



Scottish Ambulance Service
Standard Operating Procedure
Ops 003

Managing Shift Over-Runs

Aim

To reduce the frequency and duration of shift over-runs which impact on staff well being in a manner which at all times ensures the Scottish Ambulance Service maintains the ability to respond to life threatening or time critical calls.

Application

Ambulance Control Centre (ACC)
 All Operational Managers
 All Operational Staff
 Resource Planning

Note – This SOP does not apply to on-call locations.

Background

The Scottish Ambulance Service values the considerable work and effort of all its staff. The Service acknowledges that on occasion a shift over-run is unavoidable, but should take reasonable steps to reduce both the frequency and duration of such over-runs.

Procedure

Upon entering the final 30 minutes of their duty when an Accident and Emergency Unit is clear they should be returned by ACC to their base station. This is applicable to both Accident and Emergency vehicles and Paramedic Response Units.

When returning or having returned to their base stations the vehicles may only be deployed under the following criteria.

- MPDS Coded ILT (Purple/Red)
- *MPDS Coded Amber calls where they are the only available conveyancing resource within 20 minutes*
- Major Incident

If crews are at their base station during the last 30 minutes of their duty then they should:

- a) Ensure they are available if required.

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Equality & Diversity Impact Assessment - No adverse impact has been detected.

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