

1. Tell me whether or not the incident-management software used in your control rooms is capable of accepting advanced mobile location (AML) locations for calls received via 999.

1. Please see below an extract from the CAD workbook given to all new EOC starters, both call takers and clinicians for Advance Mapping Location (AML) As well as this, we deliver a PowerPoint presentation on day 2 of their CAD training on AML which can also be found below:

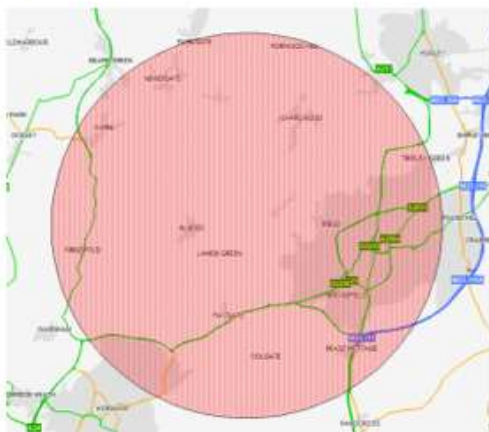
## AML – Advanced Mapping Location

AML will automatically send accurate location information from a caller's phone directly to the emergency services using the mobile phones built-in GPS. AML is not an app, it does not require any action from the caller as it is built into most modern smartphones.

AML information will be provided by most modern Android/iOS mobile phones. The location provided to the Emergency Services will be as accurate as the GPS on the caller's phone. The accuracy is generally around or below 30meters but can be as low as 5 meters.

The screen shots below which have been taken from CAD show the differences in location determined by the mobile phone cell tower and a location given to us by AML.

*Mobile phone radius prior to AML*



*Mobile phone radius with AML*



When a 999 call is initially passed through from BT, we will typically receive a location with a radius of around 3000 meter which we could comfortably say that the call originated from. Whilst this may be able to help us narrow the call down to a particular town, it is not going to help us determine where the patient is any further than that. This information is generated by the closest mobile phone tower to the caller when they initiate the call. It is likely to present in the CLI box as shown below:

(077 4) Address details not found for this number

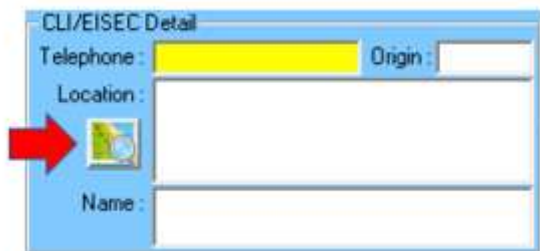
When a 999 call is made from a mobile the phones location services are automatically enabled, and this then provides a more accurate information to BT who then pass this onto SECAmb within approx. 25 seconds. The radius of location will typically be reduced to 30meters or less which gives us a much better chance of locating the patient using this method. The information in the CLI box should update to include a road name and town, as shown below:

(077 4) Fittsbrook Lane, Punnett's  
Town, TN21 9PJ, [562521,119907]

**We would only use AML as a way of locating a patient in limited circumstances such as the following:**

- If the Caller is uncertain of their location
- You lose contact with the caller before you have validated the address
- You need reassurance that the call has been matched to an address in the CAD gazetteer near to the caller's location.

If you need to re-present the original AML information at any point you can click on the icon shown below. This will not alter or remove any information that you have entered.



**REMEMBER** if you use the AML to locate the patient you will need to re-locate your call to where the AML is showing by using **Set Location**.



# Advanced Mobile Location (AML)



**NHS**

South East Coast  
Ambulance Service  
NHS Foundation Trust



## What is AML?

AML will automatically send accurate location information from a caller's phone directly to the emergency services using the mobile phone's built-in GPS. AML is not an app; it does not require any action from the caller as it is built into most modern smartphones.

AML information will be provided by most modern Android/ iOS mobile phones. The location provided to the emergency services will be as accurate as the GPS on the caller's phone. The accuracy is generally around or below 30 meters whilst it can be up to 5 meters.



