



Freedom of Information Request

13 January 2023

Question

I would like to know:

I am looking for information from yourselves in relation to ambulance staff (technicians and paramedics) working overtime.

Specifically, I am looking to establish what the Service policy is in relation to staff being detained on duty past their rostered duty end and what is expected of them to work past this time.

Can you advise if policy is that a crew handling a patient must wait an unspecified period of time after their duty end for a handover to A&E staff or if, because they have completed their rostered/contracted hours, they should be relieved by another crew and permitted to stand down and end their shift or have any other reasonable process implemented so as to curtail any unnecessary delays in handing a patient over and completing duty.

Answer

We do not have a specific policy to provide as per your request.

Clinical staff will continue to care for a patient they are engaged with until that episode of care is concluded.

Care can be concluded in one of 3 ways

- Patient is handed over to a competent person for continuity of care, i.e., another Health Care Professional within another Care Setting (Hospital A/E)
- Paramedics can discharge care of the patient with the appropriate 'safety netting'.
- Care of patient can be relieved by another oncoming clinician(s) in line with current guidance i.e., delays at hospital.