



Computer Aided Dispatch (CAD) Markers Policy

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Dissemination requirements	All managers and staff via email and intranet To be published on the Trust’s public web site
Part of Trust’s publication scheme	Yes

The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust.

All Trust policies can be provided in alternative formats.

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1.0 Purpose/Introduction

The aim of this policy is to ensure compliance with all relevant legislation in relation to specific patient or location information held on the Computer Aided Dispatch (CAD) as CAD “markers” (previously known as CAD flags or warnings in some instances). The CAD is the software used within the Trust Emergency Operations Centres (EOC) to triage calls and deploy ambulance resources. The policy also allows the Trust to provide staff with the information they require to provide the best patient care with regard to specific patient information and/or known risks to staff safety.

Under the Data Protection Act 2018 the Trust is also obliged to release to the patient any information it holds about them or their address. Therefore there must be an approved process for and evidence as to why information is stored on the CAD system.

All communication via email in relation to patient identifiable information in relation to this policy must be sent **to and from** secure email accounts in line with NHSmail guidance (February 2015). The Trust has a dedicated secure email address for communication in relation to this policy which is eoasnt.CADmarkers@nhs.net.

2.0 Policy Scope

This Policy applies to all operational staff and covers markers stored on the CAD in relation (but not exclusive) to:

- Potential Risk to Staff (for example history of violence)
- Medical Conditions (for example Palliative Care/Specialist Pathways)
- Access Information (for example key codes)

This policy also covers the appropriate review and removal of the above.

This process will be owned by the Medical Director who has overall accountability for the associated clinical governance. The following have specific responsibilities within the policy:

- Named Senior Locality Managers (SLMs) in each locality (who will discharge this to the locality management team as described below)
- Bedford Senior EOC Manager (SEM) in terms of the EOC CAD Marker administration.
- EOC SEMs in terms of the temporary markers, discharged via the Duty EOC Officers (DEOs)
- The Director of Clinical Quality and Improvement who will chair the CAD Markers Governance Group (CMGG)

3.0 CAD Marker Procedures

3.1 Potential Risk to Staff

This procedure is to establish an evidence based format of recording markers of violence or potential violence on to the CAD system that is recorded and compliant with all legislation, but can be easily accessed, when required, to protect the health and safety of crews attending any address recorded as a site of violence or potential violence.



The procedure is shown as a flowchart in Appendix 1 (RISK).

After an incident when a crew has been exposed to actual or potential violence of any type, the crew can request that a temporary CAD marker be placed on the CAD system for the address in question.

The DEO will enter the special situation on the CAD as a temporary marker. This marker will only be held on the CAD for 45 days and the wording must be based upon facts and not be subjective.

Any risk intelligence from the local police constabulary can create a temporary CAD flag.

On completion of the event, the crew are to complete an incident report via Datix and notify their line manager.

The operational line managers are then responsible for completing an investigation of the incident raised through Datix. This investigation, along with the Datix response must be completed and received by the CAD marker notification email address within 45 days of the incident. This report must include a recommendation to either remove the temporary marker or convert to a permanent one (subject to an annual review)".

If no confirmation is received via email within 45 days of the incident then the marker will be removed. Internal escalation will occur at points in the timeline before the 45 days period is elapsed.

The recommendation and investigation will be considered by the CAD Markers Governance Group (CMGG) for a decision after which:

- The EOC CAD Marker Administrator must ensure that the recommendations by the CMGG are acted upon within 10 working days. This may include retaining or removing the marker, as directed by the CMGG.
- The EOC Cad Marker Administrator will either remove the temporary CAD marker or convert to a permanent marker setting the date for the annual review on the basis of the recommendation. Following completion of the investigation a letter advising the individual of the CAD marker will be sent.
- If additional information is required by the group to make a decision, the CAD Marker Administrator will liaise with the relevant operational line manager to acquire the additional information needed".

Examples of the letters in relation to risk markers are shown in Appendix 2a and 2b, with the risk assessment pro-forma shown in Appendix 3.

