunteer Support

- 12.1. Some events can seem quite traumatic, with serious or multiple patients
- 12.2. Everyone reacts differently and some people appear to cope more easily than others
- 12.3. If you have any concerns with what you have seen or done during an event, discuss them with the officer in charge as soon as you can, or once the event has finished
- 12.4. If you still have concerns after the event, contact the officer in charge or a member of the Executive Committee
- 12.5. There is usually a debrief session on all the more serious patients at the next HFR Tuesday training session
- 12.6. The HFR Exec are all available to talk through things, but you need to make the first step and contact one of us
- 12.7. Nothing is ever too small, or insignificant to be discussed, if it is worrying you, talk to someone about it
- 12.8. If a volunteer is having difficulty fulfilling their agreed role this should be identified in supervision. We will offer appropriate support and training. If the issue cannot be solved we will support the volunteer to accept this.