




## Observer Procedure

Version:	4.0
Name of originator/ author:	Andy Rowe, Associate Director of Operations
Responsible Management Group	Teams A
Directorate/team accountable	Operations Directorate

<b>Policy:</b>	
Approved by:	Joint Partnership Forum
Date approved:	18 April 2024
Management Group	Teams A

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Target audience:	All staff
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<b>Equality Analysis Record</b>		
Approved EA submitted	Dated:	06.03.24
<b>Finance checkpoint</b>		
Finance Business Support – financial implications understood.	Dated:	 21/03/2024

## Document Control

### Manager Responsible

Name:	Andy Rowe		
Job Title:	Associate Director of Operations		
Directorate:	Operations		
Committee to approve	Joint Partnership Forum		
Version No. 4	Final	Date: 19 April 2024	

### Review/comments:

Person/ Committee	Comments	Version	Date
Anna Bowe, Business Support Manager, Operations	Various changes to incorporate the change from a manual to an online process. The online process was initially trialled in 4 Operating Units from July 2023, and then incorporated across all operational units.	4.0	26 Feb 2024
Karen Ramnauth, Business Partner, Operations	Minor amends, ease of reading and comprehension	4.0	4 March 2024

### Circulation:

Records Management Database upload	xxx
Internal Stakeholders	
External Stakeholders	N/A

### Review Due by responsible Management Group:

Period	Every three years or sooner if new legislation, codes of practice or national standards are introduced	Date: xxx
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Security Access/ Sensitivity	Public Domain
Publication Scheme	Yes
Where Held	Records Management database
Disposal Method and Date	In line with 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 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 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. The only vehicle observation shifts are permitted on are 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) 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 accommodate 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 observing alongside. Observers must not be left alone with a patient nor 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 the recommendations of the Lampard Report February 2015.

## **2 Procedure**

- 2.1. The process to be followed by anyone wishing to observe a shift on board one of the Trust's ambulances is available online through the Trust's Sharepoint portal. Once submitted the process for each Operating Unit (OU) is administered by the Operating Unit Administrator for that Operating Unit, in conjunction with support from the management team at the OU.
- 2.2. OU Administrators assess each online application received, confirm that all of the steps within the process are complete, and approve or decline the application. . Reviewing and approving may include checking the applicant's eligibility against the Eligibility Matrix in **Appendix A**.
- 2.3. The online process comprises completing an indemnity form, viewing a short film, and completing and successfully passing a quiz. External applicants must also submit identity documents. **Appendix B** sets out the process for applicants
- 2.4. **Appendix C sets out the process for OU Administrators to follow when applications to observe are received**

### **3 Definitions**

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

### **4 Responsibilities**

- 4.1. The **Chief Executive Officer** has overall accountability 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 Associate Director of Operations (West) has overall responsibility for this procedure.
- 4.3. The **Operations Managers (OMs)** will be responsible for the day to day implementation and monitoring of this procedure.
- 4.4. **Operating Unit Administrators (OUAs)** are responsible for confirming arrangements with 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 Associate Director of Operations
- 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 and Procedures

## **7 Associated Trust Documentation**

- 7.1. Health and Safety Policy
- 7.2. Managing Health and Attendance Policy and Procedure
- 7.3. Trauma Risk Management (TRiM) Policy
- 7.4. Managing Stress and Enhancing Wellbeing Policy
- 7.5. Risk Management Policy and Procedure
- 7.6. Incident Reporting Policy (DATIX) & Procedure
- 7.7. Confidentiality Code of Conduct

## **8 References**

- 8.1. Data Protection Act 2018
- 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.

## Equality Impact Assessment (EIA) template (refer to guidance)

What piece of work does this relate to: **Observer Procedure**

**Lead author:** Karen Ramnauth **Role:** Business Partner, Operations

### 1. Is this a:

- Change to an existing strategy (long term plan of action), policy or procedure
- **Change to a service or function (actions or activities)**
- A new strategy or policy/procedure/business case/ ops bulletin etc.
- A new service or function
- Project which requires approval at Board or Working group

### 2. Who will be impacted by this work? Tick all that apply.

Patients <input type="checkbox"/>	Student/learners <input type="checkbox"/>	Volunteers x	External Partners (please specify below)
Carers <input type="checkbox"/>	Trade unions <input type="checkbox"/>		Other (including a particular geographical area, describe below) <input type="checkbox"/>
Staff x	Suppliers <input type="checkbox"/>		Click or tap here to enter text.

