



Document Title	NISTAR Ambulance unavailable SOP
Version Number	1.0
Version Date	11th Jan 2021
Effective Date	11th Jan 2021

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No	Operating Procedure	Key Points
1	Introduction	NISTAR currently operate with four clinical teams but only have access to three NISTAR ambulances. On occasion, a clinical team may require an ambulance but all the NISTAR ambulances are already engaged on calls. The following set out the actions the team should take should this situation arise.
2	Objective	To provide the NISTAR clinical teams with guidance should a NISTAR ambulance not be available for a transfer
3	Scope	The SOP applies to all NISTAR staff.
4	Procedure	<p>NISTAR currently operate with four clinical teams but only have access to three NISTAR ambulances. On occasion, a clinical team may require an ambulance but all the NISTAR ambulances are already engaged on calls. When such an occasion occurs, the following should be considered:</p> <ul style="list-style-type: none">• Delay the transfer until a NISTAR ambulance becomes available (this option should only be considered if the transfer is a repatriation or critical care transfer where patient care will not be compromised by delaying transfer)• Use a frontline ambulance. To request a frontline ambulance, ring ambulance control on 02890 404023. Advise ambulance control that the call can be completed with just one member of staff and a paramedic is NOT required.• Use the babybus (available Mon-Fri 0900-1700) (refer to appendix 1)• Use a taxi to travel to the referring hospital and then request a frontline ambulance as above. (refer to appendix 2)• Use the Proparamedics ambulance. Please note that this should be the last option as it is associated with a significant cost. To request a Proparamedics ambulance, ring the SPOC on 02895 040167 or 07870163227 out of hours



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		<p>Clinical teams should consider the following points when deciding on which of the above options is the most appropriate method of transport:</p> <ul style="list-style-type: none"> • Is medical air required? (The babybus has medial air, however frontline ambulances do not) • What is the patient condition? (Does the patient require an emergency transfer or can the transfer be delayed without compromising patient care?) • What equipment is required? • Where is the patient being transferred from / to? Is this a relatively short journey or is it likely to be protracted? • Are other NISTAR calls pending?
5	Regulation/ Guidelines/references	N/A
6	Related documents	Appendix 1 – Considerations for using the “Baby Bus” Appendix 2 – NISTAR Taxi Contract
7	Abbreviations	NISTAR – Northern Ireland Specialist Transport and Retrieval SPOC – Single Point of Contact
8	Revision history	For review 10 th Jan 2023



