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Name of originator/	Lorna Stuart, Operating Unit Manager
author:	
Responsible management	Central Teams B
group:	
Directorate/team	Operations Directorate
accountable:	

Procedure:			
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to:			
Date approved:	23/04/2019		

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Version No. V3.00	Final / Draft	Date: 23/12/2019	

Review/comments:

Person/ Committee	Comments	Version	Date
S Morton	Amendments to reflect the change made to the online application process Addition of the OTL role and responsibility	V2.01	05/12/18
QI Hub	Review and add changes	V2.01	03/01/18
Kerry Moody	Review and add changes	V2.02	11/01/19
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	, respensible management ereap.	
Period	Every three years or sooner if new	Date: 23/12/2022
	legislation, codes of practice or	
	national standards are introduced	

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Security Access/ Sensitivity	Official (Public Domain)
Where Held	Corporate Records Register
Disposal Method and Date	In line with national guidelines

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1 Scope

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to providing high quality patient care and safety at all times.
- 1.2. This procedure seeks to ensure there is a safe, consistent and auditable approach across the Trust for our staff (non-Operational) and members of the public when observing on Trust vehicles.
- 1.3. This procedure will not apply to supernumerary direct entry Student Paramedics as they are directly supervised by the crew.
- 1.4. This procedure will not apply to Clinical Field Operational staff that are already employed by the Trust.
- 1.5. This procedure is applicable to all clinicians in the Trust and sets out the scope of practice to which clinicians must adhere to whenever they are supervising observers during operational shifts.
- 1.6. The minimum age for observing on any Accident and Emergency vehicle is 18 years old.
- 1.7. Observation shifts will only be permitted on Double Crewed Ambulance's (DCA's) to ensure the appropriate supervision of the observer and for patient safety.
- 1.8. Observation shifts with the Hazardous Area Response Teams (HART) or Specialist Operations Response Team (SORT) vehicles will only be approved if there is a specific requirement from the Police or Fire Service or other relevant agency/organisation, which will require senior management approval.
- 1.9. Due to the nature of observing on a front line vehicle, the Trust will not be able to allow observers with certain disabilities: this could include those people that require a wheelchair, walking frames or who have a visual impairment. Requests to attend an observation shift should be considered in such a way to minimise the impact of any disability and reasonable adjustments can be considered to facilitate the observation shift.
- 1.10. Observers will not require a Disclosure and Barring Service (DBS) certificate specific to SECAmb, and all persons observing will be the responsibility of the staff they are out with and must not be left alone with a patient or be given any clinical responsibility (unless previously agreed, i.e. where a doctor is the observer).
- 1.11. This procedure has been developed to ensure that patients, staff and anyone undertaking an observer shift with SECAmb are adequately protected to ensure we meet compliance with recommendations of the Lampard Report February 2015.

2 Procedure

- 2.1. All persons wishing to observe on an operational vehicle will need to apply via the SECAmb Website, following the step by step guide. The Human Recourses (HR) department will assess the application and approve or decline it. This may include checking the applicant's eligibility with the appropriate person detailed in **Appendix A** either in writing or via email.
- 2.2. The applicant must download and complete the indemnity form and submit their specified identity documentation via observers@secamb.nhs.uk For current content see **Appendix B (Step 1).**
- 2.3. SECAmb staff or an active member of SECAmb Community First Responders, only need to complete and return the indemnity and information form.
- 2.4. Once the applicant has had the appropriate checks, the Learning & Organisational Development Department will arrange for applicant to undertake the appropriate online learning course. For current content see **Appendix B (Step 2).**
- 2.5. Once steps 1 and 2 have been completed and the applicants are approved, their details will be passed to the relevant Operating Unit Administrator (OUA). See **Appendix C (Step 3).**
- 2.6. The OUA will contact the observer to arrange a mutually agreed shift(s). The OUA will enter the information on to the Global Rostering System (GRS) or contact the Clinical Scheduling department to do this. Any shift, on a Double Crewed Ambulance (DCA) can be booked providing there is not already an extra person on the vehicle.
- 2.7. On arrival at the station, the observer will be allocated a crew and vehicle for his/her shift(s) by the duty OTL.
- 2.8. Crews and/or OTL that have an observer must check their identity against a form of photo ID (this could include NHS ID card, Student ID, Drivers licence etc.)
- 2.9. The observer (non-SECAmb) must bring their completed indemnity and information form with them (appendix C) and hand it to the OUA, OTL or crew. This contains relevant contact details should an incident occur. The form should be returned to the observer at the completion of the shift.
- 2.10. The crew must inform their relevant Emergency Operations Centre (EOC), and the OM/OTL for the station that they have an observer with them at the start of the shift.
- 2.11. The crew will check that the observer is dressed appropriately in trousers and flat non slip shoes and has the relevant safety equipment. They will ensure the observer is issued with an observer kit which will consist of a high visibility jacket with 'observer' on the back, and a safety helmet.
- 2.12. The observer will be shown around the station and the vehicle by the crew who will explain the relevant health and safety issues.