It is **not the responsibility** of the operational line manager to communicate formally with the patient in relation to the CAD marker, beyond the initial letter sent based upon the risk framework in appendix 3.

The annual review will be highlighted by the EOC CAD Marker Administrator to the operational line manager who will provide information (against criteria) to the CMGG for consideration of extension or removal. This should consider if any further transgressions have taken place at that address and given the original investigation whether the marker should be removed or extended. Every extension will require a further letter to the patient as described above.



3.2 Medical Conditions (Patient Specific Protocol)

This information is held to assist EEAST clinicians with information and decision making in relation to specific medical needs (for example sickle cell anaemia, Addison's Disease, palliative care).

The procedure is shown as a flowchart in Appendix 4 (MEDICAL).

Requests broadly fit into two types:

- (1) General information on a medical condition; and
- (2) Defined individual needs of a patient.

If the request relates to (1) above, the EOC CAD Marker Administrator will add the marker to CAD.

If the request relates to (2) above, the CAD Marker Administrator refers the information to the EOC Clinical Team for consideration and establishment of the terms of the Marker (as per the Policy for Patients with Defined Individual Needs). The EOC Clinical Team will consider if the protocol is within the appropriate scope of clinical practice and if not, escalate to the Medical Director or Consultant Paramedic for a decision. If the protocol is not agreed the EOC Clinical Team will inform the EOC CAD Marker Administrator who will remove it from the CAD.

The EOC Clinical Team will then send a letter (unless it is deemed inappropriate to do so such as if the patient is not aware of the HCP referral for a specific reason or there is a safeguarding concern) to the patient. This will inform the patient that the information will remain in place unless they request otherwise and the template is shown on Appendix 5.

After one year (and recurrently after that), EOC CAD Marker Administrator will check the appropriate system and remove if the patient is deceased or has moved. If the marker is still valid, it will be extended for one year and the process repeated.

If at any time consent is withdrawn, then the marker cannot be held against the address and any information already stored will be deleted within 10 working days.

3.4 Access Information

Within the CAD system it is possible to store information such as:

- Access codes to buildings and key safes
- Information to assist staff in finding caller location.

The procedure is shown as a flowchart in Appendix 6 (ACCESS).

If the information has been received from either the resident or the scheme manager, the EOC CAD Marker Administrator will add the marker to the CAD which will remain indefinitely unless the Trust is notified otherwise. If EEAST staff provide access information following attendance, consent should be documented via Single Point of Contact (SPOC). If at any time consent is withdrawn, then the marker cannot be held against the address and any information already stored will be deleted within 10 working days.



4.0 Review of CAD Markers

4.1 Potential Risk to Staff

Such markers will be reviewed on an annual basis by CMGG. This review will include:

- Validity of information
- Appropriate wording of marker
- Validity of consent/elapsed time period

If further information is required, it will be reviewed by the CAD Marker Administrator by contacting the local management teams or the LSMS.

4.2 Medical Conditions

Such markers will be reviewed on an annual basis by the CAD Marker Administrator who will check for life status on the appropriate system. If the patient is deceased the marker will be removed. If the patient has moved residence, the marker will be moved to the new address.