**NHS**

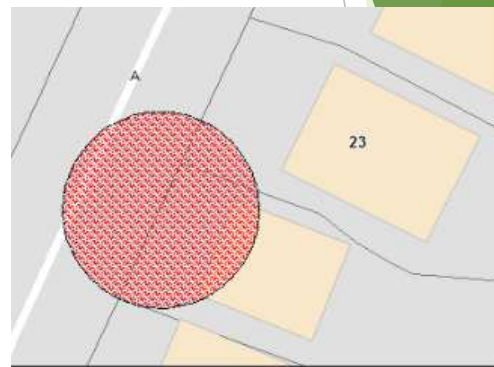
**South East Coast  
Ambulance Service**  
NHS Foundation Trust



The below screenshots taken from CAD illustrate the difference between the location determined by the mobile phone cell tower and a location given to us by AML.



*Mobile phone radius prior to AML*



*Mobile phone radius with AML*



**NHS**

**South East Coast  
Ambulance Service**  
NHS Foundation Trust



## When might be an ideal opportunity to use Advanced Mobile Location (AML)?

- The caller is uncertain of their location.
- The EMA loses contact before address validation has been finished.
- EOC need re-assurance that the call has been matched in the CAD gazetteer near to the caller's location.



## When is AML Information available?

When a 999 call is made, the caller's mobile phone will automatically enable location services (using GPS or WiFi) and will send this information to BT. This information is delivered to SECAmb within ~25 seconds of the call being delivered to SECAmb queue. The result will be a ~3000m radius that closes to a ~30m radius in around 25 seconds

## How to spot AML information

Due to taking up to 25 seconds to be returned, EOC are likely to have answered before its available,  
In the CLI/EISEC Detail section on the call form, it will start with limited details, then once AML has been delivered, you will normally be presented with a Road name, Town, Postcode as well as Eastings & Northings.



**NHS**

**South East Coast  
Ambulance Service**  
NHS Foundation Trust

**NHS**

**South East Coast  
Ambulance Service**  
NHS Foundation Trust



## Re-Presenting AML Information

All CAD users can now reshove the presented radius by clicking the new button to the left of the presented CLI/EISEC information.

The screenshot shows a form titled "CLI/EISEC Detail" with fields for Telephone, Location, and Name. A red arrow points to a refresh icon (a circular arrow) located to the left of the Location field. There is also an "Origin" field next to the Telephone field.

*This will not alter or remove any location entered by the EMA.*



## WHERE IS AML DEPLOYED?

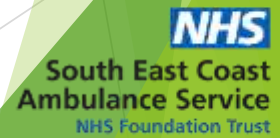
As of January 2020, 19 countries worldwide have deployed AML.

Discover the latest [AML Report Card](#) and learn everything about the status of AML around the world.





# Any Questions?



2. Provide copies of any instructions or guidance provided to staff in your control rooms for handling incident locations provided by callers in the form of:

(a) Longitude and latitude coordinates.

2a) Longitude and latitude coordinates are dealt with and searched for in the same way as Easting and Northings and Landranger reference numbers. Please see 2b for further information.

(b) Ordnance Survey national grid references.

2b) Please see below an extract from the CAD workbook given to all new EOC starters, both call takers and clinicians for Eastings and Northings, Longitude and Latitude and Landranger references. Although longitude and latitude are not directly mentioned, all types of references are searched for in the same way/field. Also, please see below question 20 for the address practice exercise which includes OSE and OSN.

## Grid References



W3W	Clear Location	Copy To Patient -->
Location :	<input type="text"/>	...
Road :	<input type="text"/>	...
District :	<input type="text"/>	...
Town :	<input type="text"/>	...
Post Code :	<input type="text"/>	...
Hospital :	<input type="text"/>	...
Department :	<input type="text"/>	...
Desk :	<input type="text"/>	...
Zone :	<input type="text"/>	...
OS E/N :	<input type="text" value="528211"/>	<input type="text" value="138646"/>
Site Safety :	<input type="text"/>	...

- Enter the grid reference in full into the OS E/N field and then press the “Map Icon” at the side of the call taking screen. (The system may change the numbers slightly as it converts them to longitude and latitude.)
- When you have clicked on the map icon in the Live Call screen, this will identify the location on the map.