- 2.13. The crew will ensure the observer is not left alone with patients at any time. The observer must not participate in any treatment to patients.
- 2.14. At the end of the shift the observer will return the observer kit and any other relevant SECAmb property to the crew.
- 2.15. Any problems the observers have during the shift should be directed initially to the crew, OTL, OM or OUA. If none of these are available, then contact should be made to the Emergency Operations Centre who will contact the Duty Tactical Officer.
- 2.16. All observers must wear a minimum of level 2 PPE at all times. Observers must not be within 2 meters of any AGP procedure and where necessary must leave the room or back of the ambulance when observing if an AGP is taking place.

3 Definitions

3.1. Datix is the Trust's incident reporting management system.

4 Responsibilities

- 4.1. The **Chief Executive Officer** has overall accountability for the in relation to health and safety standards within the Trust, and is responsible for the health, safety and welfare of all Trust employees and that of any third party who may be affected by the Trust's undertakings
- 4.2. The **Operating Unit Manager (OUM)** is responsible for overseeing the implementation and monitoring of this procedure.
- 4.3. The **Operations Managers (OMs)** will be responsible for managing this procedure.
- 4.4. **Operating Unit Administrators (OUAs)** will confirm arrangements with the relevant Trust staff and the observer, including requirements relating to appropriate clothing, indemnity forms etc.
- 4.5. **Operational Team Leaders (OTL)** are responsible for ensuring that this procedure is implemented operationally and observers are allocated a duty crew member at the commencement of shift.
- 4.6. Other members **of staff/ observers** will undertake the responsibilities allocated to them under this procedure.
- 4.7. **The Crew will** be responsible for the observer at all times and will ensure they are not left alone with patients.

5 Education and Training

5.1. The Learning & Organisational Development department will assume responsibility for the implementation and management of the online observer training course as specified by the Trust.

6 Audit and Review (evaluating effectiveness)

- 6.1. This procedure will be audited via the SECAmb Datix Incident Form (DIF 1) and any adverse events, by the OMs with feedback to the OUMs.
- 6.2. This document will be reviewed in its entirety every three years or sooner if new legislation, codes of practice or national standards are introduced, or if feedback from employees indicates that the policy is not working effectively.
- 6.3. All changes made to this policy and procedure will go through the governance route for development and approval as set out in the Policy on Policies.

7 Associated Trust Documentation

- 7.1. Health and Safety Policy
- 7.2. Staff Welfare Policy
- 7.3. Risk Management Strategy, Policy and Procedure
- 7.4. Incident Reporting Procedure
- 7.5. Confidentiality Code of Conduct

8 References

- 8.1. Data Protection Act 1998
- 8.2. All relevant National Patient Safety Alerts, NPSA
- 8.3. NHS Indemnity guidance
- 8.4. Clinical negligence reporting guidelines
- 8.5. NHSLA Risk Management Standards Scheme coverage rules.
- 8.6. NHSLA Equality Scheme
- 8.7. Themes and lessons learnt from NHS investigations into matters relating to Jimmy Saville, Independent report for the Secretary of State for Health, February 2015, Authors: Kate Lampard and Ed Marsden

9 Equality Analysis

- 9.1. The Trust believes in fairness and equality, and values diversity in its role as both a provider of services and as an employer. The Trust aims to provide accessible services that respect the needs of each individual and exclude no-one. It is committed to comply with the Human Rights Act and to meeting the Equality Act 2010, which identifies the following nine protected characteristics: Age, Disability, Race, Religion and Belief, Gender Reassignment, Sexual Orientation, Sex, Marriage and Civil Partnership and Pregnancy and Maternity.
- 9.2. The Trust also has a duty to protect the health and safety of anyone on its premises or vehicles, and so as set out in clause 1.9 above, due to the nature of observing on a front line vehicle, the Trust will not be able to allow observers with certain disabilities, this could include those people that require a wheelchair, walking frames or who have a visual impairment. Requests to attend an observation shift should be considered in such a way to minimise the impact of any disability and reasonable adjustments can be considered to facilitate the observation shift.
- 9.3. Compliance with the Public Sector Equality Duty: If a contractor carries out functions of a public nature then for the duration of the contract, the contractor or supplier would itself be considered a public authority and have the duty to comply with the equalities duties when carrying out those functions.