4.4 Access Information

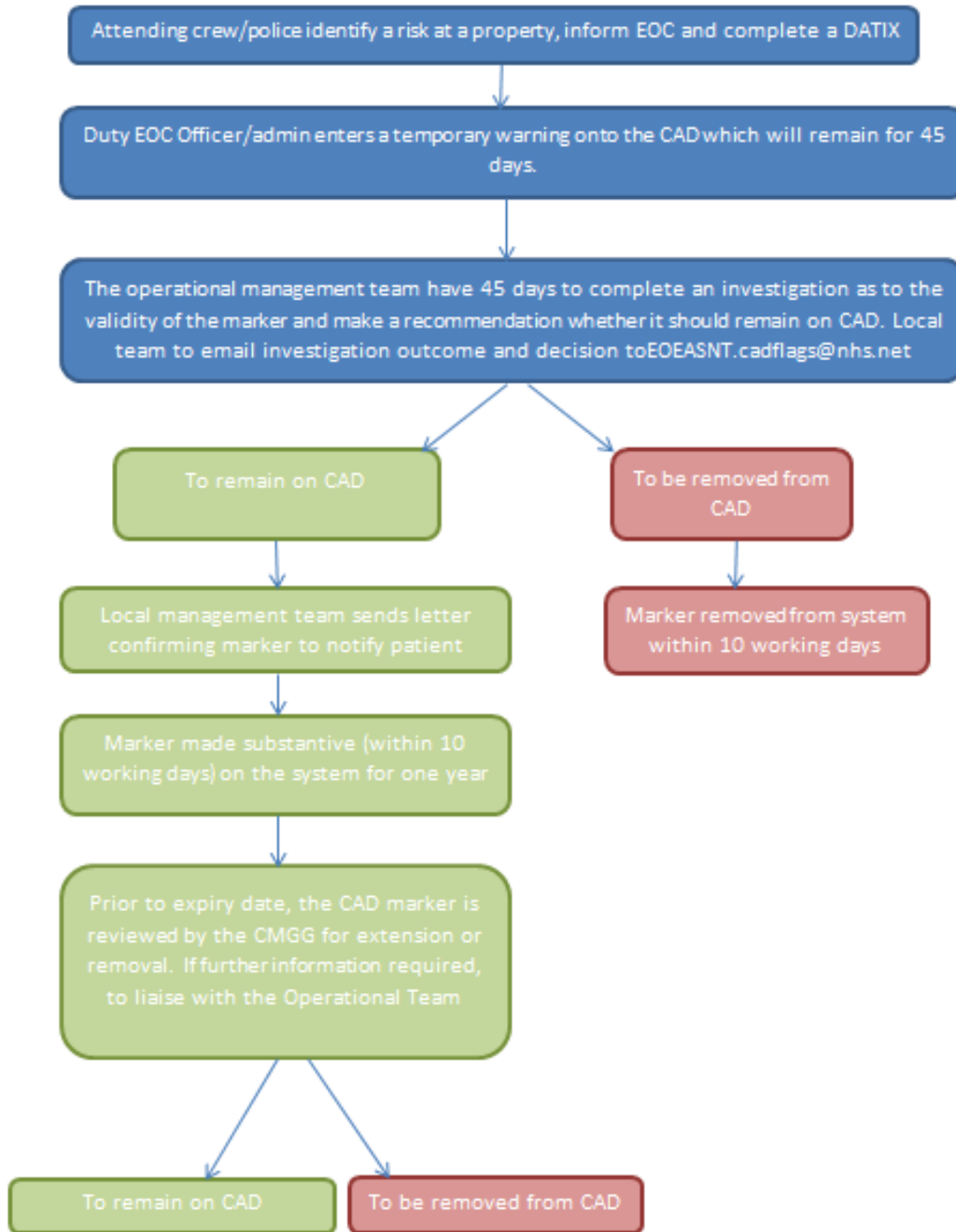
Access markers will remain on the CAD indefinitely unless the Trust is notified otherwise.

5.0 Data Protection

All information will be processed and handled in line with the Data Protection Act (2018). For full information regarding this, please see our Privacy Notice – Patients and Public which can be found at:

<https://www.eastamb.nhs.uk/about-us/GDPR/Privacy%20notice%20-%20patients%20and%20public.pdf>

APPENDIX 1: Risk Marker Flowchart



Note: If no response is received after the initial 45 days or on the annual review, the marker WILL be removed. Where any marker is added the local management team must write to the person the marker refers to. The marker must also include the name and DOB of the person.



APPENDIX 2a: Example Risk Letter (Amber)

Dear **Patient's name**

Acknowledgement of Responsibilities Agreement between **Patient's name and East of England Ambulance Service NHS Trust.**

I am writing concerning your recent contacts with our service on **Date(s) of incident(s)**.