Check the location and then use the set incident location (below), if necessary, to relocate the call to the nearest access road to the patient. Free type any further directions into the Crew Notes and Save and Notify dispatch

**Question 20:** Enter Eastings & Northings 514101 & 153883 Where does it take you?

**OSE : 1<sup>st</sup> Number OSN: 2<sup>nd</sup> Number Oakdene Close Bookham**

### (c) What 3 Words (W3W) locations

2c) Please see below an extract from the CAD workbook given to all new EOC starters, both call takers and clinicians for What 3 Words (W3W) As well as this, we deliver a PowerPoint presentation on day 2 of their CAD training on W3W which can also be found below along with extracts of W3W exercises.

## What3Words



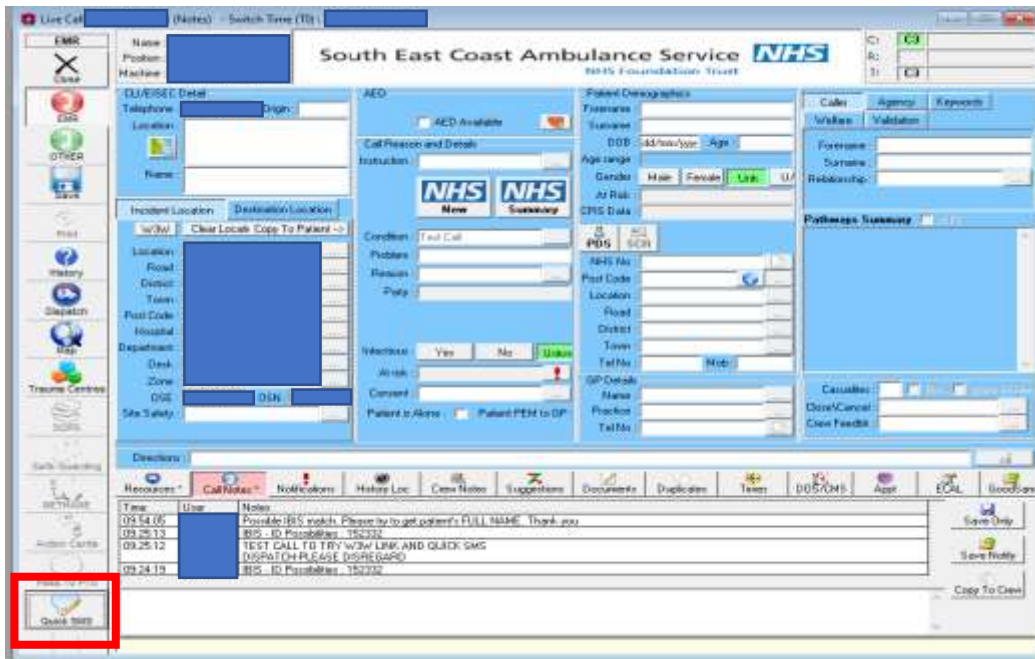
WHAT3WORDS

**What3Words is an app where the world has been divided into 3m x 3m squares and has assigned each one unique 3-word address, this allows it to be used on mobile devices quickly to determine a user's location.**



To use this function on the CAD

Click on the Quick SMS button (at the bottom left-hand side of the screen)



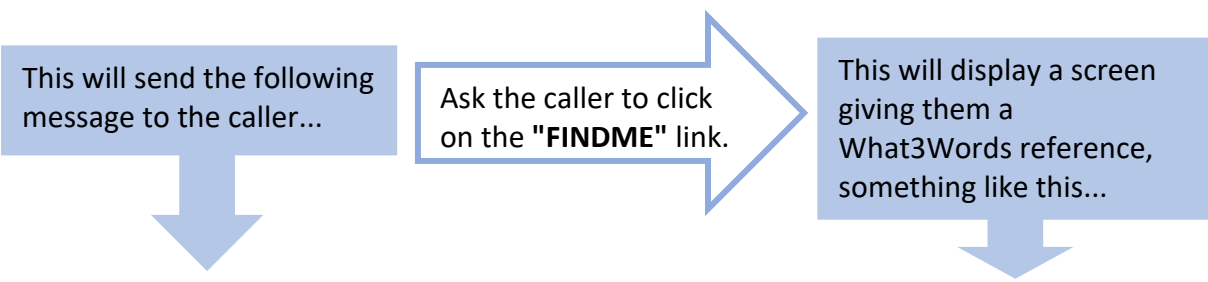
You will then see this pop-up window...

