



OG014 ScotSTAR Observers

1. Key Recommendations for operational use		
For use by: All ScotSTAR teams. For information: SAS. Internet: Yes		
1	Observer Categories	<ul style="list-style-type: none"> • Requests for permission to observe operational duties will be considered if there is a clinical or operational necessity. This includes research, training and assessment. • <i>Clinical Observers</i> - registered health care professionals including doctors, nurses and paramedics. Such observers may attend operational incidents at the discretion of the supervising clinician. • <i>Non-Clinical Observers</i> - not from an NHS clinical background and / or whose purpose of a visit is not aligned with those of the clinical observer are required to submit their requests in writing to the relevant Head of Service. Such individuals include politicians, the media, military, foreign medical personnel or those with business interests. • In addition, Press or Political Observers require permission from the Director of Operations. Arrangements must be coordinated with the Corporate Affairs Manager.
2	Prior to the observer shift	<ul style="list-style-type: none"> • Individuals requesting ScotSTAR observer shifts should complete the Observer Request Form (Appendix A) and submit to the relevant department: <ul style="list-style-type: none"> - EMRS West: anne.cadman@nhs.scot - EMRS North: alastair.ross@nhs.scot - Paediatrics: clare.hargan@nhs.scot - Neonates: clare.hargan@nhs.scot • Observers should sign the disclaimer agreement and confidentiality form (Appendix B) confirming acceptance and compliance with the conditions. • The Observer will be sent the completed joining instructions form (Appendix C). • Observers must ensure that they have in-place the appropriate permissions, occupational insurance and indemnity for any activities undertaken. <ul style="list-style-type: none"> - The Scottish Ambulance Service does not accept any additional liability.
3	Be aware	<ul style="list-style-type: none"> • Departments reserve the right to amend or cancel the date of the observer shift. • No more than one observer can be accommodated in each department at any one time. • The patient, their carers or parents can refuse consent to the observer's presence. • The nature of retrieval work is unpredictable and observers should be aware that shifts may over-run.



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4	Infectious diseases	<ul style="list-style-type: none"> • Any Observer involved in patient/clinical assessment or treatment must have completed the same immunisation protocol as SAS service staff. This includes hepatitis B. <ul style="list-style-type: none"> - observers must confirm that they have been successfully been fit tested for a FFP3 and bring several of this type of mask with them. - observers must confirm that they have been trained in PPE use, donning and doffing and that appropriate PPE will be used at all times. - observers must be able to provide proof of COVID-19 vaccination / booster. - observers must confirm that to their knowledge, they have immunity to or immunisation against diseases such as rubella, measles, polio and TB. - observers must also confirm that they are not immunosuppressed through illness or treatment and are not known carriers of other transmissible infections.
5	General Conduct	<ul style="list-style-type: none"> • Observers should: <ul style="list-style-type: none"> - arrive on time. - bring and wear appropriate footwear. - provide photographic proof of identification. - conduct themselves in a manner in keeping with SAS policies and values. - adhere to all relevant SAS/ScotSTAR guidelines as directed. - follow all instructions of the supervising crew / clinician. - not engage independently in clinical duties or scene management unless expressly requested to do so at the discretion of the supervising staff member. - be aware of the likelihood of exposure to potentially harmful situations or sensitive, disturbing or confidential cases. - inform the supervising crew / clinician if they feel unduly fatigued or experience any physical or emotional stress.
6	Departmental Responsibilities	<ul style="list-style-type: none"> • The ScotSTAR department will: <ul style="list-style-type: none"> - assign a suitable mentor to the Observer. - provide a briefing at the start of the shift and advise of relevant protocols; this will include relevant access and security issues. - ensure that all relevant additional PPE is available (observers are asked to provide mask on which they have passed a face fit test. - ensure appropriate staff rest, welfare and changing facilities are available. - ensure the Observer has a suitable de-brief at the end of their shift. - retain all documentation relating to the observer's shift for a minimum of 12 months.