It is alleged that on these occasions your actions have been dangerously inappropriate when a request has been made either by you or by a third party caller for the attendance of an Emergency Ambulance via the 999 system; where not only have you been non-compliant with crews attempting to assist and treat you, you have been in the possession of bladed articles, posing not only a serious risk to yourself but also to the ambulance crews. It has also been reported that you have been witnessed fighting with Police officers on scene attempting to assist you. **[This is an example of unacceptable behaviour – change as appropriate]**

Any behaviour that poses an unnecessary risk to an individual's personal safety is unacceptable and will not be tolerated. As an employer, East of England Ambulance Service NHS Trust has a legal responsibility to protect its staff's safety by providing so far as possible a safe working environment. We are firmly of the view that all those who work in or provide services to the NHS have the right to do so without fear of violence or risks to their personal safety.

Therefore in view of the above and as a necessary precaution to help protect our ambulance staff, we will be putting a warning marker on our Computer Aided Despatch (CAD) system alerting our crews to proceed with extra caution to any future calls to your address. This may result in a delayed attendance due to any further dynamic risk assessments they may deem necessary prior to entering your property.

While I appreciate you may be experiencing some challenging or deeply distressing issues I must urge you to consider your behaviour when requesting the NHS Emergency Ambulance Service in the future.

We very much regret having to adopt this position and it is hoped that further action will not be necessary; however we will be closely monitoring any attendances to your address and any repetition of similar behaviour in the future may result in further action being considered. We will review the marker on your address in six months' time and if there has not been any reoccurrence of your behaviour, then the marker will be removed.

If any further action is deemed necessary, these will be taken without any further direct communication with you.

Should you wish to register a complaint regarding this matter or have any other representations you would like to make, then these should be detailed in writing and addressed to the Patient Experience Lead at the following address:

Bedford Locality Office
Hammond Road
Bedford
MK41 0RG



I enclose **two copies** of this letter for your attention; I would be grateful if you could sign and return a copy to me to acknowledge that you have read and understood its contents.

Yours sincerely

Name and Job Title of Manager

CC EEAMB LSMS

I **Name of Patient** accept the conditions listed and agree to abide by them accordingly;

Signed:

Dated:

APPENDIX 2b: Example Risk Letter (Red)

Dear **Patient's name**

Acknowledgement of Responsibilities Agreement between **Patient's name** and East of England Ambulance Service NHS Trust.

I am writing concerning your recent contacts with our service on **Date(s) of incident(s)**.

It is alleged that on these occasions your actions have been dangerously inappropriate when a request has been made either by you or by a third party caller for the attendance of an Emergency Ambulance via the 999 system; where not only have you been non-compliant with crews attempting to assist and treat you, you have been in the possession of bladed articles, posing not only a serious risk to yourself but also to the ambulance crews. It has also been reported that you have been witnessed fighting with Police officers on scene attempting to assist you. **[This is an example of unacceptable behaviour – change as appropriate]**

Any behaviour that poses a serious and unnecessary risk to an individual's personal safety is unacceptable and will not be tolerated. As an employer, East of England Ambulance Service NHS Trust has a legal responsibility to protect its staff' safety by providing so far as possible a safe working environment. We are firmly of the view that all those who work in or provide services to the NHS have the right to do so without fear of violence or risks to their personal safety.

Therefore in view of the above and as a necessary precaution to help protect our ambulance staff, we will be putting a warning marker on our Computer Aided Despatch (CAD) system alerting our crews to proceed with extra caution to any future calls to your address. This may result in a delayed attendance due to any further dynamic risk assessments they may deem necessary prior to entering your property.

In addition, we have been advised that a Police presence will be required for any future calls to your address which could result in an additional delayed attendance.

While I appreciate you may be may experiencing some challenging or deeply distressing issues I must urge you to consider your behaviour when requesting the NHS Emergency Ambulance Service in the future and ask that you abide by the following conditions when interacting with our staff;

1. That you only use the NHS Emergency 999/111* system, for emergency medical treatment or conditions, which require immediate ambulance attendance.
2. That you do not seek to cause distress to NHS staff members by any means of communication or when attending to you in person.
3. That you do not act in a way that is likely to cause fear, alarm or distress towards visiting NHS staff members.

