



Safety critical

communication protocols

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Presented by Matt Dinnery, a qualified teacher with PGCE, completed MIMMS provider training in 2015 & 2019, followed by SMART D-Net CPD in 2020. Clinically awarded FREC4 in 2020, having also obtained a BSc (Hons) Biomedical Sciences in 2012.

Matt has worked in events, including crowd safety, security, event safety & medical, since 2006.

He has produced various event, crowd & medical operational/safety plans for events from 50-280,000 guests.

Recruitment



- ProMed is a Living Wage employer
 - We pay £11.75/hr outside London
 - We pay £13.50/hr inside London
- ProMed is a signatory to the Prompt Payment Code
 - We pay all suppliers within 30 days
- Roles
 - First responder (FREC3 or higher)
 - Emergency medical technician (FREC4 or higher)
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Training courses



- Visit www.promed999.co.uk/training for full details & dates
- QA Level 3 Certificate in First Response Emergency Care (RQF) + QA Level 3 Award in Administering Medical Gases (QCF) - £390.00
- QA Level 4 Certificate in First Response Emergency Care (RQF) - £475.00
- QA Level 4 Award in Immediate Life Support (RQF) - £150.00
- QA Level 3 Award in Safe Administration of Lifesaving Medication (RQF) - £200.00

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No quibble refund if the course is cancelled

No refund will be provided for cancellations made less than 24 hours in advance, or in case of no-show. A cancellation fee of £30 per person applies for cancellations made less than 7 days in advance. No cancellation fee applies for cancellations made 7 or more days in advance.

All courses near Aylesbury – can also run courses for 4+ people anywhere in the UK

FREC3: 18th January (5 weekdays) 13th February (3 weekends / 5 days) – includes copy of Ambulance Care Essentials

FREC4: 23rd January (3 weekends / 5 days) – includes copy of Ambulance Care Practice

ILS: 10th January (1 day) – includes copy of Resus Council (UK) Immediate Life Support

SALM: 5th December (2 days) – includes JRCALC pocket book

Safety critical communication protocols



- Everyone attending a ProMed training event has the right to expect a space free from bullying, intimidation and harassment.
- Everyone has the right to be treated with dignity, respect and courtesy and not to be discriminated against.
- Please read the full code of conduct at:
<https://www.promed999.co.uk/training/continuous-professional-development-cpd/code-of-conduct/>
- If you need to report inappropriate behaviour, please privately message ProMed Admin Team during the webinar, or email webinars@promed999.co.uk following the meeting

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ProMed will not tolerate any form of harassment or discrimination. Anybody attending a ProMed event are responsible for their own behaviour and must ensure they behave appropriately showing respect to others during ProMed events and social activities.

Reports of inappropriate behaviour, including behaviour which brings injury or discredit to Professional Medical Ambulance Services Limited, will be treated seriously and acted upon promptly. Any such behaviour may ultimately result in attendees being asked to leave and/or legal action being taken.

The event coordinator has complete discretion to ask individuals to leave the event.

Any persons breaching this code of conduct will be reported to ProMed's leadership team, and may be prevented from attending future opportunities.

Safety critical communication protocols



- When are they needed?
- Lead person
- Other parties
- General points
- Check for understanding
- Confirmation of actions
- Priority communication

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When are they needed?



- When what we say can affect actions, then our communication is safety critical
- Every time we hold an operational conversation, we are agreeing a verbal contract

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if we're talking about operations and actions that can affect our safety and that of our colleagues, the public or our service, then our communication is safety critical

Safety critical communications are all about conveying information that is important to the safety of workers and public

Lead person



- If it is not clear who has lead responsibility, or if two people carrying out the same task are communicating with each other, the person who starts the conversation must always take lead responsibility
- It is important to remember that we must all be prepared to take the lead in a communication if the other party does not, even when it is their designated responsibility to do so
- It is **not** about one person being in charge, it is about someone ensuring a clear understanding is reached

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In safety critical communications, one party is nominated to take lead responsibility
The concept was developed based on good practice from other industries, such as air traffic control

This helps to ensure:

- difficult situations are dealt with effectively
- a good working relationship with other employees is maintained
- less frustration caused by poor communication
- misunderstandings are avoided which can cause increased workload and/or frustration
- the chances for misunderstandings to occur and errors are reduced

Lead responsibility is not dependent upon seniority

Lead responsibility is not about being in charge of the activity

We all have a responsibility to communicate well

Other parties



- Identify all parties who need to be involved
- Opening of conversations

- We need to develop a professional working relationship with our fellow industry workers
- Such a relationship is based on mutual respect
- Respectful relationships allow us to be assertive, challenge errors effectively without causing offence, and be considerate of others

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The opening of a safety critical message should contain the following two pieces of information:

This is who I am

This is where I am

Who I am

- State your role
- It may also be necessary to state your name
- This is to ensure the person who you are talking to knows exactly who you are

Where I am

- This should be a simple description of where you are
- Identify your exact location that is recognisable to both parties

General points



- Accurate - take the time to think about what to say
- Brief – stay focused on the facts
- Clear – speak slowly & clearly to give more thinking time
- Professional

- Information should always come before any actions are given
- Use the phonetic alphabet
- Use standard words & phrases

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The information we provide must be concise and relevant

Where long messages or instructions are being given, it is better to break them down into manageable chunks

We need to avoid using our own substitutes for the phonetic alphabet and stick to the official version

Check for understanding



- Stress causes mistakes in ourselves and others
- Repeating back what you have heard and clarifying any actions will aid decision-making and help you to remember what it is that you need to do
- Asking for a 'repeat back' at the end of a safety critical message if we are the person with Lead Responsibility, and if the other party has not already repeated their understanding of the message back to us

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When we are on the receiving end, it is our responsibility to repeat back what we have heard, outline our understanding of any actions that are required and clarify anything we are unsure of

We must listen and check the content of a repeat back to make sure it's correct
Repeat backs can occur at any stage in a message, but must occur at the end
Pay attention to what is being said: we need to avoid repeating information parrot fashion without thinking about what we are saying or what it means
If a repeat back is wrong, the person with Lead Responsibility must restate the actions, and ask for another repeat back

Say 'correction' and then restate the message correctly

Don't just say 'correction' and what was wrong - you need to restate your message

Confirmation of actions



- Actions can be passed in *both* directions
- They should be definitive – “you **must**”
- “Do nothing until...”
 - People are often tempted to ‘jump in’ before it is safe to do so
 - This instruction makes it clear that an action should not take place until a certain condition is met

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Definitive language is unambiguous and helps prevent misunderstanding

Priority communication



- “This is an emergency call”
- Take a deep breath and plan what you will say in advance
- Know where you are
- Think about what might be required

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This message provides information which needs immediate action to prevent death, serious injury or damage

Clear and concise safety communication is important in any situation, but in an emergency, it can be the difference between life and death

In an emergency, we are under pressure to act quickly, but we must remember how important it is to plan what we will say

Information given should be accurate and brief – the emergency may be time critical

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Questions?

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