



**Scottish
Ambulance
Service**
Taking Care to the Patient



Chair David Garbutt QPM
Chief Executive Pauline Howie OBE

Our ref: FOI/1179/17

5 March 2018

Dear Dr Coull,

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 2 February 2018 requesting information under the Freedom of Information (Scotland) Act 2002 which has now been processed.

Detail

You asked for the following information:-

Please could you provide a description of how ambulance crews book on and off the ACC system at the start and end of their shifts. For example, do they press a specific button on their radio or do they call in to a control room by radio or by phone?

Please describe how BASICS responders mark their availability. Do they use a button on their radio/smartphone/vehicle locator system unit or do they call in to a control room by radio or telephone?

In remote locations many doctors (or nurse responders) will be available for long periods (several days at a time). Do they need to re-book onto the system each day or do they stay booked on until they book off even if that is several days later.

Response

1. *Please could you provide a description of how ambulance crews book on and off the ACC system at the start and end of their shifts. For example, do they press a specific button on their radio or do they call in to a control room by radio or by phone?*

Ambulance Crews sign on and off using the tablets within their vehicle.

2. *Please describe how BASICS responders mark their availability. Do they use a button on their radio/smartphone/vehicle locator system unit or do they call in to a control room by radio or telephone?*

BASICS responders either use their Automatic Vehicle Location System (AVLS) or telephone our Ambulance Control centre to book on and off.

3. *In remote locations many doctors (or nurse responders) will be available for long periods (several days at a time). Do they need to re-book onto the system each day or do they stay booked on until*

they book off even if that is several days later.

Responders would either contact the Ambulance Control Centre through AVLS or by phone to inform us of their availability to respond.

Review Procedure

If you are dissatisfied with the way in which I have dealt with your request, you are entitled to require a review of this decision. Should you decide to request a review you must:

Apply for a review of our decision in writing within 40 working days of the date of this notice and include:

- An address for further correspondence
- A description of the original request and
- The reason(s) why you are dissatisfied with our decision.

You should address your request for a review of decision to:

Mark Hannan
Head of Corporate Affairs and Engagement
Scottish Ambulance Service
National Headquarters,
Gyle Square,
1 South Gyle Crescent,
Edinburgh, EH12 9EB
0131 314 0000
E-mail: mark.hannan3@nhs.net

The requests for a review would be passed to another manager who was not involved in the original decision to assess the application.

Following the review you would receive notice of the result as soon as possible but in any case within 20 working days of us receiving it. Our response would explain the decision of the reviewer as well as details of how to appeal to the Office of the Scottish Information Commissioner if you remain dissatisfied with the review decision reached by us.

If you wish to appeal to the Scottish Information Commissioner you may do so at the details below:

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS
Telephone: 01334 464610
e-mail: enquiries@itspublicknowledge.info

You can also make your appeal online via the Commissioner's website at www.itspublicknowledge.info/Appeal. This link gives you help in real time explaining exactly what is needed so the Commissioner can investigate your case quickly.

Yours sincerely,

Mark Bargon
Corporate Affairs and Engagement