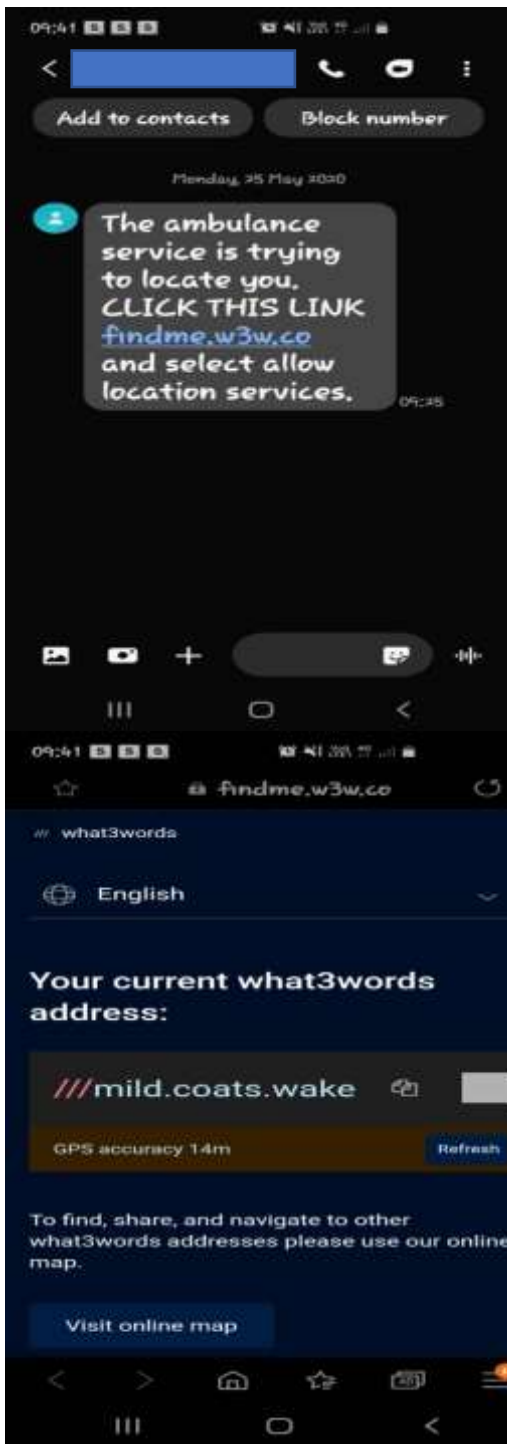
SMS

Description	Tel No
Caller Tel	[Redacted]
Call Tel No's :	[Redacted]
Mobile Tel No :	[Redacted]
Pre-defined :	[Dropdown]
<b>Send W3W Link</b> <b>CCS Location Request</b>	
Message :	
<b>Send SMS</b>	<b>Cancel</b>

The Telephone number will be automatically populated with the caller's number, as presented by EISEC.

Click on SEND W3W LINK





There is no need for them to download the W3W app.

On CAD, click the new W3W button above the first address line, this will give you the following box...

What 3 Words Location Service - Call : 34887326

What 3 Words :  -  -

W3W → OS Coordinates  
 OSE :  OSN :

Matching Suggestions

Ask the caller for the 3-word reference and input it. Make sure you check the spelling. No punctuation marks are needed. Then click the button "FIND W3W SUGGESTIONS"

What 3 Words Location Service - Call : 34887326

What 3 Words :  -  -

W3W → OS Coordinates  
 OSE :  OSN :

Matching Suggestions : Found 5

Words	Nearest Place	Incident Distance (km)
mild.coats.wake	Langley Green, Sussex	0
mild.coats.sake	Hertford, Herts.	72
mile.coats.sake	Oxted, Surrey	17
mild.chats.bake	Holmwood, Surrey	12
mild.coast.lake	Ashford, Surrey	41

Double Click on the relevant location, in this case, the top option and it will show on a map...