### 3. Summarise the work being assessed. Describe current status followed by any changes that stakeholders would experience.

After a trial period, observer shift applications are now managed through an online process and the procedure is being amended to reflect this.

### 4. Checklist



Observer Procedure

All the Trust's policies, programmes, strategies, services and major developments affect patients, carers, service users, employees and the wider community. These will have a greater or lesser relevance to equality, diversity and inclusion.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity and any other relevant characteristics (for example socio-economic status, social class, income, unemployment, residential location or family background and education or skills levels).

Make notes to assist with the completion of the EIA.

Questions	Yes	No
Is there potential for/ indication of or evidence that the proposed change will affect different population groups differently (including possibly discriminating against certain groups)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have there been or are there likely to be any public concerns (including media, academic, voluntary or sector specific interest) about the change?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could the proposal affect our workforce or employment practices?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Is there potential for or evidence that the proposed change will not promote equality of opportunity or promote good relations between different groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If yes to any of the above , please add information in the notes		
N/A		

## 5. Equality Impact Assessment

### 5.1. Key stakeholders

A key principle for completing Equality impact assessment is that they should not be done in isolation. Consultation with affected groups and stakeholders needs to be built in from the start, to enrich the assessment and develop relevant mitigation. Detail here who you have involved with completing this EIA.

Name / Group	Organisation	Role on assessment team e.g., service user, manager of service, specialist (which area)
Andy Rowe, Associate Director of Operations	SECAMB	Responsible for the Observer Procedure
Carolanne L'etendrine	SECAMB	Guidance on elements of the EIA

### 5.2. Who may be positively or negatively affected by this activity?

#### Protected characteristics (Equality Act 2010)

- Age
- Disability
- Race
- Gender reassignment
- Marriage & civil partnership
- Pregnancy & maternity
- Religion & beliefs (including no belief)
- Sex (male or female)
- Sexual orientation

#### In addition, consider the following vulnerable groups:

- Armed forces
- Carers
- Digital exclusion
- Domestic abuse
- Education (literacy) areas
- Homeless
- Looked after children
- Rural areas
- Urban areas
- Socioeconomic disadvantage
- People with addiction or substance misuse problems
- People on probation
- Prison population
- Undocumented migrant, refugees, asylum seekers
- Sex workers
- Other (please specify below)

5.3. **Assessment outcomes** – discussion undertaken between [Click or tap to enter a date.](#) and [Click or tap to enter a date.](#)

Protected equality characteristic	Describe here the considerations and concerns in relation to the programme/policy for the selected groups. These may be positive, negative or neutral if there is no impact.	If you have identified any negative impacts, describe here suggested mitigations to inform the actions needed to reduce inequalities.
Age	Neutral	
Disability	<p>Some physical disabilities which impact on mobility could cause challenges for observers entering and alighting ambulances. Observers have designated seating in the back of ambulances, and there is no additional space for wheelchair users.</p> <p>Sight impairment could impact on an observer’s ability to see obstacles or trip hazards. It’s not possible to predict the physical environments where a crew will be delivering patient care during the shift.</p> <p>Hearing impairment could impact on an observer’s ability to hear an instruction or receive a command in a situation where direct sight is not possible. It’s not possible to predict the physical environments where a crew will be delivering patient care during the shift.</p>	<p>The last EIA for this procedure was approved in 2016.</p> <p>The information currently shared with applicants will be reviewed within the next 4 weeks (by 7 April 2024) – to ensure that it contains necessary detail on accessibility of ambulances, the unpredictability of the environment and the potential to be exposed to traumatic incidents.</p>

Observer Procedure

	Some responses may be to incidents which are traumatic in nature – this could exacerbate known existing mental health conditions.	
Race <sup>1</sup>	Neutral	
Gender reassignment	Neutral	
Marriage & civil partnership	Neutral	
Pregnancy & maternity	Neutral	
Religion & beliefs	Neutral	
Sex	Neutral	