Name of author and role	Lorna Stuart, OUM		
Directorate	Operations Date of analysis: April 2016		
Name of policy being analysed	Observer Procedure		
Names of those involved in this	Lorna Stuart, Penny Scrimgeour,		
EA	, ·		

1. Trust policies and procedures should support the requirements of the Equality Duty within the Equality Act:

- Eliminate discrimination, harassment and victimisation;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

In submitting this form, you are confirming that you have taken all reasonable steps to ensure that the requirements of the Equality Duty are properly considered.

2. When considering whether the processes outlined in your document may adversely impact on anyone, is there any existing research or

For example:

- Local or national research
- National health data
- Local demographics
- SECAmb race equality data

If so, please give details:

No existing research or information was considered necessary to take into account.

information that you have taken into account?	 Work undertaken for previous EAs 	
3. Do the processes described have an impact on anyone's human rights?	If so, please describe how (positive/negative etc):	

4. What are the outcomes of the EA in relation to people with protected characteristics?				
Protected characteristic	Impact Positive/Neutral/Neg ative	Protected characteristic	Impact Positive/Neutral/ Negative	
Age	Negative	Race	Neutral	
Disability	Negative	Religion or belief	Neutral	
Gender reassignment	Neutral	Sex	Neutral	
Marriage and civil partnership	Neutral	Sexual orientation	Neutral	
Pregnancy and maternity	Neutral			

5. Mitigating negative impacts:

If any negative impacts have been identified, an Equality Analysis Action Plan must be completed and attached to the EA Record. A template for the action plan is available in the Equality Analysis Guidance on the Trust's website. Please contact inclusion@secamb.nhs.uk for support and guidance.

Protected characteristic:	Age	Issue	Poor mobility that hinders
		identified:	getting in and out of a DCA
Action required:	It may not	be possible to ob	oserve on a DCA. See clause 1.9
Action lead:			
How will impact/outcome be		Timescale:	
measured?			
Resolution of actions:			

Protected characteristic:	Disability	Issue identified:	Physical disabilities may include mobility issues, getting in and out of DCAs, sight impairment, obstacle and trip hazards, or hearing loss, failure to hear instruction, command in a situation where direct sight is not possible. Mental Health issues, exposure to certain situations may be traumatic in nature and therefore may exacerbate known existing conditions.
Action required:	It may not be possible for people with certain conditions to observe on a DCA. See clause 1.9		

Action lead:		
How will impact/outcome be	Timescale:	
measured?		
Resolution of actions:		

	EA Sign of	f		
EA checkpoint (Inclusion Working	Giles Adams			
Group member, preferably from your				
Directorate)				
		ocess detailed on this form and the work it		
refers to are non-discriminatory and support the aims of the Equality Act 2010 as outlined in				
section 1 above.				
Signed: Giles Adams		Date: 8 April 2016		

10 Quality Impact Assessment

Summary Quality Impact Assessment Form

Procedure title	Observer Procedure
Author	Lorna Stuart
Responsible management group	Operations
Accountable Director	Joe Garcia
Date undertaken	4 th January 2019

The impact on Patient Safety after the change has occurred	Consider the following: - What is the impact on partner organisations and any aspect of shared risk? - Will this impact on the organisations duty to protect children, young people and adults? - Impact on patient safety? - Impact on preventable harm? - Will is affect the reliability of safety systems? - How will it impact on systems and a process for ensuring that the risk of healthcare acquired infections to patients is reduced? - What is the impact on clinical workforce capability care and skills?	No change
The impact on Clinical Effectiveness after the	Consider the following: - How does it impact on implementation of evidence based practice? - How will it impact on clinical leadership?	No change

