



North West Ambulance Service **NHS**

NHS Trust

OUR REF: INQ/C/GM/12/187
YOUR REF: CJSP/KA/023333-2012
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Mr John S Pollard
Senior Coroner
The Coroner's Court
Mount Tarbor
Mottram Street
Stockport
SK1 3PA

22 January 2014



Dear Mr Pollard

MILLIE THOMPSON (DECEASED)

We write further to your letter of 11 December 2013, enclosing a Regulation 28 Report to Prevent Future Deaths in relation to the inquest examining the death of Millie Thompson. Please accept this as our response in accordance with Regulation 29(4).

We note that you raise concerns regarding the:

- selection and training of Emergency Medical Dispatchers (EMDs); and
- paediatric life saving equipment carried by emergency ambulances.

EMDs

North West Ambulance Service (NWAS) is acutely aware of the importance of EMDs in relation to the care of patients. We have a robust, competitive recruitment process for EMDs, attracting approximately 300 applications for each vacant post. We continually review this recruitment and assessment process with the aim of ensuring only the most suitable and able candidates are appointed for this demanding and important role.

All EMDs undergo a six week training course, covering policies and procedures, the call taking processes, first aid, including paediatric resuscitation, and use of the Advanced Medical Priority Dispatch System (AMPDS), which includes the ineffective breathing diagnostic tool. Successful completion of the course results in an internationally recognised qualification. In order to maintain their certification, EMDs must provide proof of continuing education and evidence of audit review, which provides a safeguard to ensuring their continuing competence in the role. They are also required to undergo CPR recertification every two years.