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<sup>1</sup> An ethnic group or ethnicity is a named social category of people who identify with each other on the basis of shared attributes that distinguish them from other groups such as a common set of traditions, ancestry, language, history, society, culture, nation, religion, or social treatment within their residing area. A useful guide to terminology can be found here: <https://www.lawsociety.org.uk/topics/ethnic-minority-lawyers/a-guide-to-race-and-ethnicity-terminology-and-language>

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Sexual orientation	Neutral	
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Vulnerable groups/existing inequity	Describe here the considerations and concerns in relation to the programme/policy for the selected groups. These may be positive, negative or neutral if there is no impact.	If you have identified any negative impacts, describe here suggested mitigations to inform the actions needed to reduce inequalities.
Armed forces	Neutral	
Carers	Neutral	
Digital exclusion <sup>2</sup>	Neutral	

<sup>2</sup> Digital Exclusion can be linked to the following key root causes:

- Connectivity access to the internet – can include financial barriers as well as suitable broadband speeds/connectivity
- Digital Skills the ability to use digital tools such as email, online shopping, digital healthcare - also includes having confidence in online safety, and how to utilise particular services or apps
- Technology and Accessibility access to appropriate devices to suit their individual needs – includes access to devices suitable for use with a certain disability as well as financial and location barriers
- Not wanting to use digital platforms simply not wishing to utilise digital services – this could be due to distrust of providers, online security, privacy etc.

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Vulnerable groups/existing inequity	Describe here the considerations and concerns in relation to the programme/policy for the selected groups. These may be positive, negative or neutral if there is no impact.	If you have identified any negative impacts, describe here suggested mitigations to inform the actions needed to reduce inequalities.
Domestic abuse	Neutral	
Education (literacy)	Neutral	
Homeless	Neutral	
Looked after children	Neutral	
Rural/urban geographies	Neutral	
Socioeconomic disadvantage	Neutral	
People with addiction or substance misuse problems	Neutral	
People on probation	Neutral	
Prison population	Neutral	
Undocumented migrants, refugees, asylum seekers	Neutral	
Sex workers	Neutral	
Other	Neutral	

## 5.4 Impact on Human Rights

If a provision or feature of your policy or service potentially unlawfully interferes with a human right then it is negative . If something protects or promote a human right, then it is positive. Human rights and freedoms belong to everyone. They give the legal basis to basic values of fairness, respect, equality, dignity and autonomy. They provide a set of minimum legal standards for all public bodies, including the NHS. They protect an individual's rights whilst considering the rights of other people and wider society.

Human Rights	Describe here the considerations and concerns in relation to the programme/policy for the selected groups. These may be positive, negative or neutral if there is no impact.	If you have identified any negative impacts, describe here suggested mitigations to inform the actions needed to reduce inequalities.
A2. <a href="#">Right to life</a> (e.g. Pain relief, DNAR, competency, suicide prevention)	Neutral	
A3. <a href="#">Prohibition of torture, inhuman or degrading treatment</a> (e.g., Service Users unable to consent)	Neutral	
A4. <a href="#">Prohibition of slavery and forced labour</a> (e.g., Safeguarding vulnerable patients' policies)	Neutral	
A5. <a href="#">Right to liberty and security</a> (e.g., Deprivation of liberty protocols, security policy)	Neutral	
A6&7. <a href="#">Rights to a fair trial; and no punishment without law</a> (e.g., MHA Tribunals)	Neutral	
A8. <a href="#">Right to respect for private and family life, home and correspondence</a> (e.g., Confidentiality, access to family etc)	Neutral	

Observer Procedure

Human Rights	Describe here the considerations and concerns in relation to the programme/policy for the selected groups. These may be positive, negative or neutral if there is no impact.	If you have identified any negative impacts, describe here suggested mitigations to inform the actions needed to reduce inequalities.
A9. Freedom of thought, conscience and religion (e.g., Animal-derived medicines/sacred space)	Neutral	
A10. Freedom of expression (e.g., Patient information or whistle-blowing policies)	Neutral	
A11. Freedom of assembly and association (e.g., Trade union recognition)	Neutral	
A12. Right to marry and found a family (e.g., fertility, pregnancy)	Neutral	
P1.A1. Protection of property (e.g., Service User property and belongings)	Neutral	
P1.A2. Right to education (e.g., accessible information)	Neutral	
P1.A3. Right to free elections (e.g., Foundation Trust governors)	Neutral	