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change has occurred	care provision? - Does it impact of delivered in most of effective setting? - Does it eliminate by design?	impact on variation in n ensuring that care is clinically and cost e inefficiency and waste nprovements in care		
The impact on Patient Experience after the change has occurred	Consider the follow - What is the imparage, disability, sex and belief for indiv health, access to sexperience? - What impact is it reported experience service uses? (reselocal surveys / confincidents) - How will it impact agenda? - How will it impact	act on race, gender, ual orientation, religion idual and community services and likely to have on selfce of patients and ponse to national / nplaints / PALS /	No change	
The impact on Staff Experience after the change has occurred	Consider the follow - Staff satisfaction - Staff turnover / a - Bank and agence - Equality impact of	ubsentee rate y staff level	No Change	
Other (including impact on Trust reputation, regulatory requirements and local health economy impact)	Consider the following: - Any impact on the reputation of the Trust - Any impact on the Trust's regulatory requirements - Any impact on the local health economy e.g. CCGs, acute providers		No change	
Mitigations Detail any actions put in place / to put in place to ensure that potential risks are managed or monitored to ensure appropriate action is efficiently taken. Consider the impact on the wider health economy and if any external stakeholders need to be engaged in the change to mitigate any risk, e.g. CCQs, acute providers		No change		
Nam	е		Role	

	Decision	Approve, Full or Reject	I QIA required,
Deputy Clinical Director	Comments, including clarity on decision and requirements		
	Signature	Date of decision	

Appendix A: Eligibility Matrix

Time	Notice	Responsible Department for eligibility	Time De surine me sut	Dai a nitu	Authorisation/ GRS	Operational	Notes
Туре	Period	confirmation	Time Requirement	Priority	Input	Abstraction	Notes
Foundation Degree	6 Weeks	Clinical Education	As Course Programme	1	Clinical Scheduling	Y	DMA
Direct Entry Para	6 Weeks	Clinical Education	As Course Programme	1	Clinical Scheduling	N	DMA
ECSW	6 Weeks	Clinical Education	37.5 Hours	1	Clinical Scheduling	Y	DMA
Qualified Entry	At Offer	Employee Services Dept	37.5 Hours	1	Clinical Scheduling	Y	DMA
EOC Staff (in course)	6 Weeks	Learning & Organisational Development	As Course Programme	1	Clinical Scheduling	Y	DMA
EOC Staff (CDE)	6 Weeks	Learning & Organisational Development	As Per CDE Requirements	2	Clinical Scheduling	N	DMA
Community First Responders	2 Weeks	Learning & Organisational Development	3x shifts on qualification and 1x shift every 6 months	2	ODA Administrator	N	DMA
Non-Operational Staff	2 Weeks	Learning & Organisational Development.	As Required	3	ODA Administrator	N	DMA
Return to Work (Sickness)	As Much as Practicable	OM or Equivalent	As Required	1	Clinical Scheduling	Υ	DMA

Туре	Notice Period	Responsible Department for eligibility confirmation	Time Requirement	Priority	Authorisation/ GRS Input	Operational Abstraction	Notes
Return to Work							
(Maternity)	6 Weeks	OM or Equivalent	As Required	1	Clinical Scheduling	Υ	DMA/SRV
Return to Work (Disciplinary/	As Much as						
Restriction)	Practicable	OM or Equivalent	As Required	1	Clinical Scheduling	Υ	DMA/SRV
Potential Employees	2 Weeks	Learning & Organisational Development	Maximum 2 shifts	3	ODA Administrator	N	DMA
Other Emergency Services	2 Weeks	Learning & Organisational Development	Maximum 2 shifts	3	ODA Administrator	N	As Requested
MOD	2 Weeks	Learning & Organisational Development	As Required	2	ODA Administrator	N	As Requested
MP, NED, DoH Staff Consultant etc	As much as Practicable	Learning & Organisational Development	As Required	2	ODA Administrator	N	As Requested
Media	As much as Practicable	Communication Department	As Required	2	ODA Administrator	N	As Requested

Appendix B: Process for completion of the online Observer Course

Step 1

Download and complete our indemnity form and send this via email to observers@secamb.nhs.uk

Please also enclose

- Copy of your passport or photo driving license
- Copy of your current staff/student ID card (if applicable)
- Supporting email from your line manager/tutor. (if applicable)

Note: If you are a member of SECAmb staff or an active member of SECAmb Community First Responder you *only* need to complete and return the indemnity form.

Our HR team will then receive your details and be able to process the assurance checks that we must carry out prior to any application progressing to the next stage.