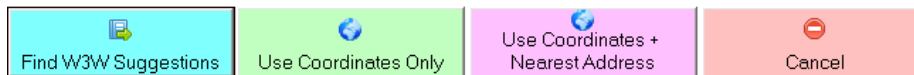
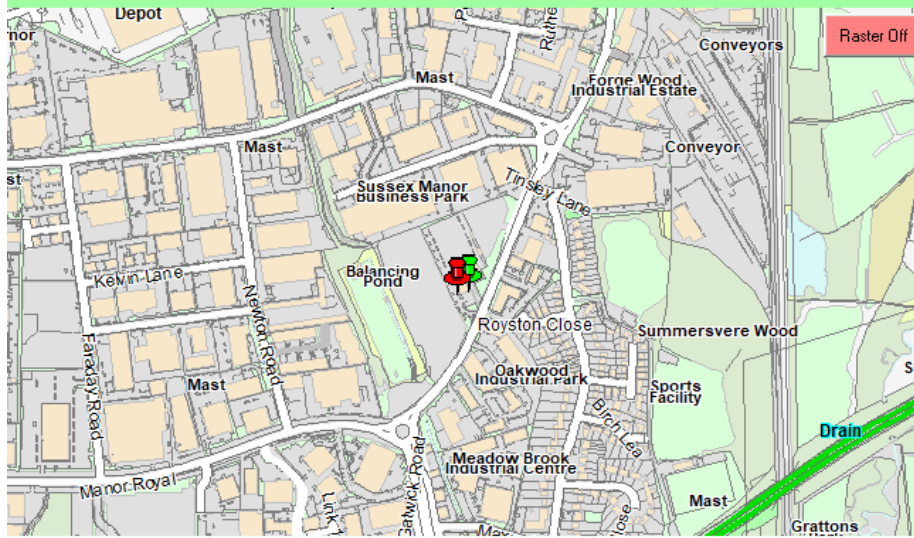
What 3 Words : mild - coats - wake

W3W → OS Coordinates  
OSE : 528229 OSN : 138653

Matching Suggestions : Found 5

Words	Nearest Place	Incident Distance (km)
<b>mild.coats.wake</b>	Langley Green, Sussex	0
mild.coats.sake	Hertford, Herts.	72
mile.coats.sake	Oxted, Surrey	17
mild.chats.bake	Holmwood, Surrey	12
mild.coast.lake	Ashford, Surrey	41

Gatwick Road, Northgate, Crawley, RH10 9BG - Distance = 26 metres



Click "Use Coordinates + Nearest Address, then Yes and this will update CAD.

Use "MAP" button on CAD to confirm.

## What 3 Words Practice Exercise



Using the W3W (what three words) functionality on the CAD, find the following locations, including identifying the Eastings & Northings:

1. Budding.Blueberry.Avocado

- COXHEATH HQ**  
**EASTINGS: 574304**  
**NORTHINGS: 151004**
2. **Likely.Wanted.Odds**  
**CRAWLEY HQ**  
**EASTINGS: 528224**  
**NORTHINGS: 138626**
3. **Shuts.Jukebox.Thigh**  
**POCOHANTAS MEMORIAL**  
**EASTINGS: 564666**  
**NORTHINGS: 174328**
4. **Live.Turkey. Split**  
**NR. RAMSGATE HARBOUR**  
**EASTINGS: 638543**  
**NORTHINGS: 164730**
5. **Bookshop.Years.Shut**  
**BEACHY HEAD**  
**EASTINGS: 558339**  
**NORTHINGS: 95413**
6. **Abstracts.Wing.Poster**  
**ENCHANTED PLACE, 100 ACRE WOOD, WINNIE THE POOH'S HOUSE**  
**EASTINGS: 546901**  
**NORTHINGS: 132061**



## When might be an ideal opportunity to use What3Words?

When the patient is:

- In a forest or large park.
- On a Bridleway / cross county cycle path / “In the middle of nowhere”,
- Any location, with limited landmarks,
- Anywhere where you can't find an exact match in the CAD Gazetteer.



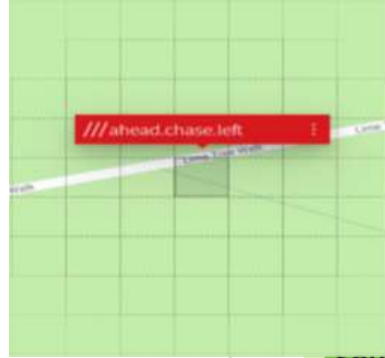
**NHS**

**South East Coast  
Ambulance Service**  
NHS Foundation Trust



## How could using What3Words help?

The location of a patient in Preston Park, Brighton could be narrowed down from ~250m down to 3m. What3Words is useful where street addresses do not exist and provides a level of specificity when road names are not accurate enough.