## **Appendix A: Eligibility Matrix**

Observer Procedure

Type	Authorising Dept	Authorisation/ GRS Input	Operational Abstraction
Foundation Degree	Clinical Education	Clinical Scheduling	Y
Direct Entry Para	Clinical Education	Clinical Scheduling	N
Qualified Entry	Employee Services Dept	Clinical Scheduling	Y
EOC Staff	Learning & Organisational Development	Clinical Scheduling	Y
Community First Responders	Learning & Organisational Development	OU Administrator	N
Non-Operational Staff	Learning & Organisational Development.	OU Administrator	N
Return to Work (Sickness)	OM or Equivalent	Clinical Scheduling	Y
Return to Work (Maternity)	OM or Equivalent	Clinical Scheduling	Y
Return to Work (Disciplinary/ Restriction)	OM or Equivalent	Clinical Scheduling	Y
Medical Professionals	Learning & Organisational Development	OU Administrator	N
Medical Students	Learning & Organisational Development	OU Administrator	N
Potential Employees Individuals who have been accept on to a training course within SECAMB or have a start date to join and <b>will be working operationally</b>	Learning & Organisational Development	OU Administrator	N
Other Emergency Services	Learning & Organisational Development	OU Administrator	N
MOD	Learning & Organisational Development	OU Administrator	N

MP, NED, DoH Staff Consultant etc	Learning & Organisational Development	OU Administrator	N
Media	Communication Department	OU Administrator	N

## Appendix B: Applicant Process

### Observers Procedure - Applicants

The Application is easy to complete and includes the following stages:

1. Complete the Online form [Observer Shifts \(sharepoint.com\)](#)
2. You will be emailed a link to watch an online video & complete a quiz.
3. When the quiz has been successfully completed you will then be connected with an appropriate OU to book in your date.
  
4. External Applicants will also need to send the following:
  - a. A copy of your ID document, such as a passport or driving license
  - b. Your work ID number
  - c. A letter from your employer or tutor to make a case for the shift to go ahead.

The Observers team are sending out the below link to all new enquiries. This link is also found on The Zone for internal staff [Observer Shifts \(sharepoint.com\)](#). If you have any internal staff come to you directly, please ask them to use the link via The Zone.

External Link: [SECamb Request to Observe on Frontline Vehicle \(office.com\)](#)

This is what the applicant will be completing:

# Observer Procedure

6. Please enter your name to confirm acceptance \*

7. Date of Signing \*

8. Emergency Contact Name \*

9. Emergency Contact Number \*

Never give out your password. [Report abuse](#)

SECAmb Request to Observe on Frontline Vehicle

**Proposed Dates**

Please enter three dates excluding those within the next 14 days which would be suitable for undertaking the shift.

10. 1st Date

11. 2nd Date

12. 3rd Date

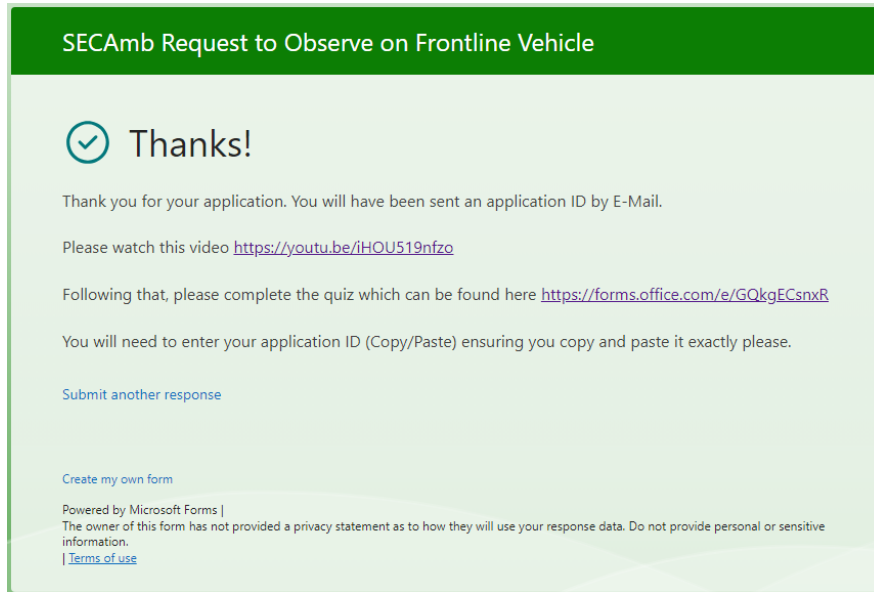
Never give out your password. [Report abuse](#)

