



New emergency calls
from
1 November 2022

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=(9)999=
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= 2222 =

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University Hospitals Dorset
NHS Foundation Trust

Call 2222, specify the hospital site and state the team you need

Medical emergency team

Cardiac arrests and imminent life-threatening deterioration



Fire team

Fire Team at Poole Hospital or Royal Bournemouth Hospital



NEWS team

For inpatients with new NEWS of 7 or more. Can call for any concern regardless of NEWS score.



Security team

- Violence and aggression
- Absconding patient
- Missing person
- Baby abduction



Clinical assistance team

Patients and visitors in non-ward areas who need rapid assistance and assessment.



Security at Poole Hospital or Royal Bournemouth Hospital

Other 2222 call options exist for use in specific situations, e.g. Trauma for ED



Is there just one *Medical emergency team*?

At Bournemouth there is just one Medical emergency team, who will treat anyone.

At Poole you should continue to specify whether you want Adult, Paediatric, Obstetric or Neonatal. The switchboard will prompt you to determine this as much as they can.

There must be other 2222 calls. Why are they not listed here?

We did not list all calls on the main graphic, for simplicity's sake and because some calls are limited to certain circumstances / callers. Staff *can* also still call 2222 for:

- Adult trauma
- Paediatric trauma (at Poole)
- Stroke thrombolysis (at Bournemouth)
- Helicopter (at Bournemouth)

Portering teams also have the ability to call a Lockdown of the hospital site.



What if I am not near an internal phone when I come across an incident?

Use an internal phone to dial 2222 where possible, because it gets through quicker on our switchboard system.

We encourage you to put 0300 019 2222 in your mobile phone for extreme circumstances, just in case you can't get to one.

What is the boundary of 2222 calls?

You can make 2222 calls for any incident within the main hospital site boundaries. All emergencies are managed dynamically and the responders may decide it is expedient to call 999, for example to safely transport someone who is immobile in a car park.

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Call tips

We know it can be hard to keep composed in an emergency situation. Help can arrive quicker if you do two simple things:



1

Use the full name of the team and location

Examples:

- Poole, paediatric medical emergency team to Ward A1
- Bournemouth, clinical assistance team to eye outpatients
- Poole, security, missing patient on Ward B4

2

Wait for confirmation by the operator

Don't just hang up!

Make any clarification they ask for.

The attendance time targets are:

- Medical emergency team - 3 minutes
- NEWS team - 5 minutes
- Clinical assistance team - 5 minutes

What will happen if I use the wrong name? For example if I say “cardiac arrest”?

The switchboard will help you clarify this without delay. They are briefed on the likely issues and are experienced.

I'm in a rush – why do I need to wait?

Stay on the line until the operator has confirmed the call has been put out. If you don't then the call may go out inaccurately and waste valuable time.

Help should arrive within 3 minutes for a Medical Emergency and 5 minutes for the other medical calls.

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Call 5555 and select site

**Major
haemorrhage**

For urgent blood
components /
transfusion support



**If at Poole then call 2222 for
a major haemorrhage porter**

=(9)999=

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Call (9) 999 for



**Any emergency
off the main acute
hospital sites**

**Eg, Christchurch, Forest Holme,
Yeomans**

**If at Christchurch then after
(9)999 also dial 2222 for
Christchurch emergency team**

The new pagers

As well as the new call structure, UHD has invested £300,000 in a new emergency paging system.

Will the new system have better reception?

The new system is more up-to-date, with more transmitters, which have been tested by engineers and signed off. You should find that reception is at least as good as the old system, with fewer 'dead spots'.

Why are the pagers so loud?

These are emergency pagers and should be able to be heard whatever the background noise. We are controlling the volume centrally so there is no human error in turning the volume down and then forgetting to turn it back up in noisier areas.

Instructions, for those who need them, are at:

<https://intranet.uhd.nhs.uk/index.php/informatics/it-teams/operations/telecoms>



Sending a bleep

If you need to send an individual bleep then please do the following:

Poole

- Enter **701** and the pager number you require
- Pause
- *If you hear a beep*, enter the extension you wish to be called back on
- *If you are asked to enter the pager number, then enter the pager you require again and then the extension you wish to be called back on*
- For a Bournemouth pager, enter **780 701** then pause and follow the same instructions

Bournemouth

- Enter **701** and the pager number you require
- Pause
- *If you hear a beep*, enter the extension you wish to be called back on
- *If you are asked to enter the pager number, then enter the pager you require again and then the extension you wish to be called back on*
- For a Poole pager, enter **783 701** then pause and follow the same instructions

General questions

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Where can I get posters?

Please see D for Deteriorating patient and escalation on the intranet

Where can I get the little cards?

Cards to go with ID badges are available.
Please ask Clinical Site.

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What if I have any further questions?

Contact Dan Richter on email, who will answer them or put them to the project group.

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