## How to obtain a What3Words location from a caller.

Caller should either use the What3Words App or EOC should 'Send W3W Link' from CAD 'Quick SMS' function.

### Does the caller have the What3Words App?

**Yes** – Get them to open the app and provide their 3-word location.

**No** – send link to Callers mobile via Quick SMS





## How to obtain a What3Words location from a caller.

Caller should either use the What3Words App or EOC should 'Send W3W Link' from CAD 'Quick SMS' function.

**Does the caller have the What3Words App?**

**Yes** – Get them to open the app and provide their 3-word location.

**No** – send link to Callers mobile via Quick SMS



## How to use the Quick SMS Feature

1) Choose phone number to send message to. Default Caller number field on CAD, However this can amended.

2) Click yellow button 'Send W3W Link'

3) Click green button 'Send SMS'

SMS

Description	Tel No
Caller Tel	0746 152

Call Tel No's :

Mobile Tel No : **074 1152**

Pre-defined :

The ambulance service is trying to locate you. **CLICK THIS LINK** findme.w3w.co and select allow location services.

Message : **Message being sent to the caller.**



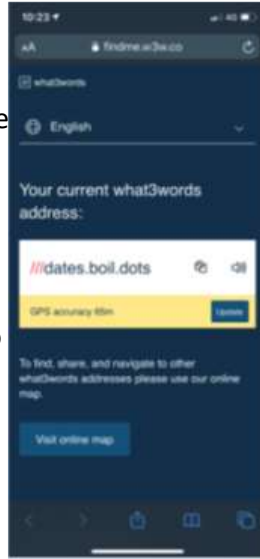




## Where is the caller directed to?

Following the link will lead to a website, the user should press update on the right of the Yellow bar.

It may be helpful to also note the accuracy & the 3 words provided in the notes.

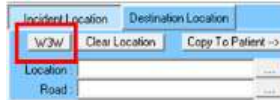


The GPS accuracy is likely to improve after a few seconds. User should provide the 3 words.



## How to use a What3Word location in EOC

- Take the 3-word location from caller. Confirm the 3 words carefully, add to Crew Notes.
- Click 'W3W' button above the Incident Location field on the Emergency Call Handling Screen.



- This will open a pop up to enter the Three Words.

What 3 Words Location Service - Call : 1435

What 3 Words :  -  -

W3W -> OS Coordinates  
 OSE :  OSN :

Matching Suggestions





- Click 'Find W3W Suggestions' this will return 5 suggestions.

What 3 Words Location Service - Call : 1436

What 3 Words :  -  -

W3W → OS Coordinates  
 OSE :  OSN :

Matching Suggestions : Found 10

Words	Nearest Place	Incident Distance (km)
dates boil dots	Langley Green, Sussex	
dated boil dots	Harpden, Herts.	
dating boil dots	Bradfield, Sheffield	
dates boil rots	Eglesham, E. Renfrewshire	
gates boil dots	Woodbury, Devon	



- Double click on the result that seems to be the correct location, (i.e. in the same town/county the caller has advised).  
*This will return a map of the area & in a green bar the Nearest Gazetteer entry.*

What 3 Words Location Service - Call : 3483043

What 3 Words :  -  -

W3W → OS Coordinates  
 OSE :  OSN :

Matching Suggestions : Found 5

Words	Nearest Place	Incident Distance (km)
dates boil dots	Langley Green, Sussex	
dated boil dots	Harpden, Herts.	
dating boil dots	Bradfield, Sheffield	
dates boil rots	Eglesham, E. Renfrewshire	
gates boil dots	Woodbury, Devon	

**Safwick Road, Northgate, Crawley, RH10 9BG - Distance = 48 metres**

Find W3W Suggestions Use Coordinates Only Use Coordinates + Nearest Address Cancel



- Then click the 'Use CoOrdinates & Nearest Address' button. Which will move the marker to the actual what3words location.



# Any Questions?



**NHS**  
South East Coast  
Ambulance Service  
NHS Foundation Trust