



Observer Procedure

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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 References

- 7.1. Data Protection Act 2018
- 7.2. All relevant National Patient Safety Alerts, NPSA
- 7.3. NHS Indemnity guidance
- 7.4. Clinical negligence reporting guidelines
- 7.5. NHSLA Risk Management Standards Scheme coverage rules.
- 7.6. NHSLA Equality Scheme
- 7.7. 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

8 Equality Analysis

- 8.1. 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.

- 8.2. 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.
- 8.3. 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.



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 will be working operationally	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
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Appendix A: Eligibility Matrix



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:

SECamb Request to Observe on Frontline Vehicle	
<p>6. Please enter your name to confirm acceptance *</p> <input type="text" value="Enter your answer"/>	<p>* Required</p> <h4>Indemnity Form</h4> <p>All observers must complete this indemnity form prior to their shift being approved.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>For your own safety, you should remain seated with seatbelt applied, whilst the vehicle is in motion.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>You owe a duty of confidence to patients and must not, therefore, disclose any patient identifiable information about patients to a third party.</p> <p>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.</p> <p>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.</p> <p>The Trust operates a No Smoking policy which you must comply with.</p> <p>You should not drink alcohol in the 12 hours before the start of the shift.</p> <p>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.</p>
<p>7. Date of Signing *</p> <input type="text" value="Please input date (dd/MM/yyyy)"/>	
<p>8. Emergency Contact Name *</p> <input type="text" value="Enter your answer"/>	
<p>9. Emergency Contact Number *</p> <input type="text" value="Enter your answer"/>	
<p>Back Next</p>	
<p>Never give out your password. Report abuse</p> <input type="text" value="Enter your answer"/>	
<p>4. Are you directly employed by SECamb? *</p> <p><input type="radio"/> SECamb Paid Staff</p> <p><input type="radio"/> Volunteer Staff (CFRs, Chaplains, Emergency Responders)</p> <p><input type="radio"/> Not Employed by SECamb</p> <p>Next</p>	



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

Please input date (dd/MM/yyyy)

11. 2nd Date

Please input date (dd/MM/yyyy)

12. 3rd Date

Please input date (dd/MM/yyyy)

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
- Sheppey
- Tangmere
- Thanet
- Tongham
- Thameside
- Worthing

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 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

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:

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 *
Enter your answer

3. Please enter a contact telephone number. *
Enter your answer

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.



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
- Sheppey
- 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/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 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!

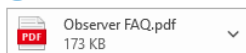


Microsoft Power Apps and Power Automate <microsoft@powerapps.com>
To: Luisa Marchant



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.



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



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 18 - 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

<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;



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.



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

<https://forms.office.com/e/4ficgE3V4G>

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.
- 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.