We very much regret having to adopt this position and it is hoped that further action will not be necessary; however any repetition of similar behaviour in the future may result in one or more of the following actions being considered:

- Any incidents will be formally reported to the Police, with a view to this Trust supporting criminal proceedings against you.
- The matter may also be reported to the NHS PROTECT Legal Protection Unit with a view to this Trust supporting criminal or civil proceedings. Any legal costs incurred will be sought from you.
- Consideration will be given to obtaining a civil injunction in the appropriate terms. Any legal costs incurred will be sought from yourself.
- Consideration will be given to obtaining a civil injunction in the appropriate terms. Again any legal costs incurred will be sought from you.

If any further action is deemed necessary, these will be taken without any further direct communication with you.

Should you wish to register a complaint regarding this matter or have any other representations you would like to make, then these should be detailed in writing and addressed to the Patient Experience Lead at the following address:

Bedford Locality Office
Hammond Road
Bedford
MK41 0RG

It is strongly advised that you seek independent legal advice regarding the content of this letter and to advise you of the consequences of your actions should it be considered that you continue to pose a serious and dangerous risk to our staff as well as yourself. I enclose **two copies** of this letter for your attention; I would be grateful if either you or legal representative could sign and return a copy to me to acknowledge that you have read and understood its contents.

Yours sincerely

Name and Job Title of Manager

CC EEAMB LSMS

I **Name of Patient** accept the conditions listed and agree to abide by them accordingly;

Signed:

Dated:

APPENDIX 3: Risk Marker – Assessment Pro-forma

Violence and Aggression Risk Assessment proforma

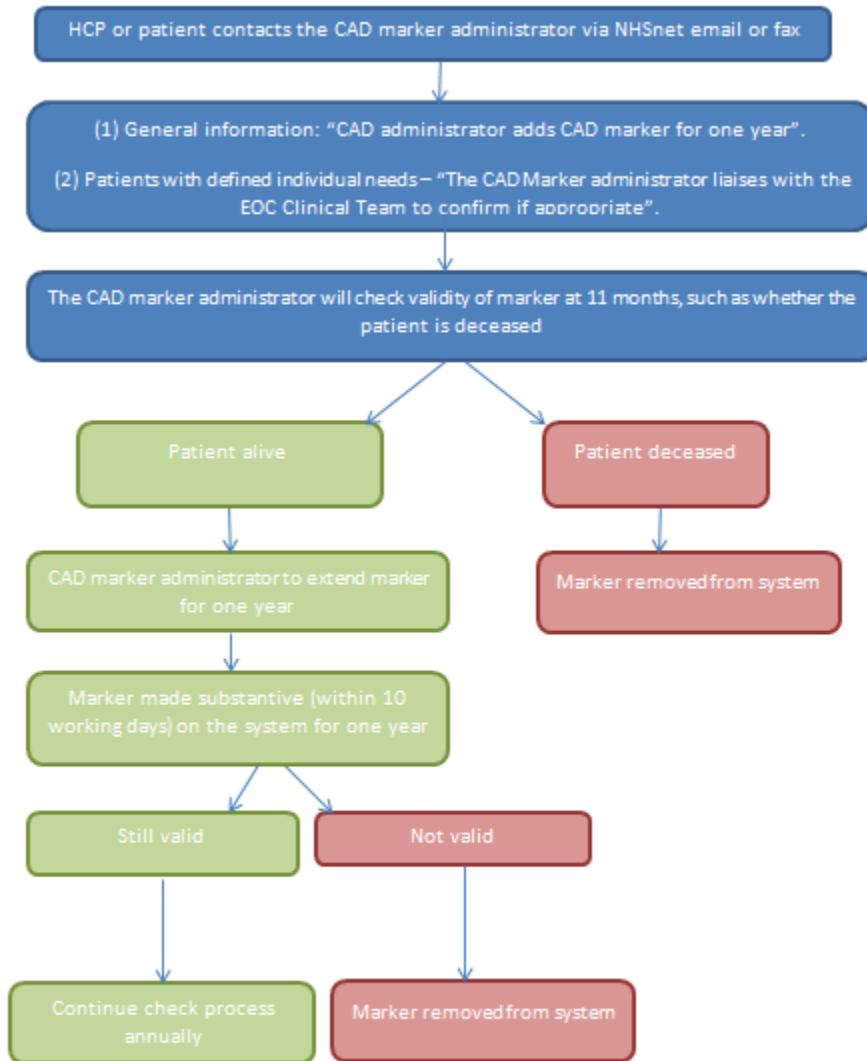
Name:
Address:
Gender: M/F

COPY TO BE PLACED ON DATIX AND OUTCOME ON P:DRIVE

1. Evidence of weapons with threat made to use	Red
2. Evidence of weapons with no threat made to use	Green
3. Physical violence/aggression to staff with intent and capacity	Red
4. Physical violence/aggression witnessed to others	Yellow
5. Threat of violence/aggression to staff	Yellow
6. Threat of violence/aggression to others	Green
7. Evidence of Deliberate Self Harm (DSH)	Green
8. Verbal abuse to staff – outcome depends upon investigation	Yellow
9. Persistent invasion of personal space	Yellow
10. Alcohol misuse/intoxication with potential threat	Green
11. Drug misuse with potential threat	Green
12. Harassment (Racial/Sexual/Equality) on 2x occasions	Green
13. Harassment on 2x occasions with physical contact	Red
14. Dangerous animal on scene – uncontrolled	Yellow
15. Dangerous animal on scene – staff attacked/injured	Red
16. Staff prevented from freely leaving premises	Green
17. Mental health problems with violence/aggression – with capacity (LETTER TO GP REQUIRED)	Red
18. Mental health problems with violence/aggression – without capacity	Green
19. Dementia with violence/aggression – with capacity (LETTER TO GP REQUIRED)	Red
20. Dementia with violence/aggression – without capacity	Green
21. Medical Problem with violence/aggression – with capacity (LETTER TO GP REQUIRED)	Red
22. Medical Problem with violence/aggression – without capacity	Green



APPENDIX 4: Medical Marker (Patient Specific Protocol) Flowchart



Note: The EOC clinical team will send a letter to the patient to inform them that this will remain in place unless they inform the Trust otherwise. Implied consent is considered for these patients; however if at any time consent is withdrawn, the marker will be deleted

APPENDIX 5: Example Patient Specific Protocol Letter

Dear

We have recently been contacted by your GP in a letter dated **xxxxxx**, who has requested that we add a Patient Specific Protocol marker to your address. This means that if we are called to your address in the future, the crew will be informed of the Patient Specific Protocol and will follow the guidance contained within it.

The Patient Specific Protocol requested by your GP is as follows:

ENTER DETAILS

I am writing to advise you that I have reviewed the protocol and this will now be added to your address. We will not remove this marker unless instructed to do so by yourself or your GP and I would be grateful if you could contact me if your circumstances change or if the marker is no longer required.

