

EMERGENCY Response Action Points

Incident Details

1. Authenticate who is reporting the incident to you.
2. What is the incident?
3. Where is the incident?
4. When did it happen?
5. How many casualties are involved?
6. What is the nature of their injuries?
7. What action, if any, is NHS Borders expected to take? Initially you may be on standby - "Alert Only"
8. Has a Major Incident been declared?

Immediate Actions

1. Begin a personal log of events. Use the log sheet overleaf. Start with who notified you date and time and what the incident is.
2. Liaise closely with Hospital Controller (BGH) or P&CS Manager.
3. Assess and evaluate the situation. If the incident is likely to have a major impact on the service provision of NHS Borders - establish an Incident Management Support Team, if required.
4. Convene the IMST at either the BGH or NHS Borders HQ Newstead.
5. Access relevant NHS Borders Major Emergency Procedures—via intranet or boardroom.
6. Notify Chief Executive

Personal

1. Take all relevant documentation, plans and ID cards.
2. Take mobile phone etc. if appropriate.
3. Tell you family where you are.
4. Take protective clothing, equipment and food/hot drink.
5. Take any medication etc.

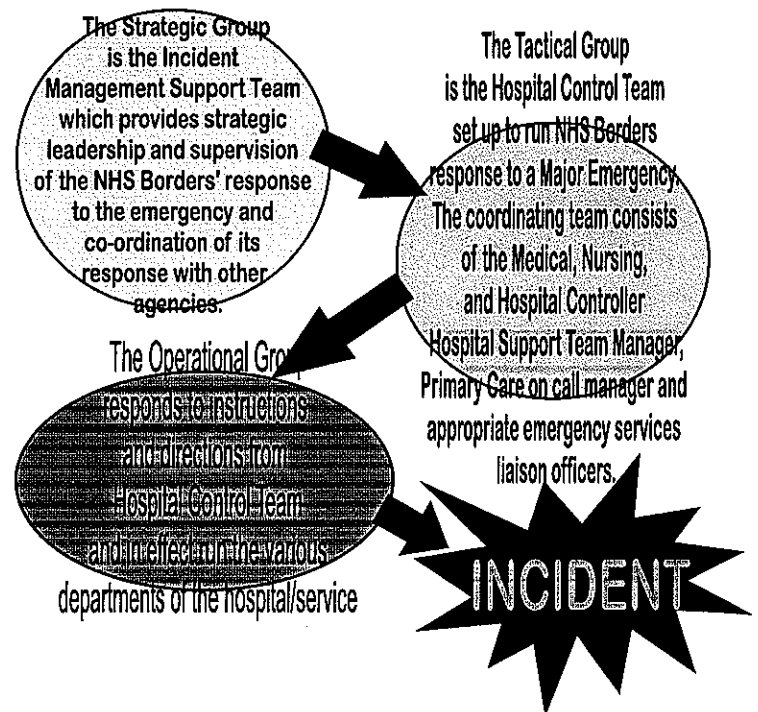
The Emergency Services uses the mnemonic CHALETS as an aide-memoir

- Casualties:** information on the number & nature of casualties (People trapped).
- Hazard:** nature of any hazard present (Fire, chemical).
- Access:** to the scene for emergency services.
- Location:** precise incident location.
- Emergency Services:** Indication of Emergency Services required.
- Type:** of incident, train, fire, chemical spill etc.
- Start a log:** a log of events should be started at the earliest opportunity.

Incident Management Support Team (IMST) STRATEGIC

1. Provides logistical, strategic and back up assistance to allow the Hospital Control Team or in case of public health incidents, to the Incident Control Team, to concentrate on the essential business of managing the immediate response to the incident.
2. The IMST remit should be flexible so it can be adapted as required.
 - a) support the Hospital Control Team/Incident Control Team.
 - b) provide focal point of contact with the Scottish Government Health Dept.
 - c) deal with enquiries from local and national politicians.
 - d) respond to requests from the Hospital Control Team/Incident Control Team where additional resources are required .
3. Minutes should be kept of all meetings .

Emergency Co-ordination Structure



Further Action at the Scene or nearby.

Working through a crisis situation will be stressful and intensely challenging at times. You must be aware of the effects on yourself and your colleagues.

Trembling, sweating, nausea, pounding heart, anxiety and agitation are normal symptoms during this time, but watch out for and replace staff (without criticism or recrimination), who are showing signs of: over activity, aggression, argumentativeness, loss of self-control, lack of concentration, moodiness, apathy or showing lack of verbal or emotional expression.

All staff should be timed onto a shift and not allowed to extend their shift without good reason.

All staff should be debriefed as a group at the end of their shift and several days thereafter.