SECAmb Request to Observe on Frontline Vehicle

13. Where would you like to observe?

- Ashford
- Banstead
- Brighton
- Chertsey
- Dartford
- Farnborough
- Gatwick
- Godalming
- Guildford
- Haslemere
- Hastings
- Medway
- Paddock Wood
- Polegate
- Sheppey
- Tangmere
- Thanet
- Tongham
- Thameside
- Worthing

## Observer Procedure



SECAmb Request to Observe on Frontline Vehicle

✓ Thanks!

Thank you for your application. You will have been sent an application ID by E-Mail.

Please watch this video <https://youtu.be/iHOU519nfzo>

Following that, please complete the quiz which can be found here <https://forms.office.com/e/GQkgECsnxR>

You will need to enter your application ID (Copy/Paste) ensuring you copy and paste it exactly please.

[Submit another response](#)

[Create my own form](#)

Powered by Microsoft Forms |  
The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information.  
[Terms of use](#)

Applicant receives email:

the below

Dear Luisa

Thank you for completing the process to observe with a South East Coast Ambulance Service crew so far.

Your application ID is: 6150cb4e-3407-4e10-a6e2-1af8a86889cb

You will need this to further progress your application. Please include it in the subject line of any enquiries or correspondence regarding your application.

If you haven't already, you must now complete 2 further steps.

1. Watch the SECAmb observer video found here: [Responder Video](#)
2. Complete the short quiz to test your understanding: [Quiz](#)

You must enter your ID exactly as shown to complete the quiz. There are no spaces before or after the ID code. If you complete this successfully you will receive a confirmation E-Mail which will contain further instructions regarding E-Mailing your ID documents to the relevant administrator if required.

Thank you for expressing an interest in observing with us.


Best Wishes  
Team SECAmb.






Applicant completes the quiz and receives the below email:

**(OUA email**


## Observer Procedure

Congratulations - You Passed!

 Microsoft Power Apps and Power Automate <microsoft@powerapps.com>  
To ● Luisa Marchant

 Reply  Reply All  Forward  

Wed 05/07/2023 09:12

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 Observer FAQ.pdf  
173 KB

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Congratulations,

You have passed the observer quiz and have now been referred to the local administration team for allocation.

If you are an external applicant, you now need to e-mail copies of your ID documents and supporting letter from your employer or academic lead to

[observers@secamb.nhs.uk](mailto:observers@secamb.nhs.uk)

Please await their contact which will normally be within 2 weeks.

Best Wishes  
SECAmb

The applicant will then receive an automated email containing their shift date and time as well as a document stating what they need to wear/bring with them on the day.

**For applicants who are volunteer members of staff (CFR, Chaplain etc)** – The application will be directed to the Community Resilience Manager. They will then authorise and forward the application details on to the relevant OU Administrator for a shift to be booked. There will be no ID submission requirement.

## Appendix C: OU Administrator Process

### OU Administrator Observers Process

The Observers team are sending out the below link to all new enquiries. This link is also found on The Zone for internal staff [Observer Shifts \(sharepoint.com\)](#). If you have any internal staff come to you directly, please ask them to use the link via The Zone.

External Link: [SECAmb Request to Observe on Frontline Vehicle \(office.com\)](#)

This is what the applicant will be completing:

# Observer Procedure

## SECAmb Request to Observe on Frontline Vehicle

This form should be used by any person wishing to observe a crew during a frontline emergency response shift. Thorough completion and compliance with all instructions will ensure a quick turnaround on applications.

\* Required

### Personal Details

1. Please enter your name \*

Please use the format Firstname Surname

2. Please enter a contact e-mail address \*

3. Please enter a contact telephone number. \*

4. Are you directly employed by SECAmb? \*

- SECAmb Paid Staff
- Volunteer Staff (CFRs, Chaplains, Emergency Responders)
- Not Employed by SECAmb

Next

## SECAmb Request to Observe on Frontline Vehicle

\* Required

### Indemnity Form

All observers must complete this indemnity form prior to their shift being approved.

