

# YOU SAID, WE DID



PE 40504

## You Said

We received a complaint regarding why the caller was not directed to the nearest defibrillator when it was required.

## We Did

During the investigation, it was identified that the closest defibrillator had been booked offline for an extended period and was appearing as not available for use.

The defibrillator process of alerting the custodian when it has been used and inputting the key word when it has been returned had not been followed. Feedback was shared with all Call Handlers regarding the importance of the procedure being followed in full.

In addition, following this incident the Trust implemented an automated function, sending a message to the custodian if a defibrillator is used. They can also be informed electronically once it is returned and ready for use again.

## What This Means

The Trust has an up-to-date record of whether defibrillators are ready for use in an emergency which will save time in accessing the devices and crucially help save lives.