Step 2

Once your checks have been completed HR will confirm your clearances to our Learning & Organisational Development department.

A member of the Learning & Organisational Development team will then contact you to complete an online learning course which you will be sent a link to;

- Access Discover via the link using your user name and password.
- From the Home Page, click on Induction on the black bar
- Select Third Manning/Observer Course
- Go to Step 2: Observers' DVD
- View the DVD
- Complete the Observers' Quiz online
- Step 3: Observers' Declaration Form
- Complete the Observer's Declaration Form
- Either upload the form or email to Observers@secamb.nhs.uk

Should you have any difficulties with step 1 or 2, please email our HR Contact: observers@secamb.nhs.uk

Step 3

Once you have undertaken your training, arrangements will be made to put you in contact with the relevant Operating Units (OU) Administrator to arrange a suitable shift.

Completion of this training will be recorded on the Trust's training database. You will be issued with a certificate of completion as evidence that you can also keep for your Continued Professional

Development (CPD) file, if appropriate. Please remember that this certificate is valid for one year from the date of issue.

Should you have any difficulties with step 3, please email our Learning & Organisational Development Contact: Observers@secamb.nhs.uk

Please note that the training certificate that will be issued upon completion of this course is valid for twelve months from the date of issue. After this time has expired should you wish to have another observational shift with a SECAmb crew you will need to undergo the personnel checks and re-take this Observer course.

APPENDIX C Indemnity and Information Form

Application to observe on a South East Coast Ambulance Service NHS Foundation Trust Vehicle

Name	
Date of birth	
Work/University/College address	
Email Address	
Contact Number	
Job title/student of	
Observers Line Manager/Tutor Contact number (in the event of an incident, this is the person we would inform in office hours)	
Out of hours Contact name and number	
Reason for observing	
Proposed date	
Preferred location	
Medical conditions (any factors that may affect you whilst you are observing, i.e. asthma, pregnancy etc.)	

South East Coast Ambulance Service NHS Foundation Trust (the Trust) recognises and accepts its responsibility as an employer for providing a safe and healthy work place and working environment. At the same time, all employees and visitors have a responsibility to comply with safety rules and operational procedures laid down in the areas of activity. To the best of their individual ability they will take reasonable care to avoid injury to themselves and to others.

1. Due to the nature of the Ambulance Service it is difficult to predict the type of incident or locations that you will attend. With this in mind you should wear clothing that is practical and yet offers some protection from the elements etc. At the start of your shift you will be given a reflective jacket that clearly identifies you as an "observer" and a helmet. In particular you should wear footwear that offers protection to the feet and has a non-slip sole.

- 2. At all times you must act under the instructions of the crew of the vehicle. This relates to your seating position in the vehicle and whilst at incidents or locations. Contravening these guidelines or instructions given by the crew may result in your observation period being terminated by the crew or a manager.
- 3. For your own safety, you should remain seated with seatbelt applied, whilst the vehicle is in motion.
- 4. At the beginning of the period of observation you should acquaint yourself with the layout of the vehicle and the location of any safety equipment, fire extinguishers etc.
- 5. During the course of this period of observation you should not attempt to use any items of Trust equipment or offer any treatment to a patient unless asked to do so by the attendant/ crew members.
- 6. You must not attempt to lift or carry a patient or attempt any procedure that places you, the ambulance staff or the patient at risk.
- 7. You owe a duty of confidence to patients and must not, therefore, disclose any patient identifiable information about patients to a third party.
- 8. If for operational or patient care related reasons it is not possible to immediately convey you either from the scene of an incident to hospital or from hospital back to an Ambulance Station, the Trust will make every effort to do so, as soon as possible.
- 9. You should come prepared to complete the whole shift and if necessary work beyond the normal shift time. Crews will not be permitted to make special journeys to secure your release from duty.
- 10. The Trust operates a No Smoking policy which you must comply with.
- 11. You should not drink alcohol in the 12 hours before the start of the shift.
- 12. You are not permitted to take any photographs (this includes mobile phones, which should be switched off during the shift), unless you have written permission from the Trust's communications department to do so.

I have read and understood the above conditions and agree to abide by them:

Signed:	
Dated:	
Authorised:	
Dated:	

This form, when complete, should be returned to observers@secamb.nhs.uk and a hard copy printed and given to the ODA, OTL or crew on day.