



16 JUN 2015

Our ref: HMC 900
Your ref: AT.DF.1499/1500.14

Private & Confidential

Mr Tweddle
H.M. Coroners Office
PO Box 282
Bishop Auckland
County Durham
DL14 4FY

Ambulance Headquarters
Bernicia House
The Waterfront
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Tel: 0191 430 2000
Fax: 0191 430 2086

11th June 2015

Dear Mr Tweddle,

RE: Gordon Nicky Davidson and Grant Thomas Benson, deceased

Following from the Regulation 28 report and recommendations sent to Yorkshire Ambulance Service and bordering emergency services. I can confirm that the North East Ambulance Service has undertaken a review of our own processes and systems in respect of cross-border incidents.

The Regulation 28 Report raised a number of concerns, which are shown below alongside the specific response from our review.

1. Inability to dispatch without identifying exact location on mapping system.

The Trust uses northings and eastings co-ordinates to map the location of calls alongside a Gazetteer pulling addresses from telephone landlines. Currently it is being reviewed as to the feasibility of increasing the frequency of Gazetteer and map updates for all Ambulance Trusts.

2. Failure to record all communications.

The Trusts contact centre systems record (*NICE call recording system*) the following

- External calls
- Airwave radio conversations

6. Is it not possible for one ambulance service to dispatch an ambulance from another ambulance service?

Whilst we would not dispatch an ambulance from another service via our systems, we would make direct contact and request that another service dispatch a resource under 'mutual aid' agreements.

In the event of an emergency call being on or near a border and the Trusts response time is likely to exceed the target in life threatening cases. The Trust would contact the bordering ambulance service to request assistance.

This approach is custom and common practice with our colleagues in Yorkshire, Scotland and the North West.

The wider principle of 'interoperability' is a key priority for all emergency services and is being driven within ambulance services by the National Ambulance Resilience Unit (NARU) and the Association of Ambulance Chief Executives (ACCE). This work sees regular joint service exercises for which the Trust regularly attend.

7. Review of call handling procedures

All relevant information has been passed to our training department to review our call handling procedures and ensure any gaps are identified and acted on. We are however confident that the existing procedures are robust.

Yours sincerely



Head of Risk and Regulatory Services