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.

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.

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.

For your own safety, you should remain seated with seatbelt applied, whilst the vehicle is in motion.

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.

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.

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.

You owe a duty of confidence to patients and must not, therefore, disclose any patient identifiable information about patients to a third party.

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.

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.

The Trust operates a No Smoking policy which you must comply with.

You should not drink alcohol in the 12 hours before the start of the shift.

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.

# Observer Procedure

6. Please enter your name to confirm acceptance \*

7. Date of Signing \*

8. Emergency Contact Name \*

9. Emergency Contact Number \*

Never give out your password. [Report abuse](#)

SECAmb Request to Observe on Frontline Vehicle

Location

13. Where would you like to observe?

- Ashford
- Banstead
- Brighton
- Chertsey
- Dartford
- Farnborough
- Gatwick
- Godalming
- Guildford
- Haslemere
- Hastings
- Medway
- Paddock Wood
- Polegate
- Sheppay
- Tangmere
- Thanet
- Tongham
- Thameside
- Worthing

SECAmb Request to Observe on Frontline Vehicle

Proposed Dates

Please enter three dates excluding those within the next 14 days which would be suitable for undertaking the shift.


10. 1st Date

11. 2nd Date

12. 3rd Date

Never give out your password. [Report abuse](#)

SECAmb Request to Observe on Frontline Vehicle

 **Thanks!**

Thank you for your application. You will have been sent an application ID by E-Mail.

Please watch this video <https://youtu.be/IHOU519nfzo>

Following that, please complete the quiz which can be found here <https://forms.office.com/e/GQkgECsnxB>

You will need to enter your application ID (Copy/Paste) ensuring you copy and paste it exactly please.

[Submit another response](#)

[Create my own form](#)

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The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information.  
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## Observer Procedure

### Applicant receives the below email:

Dear Luisa

Thank you for completing the process to observe with a South East Coast Ambulance Service crew so far.

Your application ID is: 6150cb4e-3407-4e10-a6e2-1af8a86889cb

You will need this to further progress your application. Please include it in the subject line of any enquiries or correspondence regarding your application.

If you haven't already, you must now complete 2 further steps.

1. Watch the SECAmb observer video found here: [Responder Video](#)
2. Complete the short quiz to test your understanding: [Quiz](#)



You must enter your ID exactly as shown to complete the quiz. There are no spaces before or after the ID code. If you complete this successfully you will receive a confirmation E-Mail which will contain further instructions regarding E-Mailing your ID documents to the relevant administrator if required.

Thank you for expressing an interest in observing with us.

Best Wishes  
Team SECAmb.

### Applicant completes the quiz and receives the below email:


Congratulations - You Passed!

 Microsoft Power Apps and Power Automate <microsoft@powerapps.com>  
To:  Luisa Marchant

 Reply  Reply All  Forward  

Wed 05/07/2023 09:12

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 Observer FAQ.pdf  
173 KB

This message originated from outside of South East Coast Ambulance Service. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Congratulations,

You have passed the observer quiz and have now been referred to the local administration team for allocation.

If you are an external applicant, you now need to e-mail copies of your ID documents and supporting letter from your employer or academic lead to

**(OUA email)**

Please await their contact which will normally be within 2 weeks.

Best Wishes  
SECAmb

## Observer Procedure

At this point, the OUA will receive the following email:

Dear Nicola Chaplin,

ID 1e4d59fd-acaf-4fa0-8885-d9fc8b62400b

A new observer, **Peter Hills**, has registered their interest in completing an observer shift within your OU. They have completed their training video and passed the quiz.

They have been instructed to send three documents directly to you if they are an external observer:

Driving Licence/Passport

Work ID

Supporting letter from employer or tutor making a case for the shift to take place.

If external their age is **78** - please confirm they are 18 or over.

They have completed the indemnity form on **25/05/2023**

Please identify a suitable shift for them from the options they have requested:

15/06/2023

13/07/2023

20/07/2023

Once you have identified a date - please click on the link below to upload their documents and automatically inform them of their booked date.

They can be contacted via:

Telephone: **07919 897642**

E-Mail: [peter.hills@secamb.nhs.uk](mailto:peter.hills@secamb.nhs.uk)

<https://forms.office.com/e/4ficqE3V4G>

**If the applicant is external** – You will not need to do anything with this email until they have sent you (via email) all 3 ID documents.