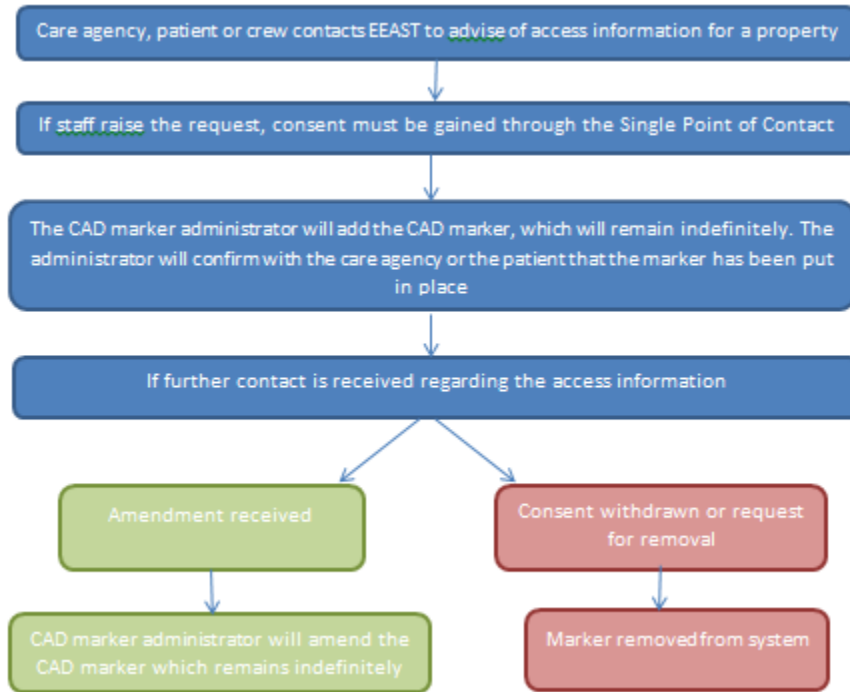
Please do not hesitate to contact me should you require any further information.

Yours sincerely

Name
Area Clinical Lead



APPENDIX 6: Access Marker Flowchart



APPENDIX 7: Consent Document Examples (if required)

Consent to Hold Information on the Computer Aided Dispatch (CAD) System

- Consent form to hold information about an individual on the East of England Ambulance Service NHS Trust Computer Aided Dispatch System Database
- This information will be passed to the Ambulance Staff in the event of an Ambulance being called to the defined location.

Individual’s Details:

Surname/Family Name:

First Name/Given Name:

Date of Birth: Male Female

Communication Needs (if any):

Contact Telephone Number:

Contact e-mail address:

(if under 16) Parent/Guardian’s Details (please note “Gillick Competence”):

Surname/Family Name:

First Name/Given Name:

Date of Birth: Male Female

Communication Needs (if any):

Contact Telephone Number:

Contact e-mail address:



Location Details:

Type of Location (e.g.: Home Address, School, College, Work):

Building Name/House Number:

Road Name:

District:

Town:

Post Code:

Contact Telephone Number:

Contact Name (if different from Individual/Parent/Guardian):

Consent

I consent for the East of England Ambulance NHS Trust to hold and process my personal data relating to my healthcare needs

Signature.....

You have the right to withdraw your consent to the Trust processing your data and this request should be made in writing to the Trust. Please note there are some limited circumstances where the Trust may legally be required to continue processing or holding your data and these will be explained to you if they apply.

Statement to be held by East of England Ambulance Service Trust:

.....
.....
.....
.....
.....
.....



Statement of Individual

Please consider the information that you record on this form carefully. Upon receipt of the completed form, your statement will be added to the Computer Aided Dispatch (CAD) System and held for a period of one year, after which we will write to you again, requesting completion of a further consent form. If you move house, or if any of the locations listed above change, please write to us to let us know.

I agree to the statement being held on the Computer Aided Dispatch System and being passed to any Ambulance Personnel and Trust staff responding to the location.

I understand that you cannot give me a guarantee that the Ambulance crew will receive the information before arrival at the scene.

I understand that I will write to you if any details change

I understand that I will be required to complete and re-submit the form on an annual basis to keep the information live (a reminder will be sent near to the renewal date)

Individual's signatureDate.....

Name (PRINT).....

A witness should sign below if the individual is unable to sign but has indicated his or her consent.

Young people/children may also like a parent to sign here (see notes).

Signature Date.....

Name (PRINT)

Capacity in which you are signing on behalf of the patient (e.g. Parent/ Legal Guardian/ Power of Attorney)

.....

Address for Correspondence:

EOC CAD Marker Administrator
Emergency Operations Centre (EOC)
East of England Ambulance NHS Trust
Hammond Road
Bedford
MK41 0RG