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7	Airsides access	<ul style="list-style-type: none"> • Activities of all ScotSTAR personnel and visitors must comply with the policies and procedures of the base operator, Gama Aviation. • Procedures relating to access and movement within the controlled area of the ScotSTAR base comply with the Aviation and Maritime Security Act 1990, Part II Paragraph 21C. • Visitors movements will be restricted to defined areas and appropriate passes must be displayed at all times in accordance with the Identification Pass Application Standard 2017 as directed by Glasgow and Aberdeen Airports. • Visitor access to airside will not be granted without prior permission from Gama Aviation.
8	Special permissions	<ul style="list-style-type: none"> • Where possible the patient and/or carer must be told that an observer is in attendance, the observer's title / role, and the reason for their presence. • Specific permission must be sought from appropriate personnel prior to the observer entering a specialist or restricted area or observing with a specialist service. • Special permission must be granted by SAS prior to the use of any recording device including camera, mobile telephone or video. • SAS will review any written, recorded or photographic material obtained whilst on an observer shift and reserves the right to refuse permission to obtain, distribute or publish the material. • Where Observers wish to attend beyond 5 working days within any 12 month period, special permission must be granted from a Head of Service.
9	ScotSTAR EMRS North and West	<ul style="list-style-type: none"> • Observer Request Applications will be considered by individuals able to demonstrate the following: <ul style="list-style-type: none"> - Doctors: ACCS1 / CT1 or above; professional interest in service, - Nurses / paramedics: extensive post-registration experience in pre-hospital, emergency and / or critical care; professional interest in service. • Observers are expected to attend a service familiarisation session and a clinical governance meeting prior to an observer shift. • Additional documents to be read and understood are: <ul style="list-style-type: none"> - SG002 Safety at Scene guideline. - SG008 Entrapment and extrication guideline. • There is not any provision for an observer to join the duty team during an air response for either primary or secondary missions. • Observers may only attend on agreed dates within each month as dictated by operational commitments.
10	ScotSTAR Paediatrics and Neonates	<ul style="list-style-type: none"> • Additional documents to be read and understood are: <ul style="list-style-type: none"> - ScotSTAR Paediatric Team – Information for Clinical Observers. - Air Ambulance and ScotSTAR Glasgow Base Welcome and Orientation Pack. • There is no opportunity to accommodate student nor school student observers on work placements.



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2. Document History			
Reference Number	OG014		
Version	2		
Writing group (Lead author in bold)	David Carson	Retrieval Practitioner	EMRS West
	Stuart Daly	Head of Service	EMRS
	Clare Hargan	Head of Service	ScotSTAR
	Alastair Ross	Consultant	EMRS North
Associate Medical Director	Andrew Inglis		
Date issued	4th March 2022	v1: December 2019	
Date for review	March 2025		
Distribution	BASICS Scotland		X
	Medic 1		X
	Referring centres via service websites		✓
	Rural GPs Association of Scotland		X
	SAS	Air Ambulance	for information
		Specialist Services Desk	X
	ScotSTAR	EMRS (West)	✓
		EMRS (North)	✓
		Paediatric	✓
		Neonatal	✓
Tayside Trauma Team		X	





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3. Scope and purpose

- Overall objectives:

The aim of this guideline is to define the role and behaviour expected of any observer accompanying ScotSTAR clinical staff on operational shifts.

- Feedback:

Comments on this guideline can be sent to: sas.CPG@nhs.scot

- Equality Impact Assessment:

Applied to the ScotSTAR Clinical Standards group processes.



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Appendix A

SCOTTISH AMBULANCE SERVICE (ScotSTAR)

Observer Request Form

Department requested	
Observer Name	
Date request submitted	
Date of Birth	
Current job title/role/employer	
Professional registration number	
Email address	
Home address	
Telephone number	
Next of kin	
Next of kin contact number	
Next of kin relationship	
EMRS observers - date of attendance at: 1. Service familiarisation session 2. Clinical Governance meeting	
Dates of any previous observer shifts	
Supporting statement / purpose of visit	



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Appendix B

SCOTTISH AMBULANCE SERVICE

Visitors to Operational Areas

Statement of Confidentiality

Under the Data Protection Act, everyone has the right to expect that all personal and confidential health information obtained and held on them by the Service will be treated in strict confidence and will not be disclosed, either accidentally or otherwise, to anyone else without their express permission or prior knowledge.

During the course of your visit to the SCOTTISH AMBULANCE SERVICE you may enter areas of our operations that by their nature involves exposure to sensitive situations and/or personal and confidential health information.

You may enter these areas only on the condition that any information* of a sensitive, personal or confidential nature you come into contact with remains absolutely confidential and you will not disclose **any** information gained during your visit to **any** third party (during or after your visit) that has no legitimate right to that information unless you have explained what you wish to do with this information to the individual concerned and have obtained their explicit permission to do so.

*In this context, information means anything gathered by you in a digital media, visual media, tape recording or written format and includes photographs or taped interviews that contains personal or confidential details. You are further reminded that under the Act you can be held **personally responsible** for any breach of confidentiality.

I, the undersigned, clearly understand and accept all of the conditions of the Observers Policy including confidentiality under which I will operate during my visit(s) to the SCOTTISH AMBULANCE SERVICE. The Service also reserves the right to act as advocate for the patient in order to protect their rights under the Data Protection Act particularly where they are requested to give permission by you to release information while under emotional, physical or mental stress .

Signed :..... Date:.....

Name (Print):

Location of visit:

Organisation you represent or Address:

.....

A copy of this form should be provided to the participant & a signed copy retained by the SAS for a period not less than 12 months.



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Appendix C

SCOTTISH AMBULANCE SERVICE

Observer Joining Instructions

Dear:

You are invited to visit as an observer

Postal Address:

Date of Visit:

Please report to the main reception/
entrance at:

Upon arrival you will be assigned to the duty team

Duty team contact details:

Please ensure you bring with you:

Photographic proof of I.D.

Appropriate clothing and footwear

Sufficient food for the duration of the shift.

Several FFP3 masks of the type on which you have been tested and passed.
Other PPE will be provided but please bring your own should you have it.