



London Ambulance Service **NHS**  
NHS Trust

## Central Alerting System (CAS) Procedure

## DOCUMENT PROFILE and CONTROL.

**Purpose of the document:** To ensure that the LAS fulfill their duties to take appropriate action within the specified time scales for all alerts from the Central Alerting System (CAS)

**Sponsor Department:** Health, Safety & Security Department

**Author/Reviewer:** Health & Safety Manager. To be reviewed by Nov 2019.

**Document Status:** Final

<b>Amendment History</b>			
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**\*Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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<b>Links to Related documents or references providing additional information</b>		
Ref. No.	Title	Version
HS001	Health and Safety Organisation Policy	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

## **1. Introduction**

The web based Central Alerting System (CAS) was introduced in October 2008 replacing the old E-Mail based Safety Alert Broadcasting System. The web based system ensures that the Trust takes appropriate actions on receipt of the alert. The Health & Safety Manager is the Trust's nominated CAS officer.

## **2. Scope**

The CAS Officer will deal with the following Alerts

- 1) Medical Device Alerts
- 2) Patient Safety Alerts
- 3) Estates and Facilities Alerts and Notifications
- 4) Supply Disruption Alerts

Drug Alerts go directly to the Medical Directorate and are the responsibility of the Medicines Safety Officer and do not form part of this procedure.

## **3. Objectives**

This document aims to provide a consistent approach to dealing with all alerts from the Central Alerting System

## **4. Responsibilities**

### **4.1 CAS Officer**

The CAS officer (or deputy) is responsible for acknowledging receipt of the alert within the specified 2 day period, disseminating the alerts where necessary to the appropriate department, updating the response status and response notes as required, ensuring that any actions required take place within the specified timescale and closing the alert at the end of the process.

### **4.2 Staff Officer to the Medical Directorate**

The Staff Officer (or deputy) to the Medical Director will clarify if any actions are required for all Patient Safety Alerts and Medical Device Alerts, they will also allocate those requiring actions to the most appropriate person in the Medical Directorate. In rare cases where neither the CAS Officer nor deputy are available the Staff Officer or Deputy will monitor the CAS system for new alerts.

### **4.3 Estates Department**

The Estates Department will clarify if any actions are required for the Estates and Facilities Alerts; these are sent to the Estates Generic E-Mail address to be directed to the appropriate person.

### 4.3.1 Estates Building Services Engineer

The Estates Building Services Engineer will clarify if any actions are required for the Low Voltage alerts (there is no high voltage equipment in use within the Trust) and arrange for any remedial actions to take place.

### 4.4 Logistics Department

The Logistics Department will assist with the removal, storage, re-supply or remedial work of Trust wide issues (such as product recalls)

<b>IMPLEMENTATION PLAN</b>				
<b>Intended Audience</b>	The intended audience will vary according to the alert type and content			
<b>Dissemination</b>	Dissemination will vary according to the alert type and content			
<b>Communications</b>	The document will be announced in the Routine Information Bulletin,			
<b>Training</b>	Any training requirements will be undertaken by the relevant Department			
<b>Monitoring:</b>				
<b>Aspect to be monitored</b>	<b>Frequency of monitoring AND Tool used</b>	<b>Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported</b>	<b>Committee/ group responsible for monitoring outcomes/ recommendations</b>	<b>How learning will take place</b>
All alerts and there status will be reviewed	The monitoring will take place on a monthly basis by means of a CAS report	The CAS Officer will collate the report which forms part of the Balanced Scorecard and the Quality Dashboard	Executive Leadership Team, Commissioners	Clinical Safety & Standards Committee

CAS flow diagram