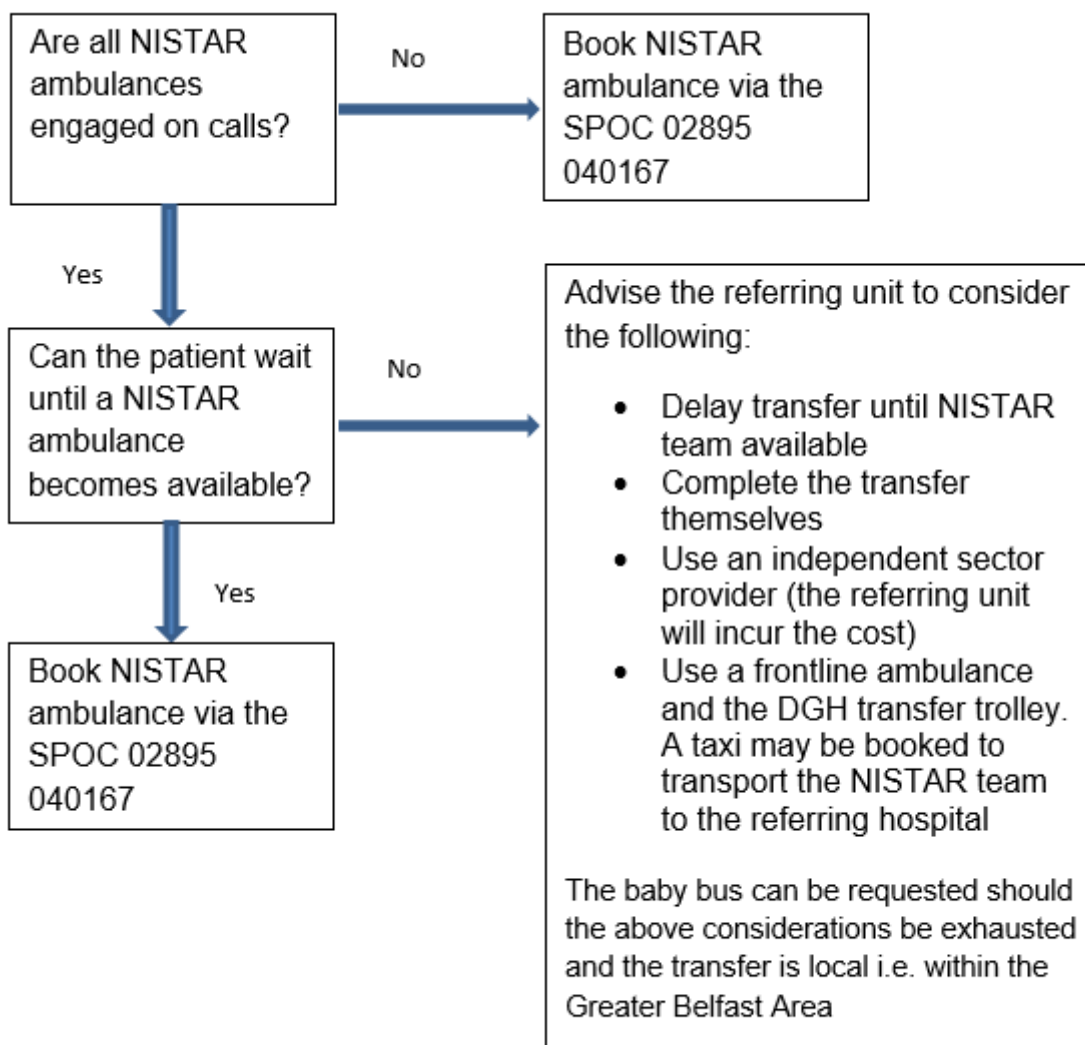
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Appendix 1. Considerations for using the “Baby Bus”

NISTAR work in partnership with the Northern Ireland Ambulance Service (NIAS). NIAS provide three ambulances staffed by Ambulance Care Attendants (ACAs) 0800-2000 and two ambulances 2000-0800. On occasion, when all the NISTAR ambulances are in use but there are still calls pending, the team can use the “baby bus”. Before requesting the baby bus, the following should be considered:



Guiding notes

NISTAR do not commission the baby bus and using this vehicle is on a good will basis.

The baby bus team have their own workload and as such should only be requested for local calls i.e. calls within the Greater Belfast area. The Greater Belfast area includes hospitals within the Belfast Trust catchment area and both Antrim and the Ulster Hospitals.

The workload of the baby bus will always take priority and as such the baby bus may not always be available for NISTAR to use.

The Ambulance Care Attendants (ACAs) crewing the baby bus may not always be familiar with the NISTAR equipment.

The baby bus is equipped with medical air.

The baby bus crew are controlled by the Non-Emergency Ambulance Control room (NEAC). To request the baby bus, the SPOC should ring 02871 347134.

When using the baby bus, all equipment should be secured appropriately using the straps and / or webbing system.