Please then check these ID documents – you are ensuring the work ID and passport/driving license are in date and the supporting letter is confirming they are in the role/placement they state they are in.

There is a 'Eligibility matrix' included in the new Observers Policy – due to be released in July/Aug 2023 which clearly states who we should and should not be accepting as observers.

**Please note:** The applicants must be either already be studying or working within healthcare or be part of other emergency services. **Please do not accept applications for individuals simply exploring employment options.**

Once you have received ID documents, please follow the link at the bottom of the above email, it will take you to the below;

## Observer Procedure

### Station Administrator Observer Document Upload & Booking

Station administrators utilise this form for booking observers onto a selected shift. Please ensure you have checked all of their ID documents, and upload them to this form.

Hi, Luisa. When you submit this form, the owner will see your name and email address.

\* Required

#### 1. ID Number \*

This will be contained within the e-mail alerting you to the application. There are no spaces before or after the number. Please copy and paste it for reliability.

d028db17-026b-4aa9-b072-d3624b80568c

#### 2. Is the observer employed by SECAmb (Including as a volunteer) \*

Yes

No

#### 3. Do you wish to upload a Driving Licence or Passport \*

Yes

No

#### 4. Please upload the observers Driving Licence/Passport (Non-anonymous question) \*

Upload file

#### 5. Do you wish to upload a Work ID \*

Yes

No

#### 6. Please upload the observers Work ID (Non-anonymous question) \*

Upload file

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

#### 7. Do you wish to upload a Supporting Letter or Reference? \*

Yes

No

#### 8. Please upload the observers supporting letter (Employer/Academic Lead) (Non-anonymous question) \*

Upload file

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

#### 9. What date should they attend to observe? \*

Please input date (dd/MM/yyyy)

#### 10. What is the shift time they have been allocated? \*

Enter your answer

#### 11. Please enter the e-mail address of the first crewmember they will be observing with \*

Enter your answer

#### 12. Please enter the e-mail address of the second crewmember they will be observing with \*

Enter your answer

Submit

Once you have submitted this, the applicant will receive an automated email containing their shift date and time as well as a document stating what they need to wear/bring with them on the day. There is nothing further for you to do.

## Observer Procedure

**If the applicant is an internal member of SECAMB staff** – You can follow the link at the bottom of this email with no need to await receipt of any ID documents.

Dear Julie Nicholls,

ID 5c819618-f14b-4fb6-b0b2-3bfee25fa427

A new observer, **Luisa Marchant**, has registered their interest in completing an observer shift within your OU. They have completed their training video and passed the quiz.

They are: SECAMB Paid Staff

They have been instructed to send three documents directly to you if they are an external observer:

Driving Licence/Passport

Work ID

Supporting letter from employer or tutor making a case for the shift to take place.

If external their age is **N/A** - please confirm they are 18 or over.

They have completed the indemnity form on **05/07/2023**

Please identify a suitable shift for them from the options they have requested:

29/07/2023

30/07/2023

10/08/2023

Once you have identified a date - please click on the link below to upload their documents and automatically inform them of their booked date.

They can be contacted via:

Telephone: **07777777777**

E-Mail: [luisa.marchant@secamb.nhs.uk](mailto:luisa.marchant@secamb.nhs.uk)

<https://forms.office.com/e/4fcqE3V4G>

**If the applicant is a volunteer member of staff (CFR, Chaplain etc)** – Their applications are being directed to the Community Resilience Manager. They will then authorise and forward the application details on to the relevant OUA for a shift to be booked. There will be no ID document upload necessary for these individuals either. You may then follow the link at the bottom of the email that has been forwarded to you and complete the 'booking a shift' process as above.

### Responsibilities on the day:

- On arrival at the station, the observer will be allocated a crew and vehicle for his/her shift(s) by the duty OTL.
- Crews and/or OTLs 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.).
- The observer (non-SECAMB) must bring their completed indemnity and information form with them 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.
- 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.
- 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.
- The observer will be shown around the station and the vehicle by the crew who will explain the relevant health and safety issues.
- 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.
- At the end of the shift the observer will return the observer kit and any other relevant SECAMB property to the crew.
- 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.

## Observer Procedure

- 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.