



OFFICIAL

Clinical Response Model Group

29/07/2025

Item 3.1

THIS PAPER IS FOR APPROVAL

Review of BASICS Responders Dispatch Code sets

Lead Director Author	██████████ Director of National Operations ACC Head of Service
Action required	Approval sought to allow ACC to proceed with amendments to dispatch code sets for deployment of BASICS responders.
Key points	It is proposed that the dispatch code set for BASICS Responders is streamlined for dispatchers in order to improve Responder engagement and more effective dispatch. There are no new codes in the proposed code set.
Timing	To be implemented as soon as possible after allowing for the ACC Data Admin team to update the code sets in C3 and for communications to be sent to ACC Duty Managers.
Link to Corporate Objectives	
Benefit to Patients	Improved dispatch of BASICS Responders will benefit patients.

Scottish Ambulance Service
Change Proposal – CRM
Review of BASICS Responders Dispatch Code sets

Purpose

BASICS (British Association for Immediate Care) Responders Executive team have requested that Responders are dispatched to a more focussed set of codes, which in the main are Immediately Life Threatening codes (Red and Purples). The reasons being that dispatchers are more consistently able to dispatch to incidents which match Responder's current skill set, medications and equipment carried to better benefit patient care.

Background

Currently all codes are set as available for dispatch to assign BASICS Responders to. This has produced challenges whereby when dispatchers are requesting assistance the Responders decline as many of the codes would not be a suitable use of skills.

BASICS Responders are trained in pre-hospital care and come from backgrounds in paramedicine, nursing or medicine. They all complete a pre-hospital emergency care course provided by BASICS. SAS calls upon Responders if they are closer to the incident than a SAS resource or if there may be a delay in a resource, or additional specialised support is needed due to the patient's condition.

BASICS Responders are volunteers and are managed by BASICS Scotland who ensure they have all the correct equipment and training for calls they are dispatched to. Some Responders have Airwave radios if they are in remote/rural areas, most have mobile phones. Some GP Practices are fixed resources as the Duty Doctor in the building is assigned the BASICS Responder role.

Codes were last reviewed in March 2023.

Proposal

The CE and Clinical Educator from BASICS Scotland met with senior managers and dispatch teams in each ACC during February, March and April 2025. There were recurring themes identified including insufficient dispatching of resources which stemmed from being unclear as to what BASICS Responders should be attending and the visibility of the resource on their screens. There a number of actions being implemented within ACCs including reissue of Practice Guidelines for dispatch teams on how to use the C3 system for BASICS, a general training programme for background knowledge of who BASICS Responders are and what they can attend, and improvement of the time the Alternative Response (AR) desk is open. A check of the list of Responder's information and locations is underway to ensure dispatch teams are shown the most up to date information when they are tasking a response.

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Part of the improved learning and dispatch of Responders will be the result of focussing the resources on a reduced code set. This will allow dispatchers to have successful conversations with Responders when they are reaching out for support for calls, and Responders will engage more as they are receiving more appropriate taskings.

The codes agreed by the BASICS team can be seen on the DCR table for Business As Usual (BAU). BASICS are aware that the exact code set may alter depending on the escalation level set for an area.

The C3 system can report on the number of times Basics Responders are allocated and ongoing engagement with BASICS and dispatch teams will inform how successful the changes have been.

Conclusion

Approve the amended code sets and monitor the response over a 2 year period before a further review.

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