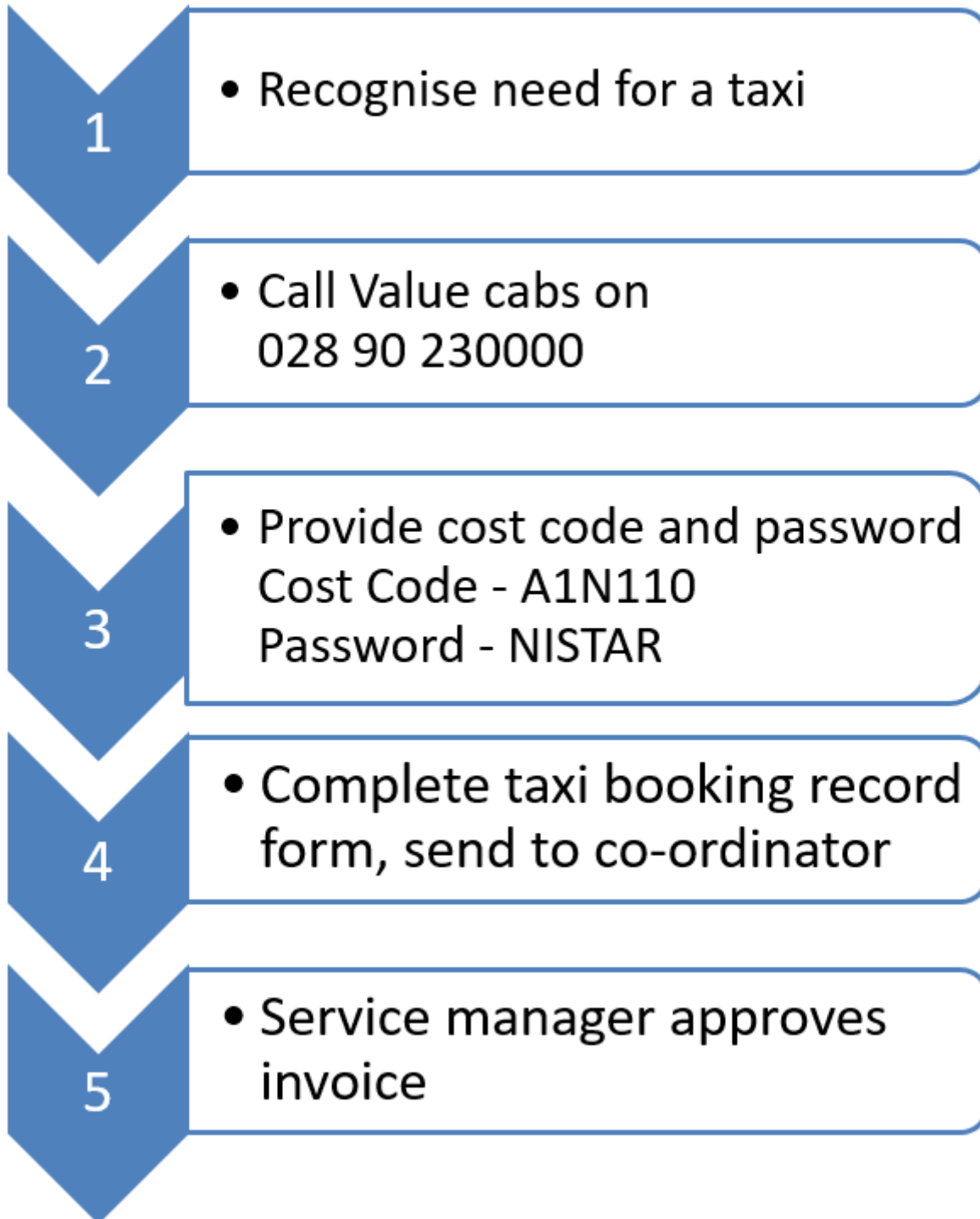


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Appendix 2. NISTAR TAXI CONTRACT





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BELFAST HSC TRUST TAXI BOOKING RECORD

This booking record should be retained by person booking taxi for checking invoices

Name of Officer making Booking:

Cost Centre Number: A1N110

Contact Telephone Number:

Passenger Name:

Pick up Date:

Pick up Time:

Pick up Address:

Via(s):

If Applicable

Destination:

Return Date:

If applicable

Return Time:

Special Requirements: