



**Hospital Bleep Holders  
Guide  
(Daedalus Ward)**

The Hospital Bleep is held by E Grade staff & above, who have completed a ward based bleep holding training, and are qualified to use the Automated External Defibrillator.

Cover is on a rota basis between Daedalus, Sultan & Dryad Wards.

Currently Daedalus Ward cover Wednesdays and Sundays. This is allowed for in Daedalus Ward Duty Rota allows, and needs to be taken into account by any staff wishing to swap shifts.

In the event of sickness or other absence, it may be possible for another ward to hold the Hospital Bleep, depending on their staffing levels. Likewise we can take the Bleep at any time, if requested by another ward, and our staffing levels are appropriate.

The key Responsibilities of the Hospital Bleep Holder are:

1. Fire Cover
2. Cardiac Arrest Response
3. First Aid Cover\*
4. Redirecting Minor Injuries
5. Managing Staffing Requests
6. Medical Records requests
7. Handling valuables
8. Dealing with incidents & problems

The nature of some of these duties varies slightly in & out of normal working hours.

\* Following First Aid Training

### **Answering the Bleep**

If you are being paged the Bleep will read TEL followed by the extension to ring:

**Code A**

When the switchboard is not manned the Bleep will also alert the duty nurse & porter to outside callers. These can be answered by dialing \*8 on any extension, and the call

redirected to the appropriate department (refer to “using the telephone system” in Daedalus Ward induction book).

Note that dealing with outside calls can be time consuming if the caller is unsure what department they want.

You can avoid calls for Daedalus Ward going through this system if you use our direct dial number, and give the direct dial number to anyone likely to call the ward:

*Daedalus Ward Direct Dial* **Code A**

### **Fire Cover**

You will need to be familiar with the hospital fire procedure & will have undertaken bleep holder fire training.

When responding to a fire you will need to access the Anns Hill Reception office. The door code is **Code A**

Remember fire doors give 30 minutes protection, and staff local to the situation should handle immediate evacuation and fire procedures. Therefore any fire situation should be dealt with urgently, but without undue haste, which could lead to panic, confusion and injury.

### **Cardiac Arrest Cover**

For full information see the Emergency Response Document

Note that the procedure varies in different situations:

From 8am to 8pm, Mon-Fri 6666 calls go to the switchboard, who activate the response team.

Outside of these hours 6666 calls come to the emergency phone on Daedalus Ward.

The actions required will therefore vary slightly if:

- You are the Bleep Holder, and the arrest is in another area.
- You are the Bleep Holder, and the arrest is on Daedalus.

## **First Aid Cover**

A first aid kit is located in the first aid room (entrance to Dolphin Day Hospital). This can be used for providing first aid to staff and visitors.

An incident form needs to be completed in all instances & a RIDOR form if applicable.

Staff will also need to complete the accident book (located in the duty sister office)

Following administration of first aid, the person can be advised to visit their own GP, minor injuries, or A&E if applicable.

If the injury is serious in nature call an ambulance using (9)999

## **Redirecting Minor Injuries**

Minor injuries will still occasionally turn up at GWMH.

The action to be taken is as follows:

- Ascertain the nature of the problem
- If a real emergency (e.g. chest pain) call an ambulance (9)999
- Administer immediate essential first aid if applicable (e.g. gauze & pressure to lacerations)
- Redirect the person to Minor Injuries Haslar, Own GP, A&E QAH as appropriate

## **Managing Staffing Requests**

Requests for staffing, to cover sickness etc. may be directed to the Duty Bleep Holder

- Ascertain if the department concerned can organise their own cover
- Check requirement e.g. shift & grade
- Mon-Fri 8am-8pm pass request to switchboard, as urgent or routine as applicable\*

\*Staffing requests will have varying degrees of urgency. It is important not to delay if a request is urgent and getting cover may be difficult. For example qualified cover for the same night may be very difficult to find. Make sure you advise switchboard of the degree of urgency, when you require a response by, and when they should go directly to the agencies. If a short notice request is left to long, you may find no cover is available.

When the switchboard is not manned, you will need to arrange cover, firstly through the bank and if this is not possible through the agencies.

On Daedalus Ward we will normally resolve our own staffing problems, regardless of whether we are holding the bleep or not.

### **Medical Record Requests**

You may be asked to obtain medical records for QAH, St Marys or Haslar.

You will need to call a porter to let you into Medical. An information sheet is available, which tells you how to locate files. You may also find it helpful to visit medical record in working hours, and be shown how the system works (see Code A arrange this).

When you have located the notes, place them in an envelope, and notify the requesting hospital, who should arrange for them to be collected.

### **Handling Valuables**

The requesting Ward will have completed a property form and placed the valuables in a property envelope.

Place the valuables in the night safe in the Anns Hill Rd reception, and complete the book kept in the safe.

### **Dealing With Incidents and Problems**

Managing other incidents will depend on the nature of the problem. Policy files can be found in the Duty Sisters Office.

### **Things to remember and general information:**

Taxis can be booked through Amber Cars Code A

Complete an incident form if applicable

The duty manager should be contacted for any major incident, and can be contacted at any time if you need advice or need them to come in.

Code A or Code A can be contacted at any time if you need advice or assistance.

## **Multiple Events**

Most of the time you will only have one situation at a time to deal with. However because of the scope of the role, you could find you have different events simultaneously requiring your attention.

How you handle this will again depend on the situation, the time of day, and staffing throughout the hospital:

Non urgent events can either be left until you have time to handle them, or delegated to another member of staff.

If more than one urgent events are occurring, decide which requires your immediate attention. Delegate roles to other staff, and if necessary call in the duty manager and/or contact Philip or Pat.

## **Role of the 2<sup>nd</sup> Nurse**

The nurse not holding the bleep has an important role supporting the Bleep Holder.

As the Bleep Holder may be called away urgently, you will need be prepared to step in & take over anything they were dealing with. For example if a fire or arrest call came whilst relatives were being seen, or a poorly patient being managed, you will need to take over that role and manage the ward generally.

You may also be asked to help if events occur simultaneously. Even if you are not a Bleep Holder you may find it helpful to be familiar with what the role involves, so that you can at least manage a situation until assistance arrives.