



# AML IMPLEMENTATION AT SCOTTISH AMBULANCE SERVICE



# TRAINING STRUCTURE

Non-Clinical Training

Systems Training

Operational Training

Dispatch Training

Call Handler Training





# CHALLENGES

Location searching is an engrained behaviour.

Identification of AML is not 100% at source.

Previous techniques still requires (3<sup>rd</sup> / 4<sup>th</sup> party calls)

AML loss between other 999/112 control rooms.





# TRAINING REQUIREMENTS

Dependant on the CAD implementation!

Make the CAD implementation work for your staff. (Reverse the process!)

Reduce unnecessary changes for call handling staff.

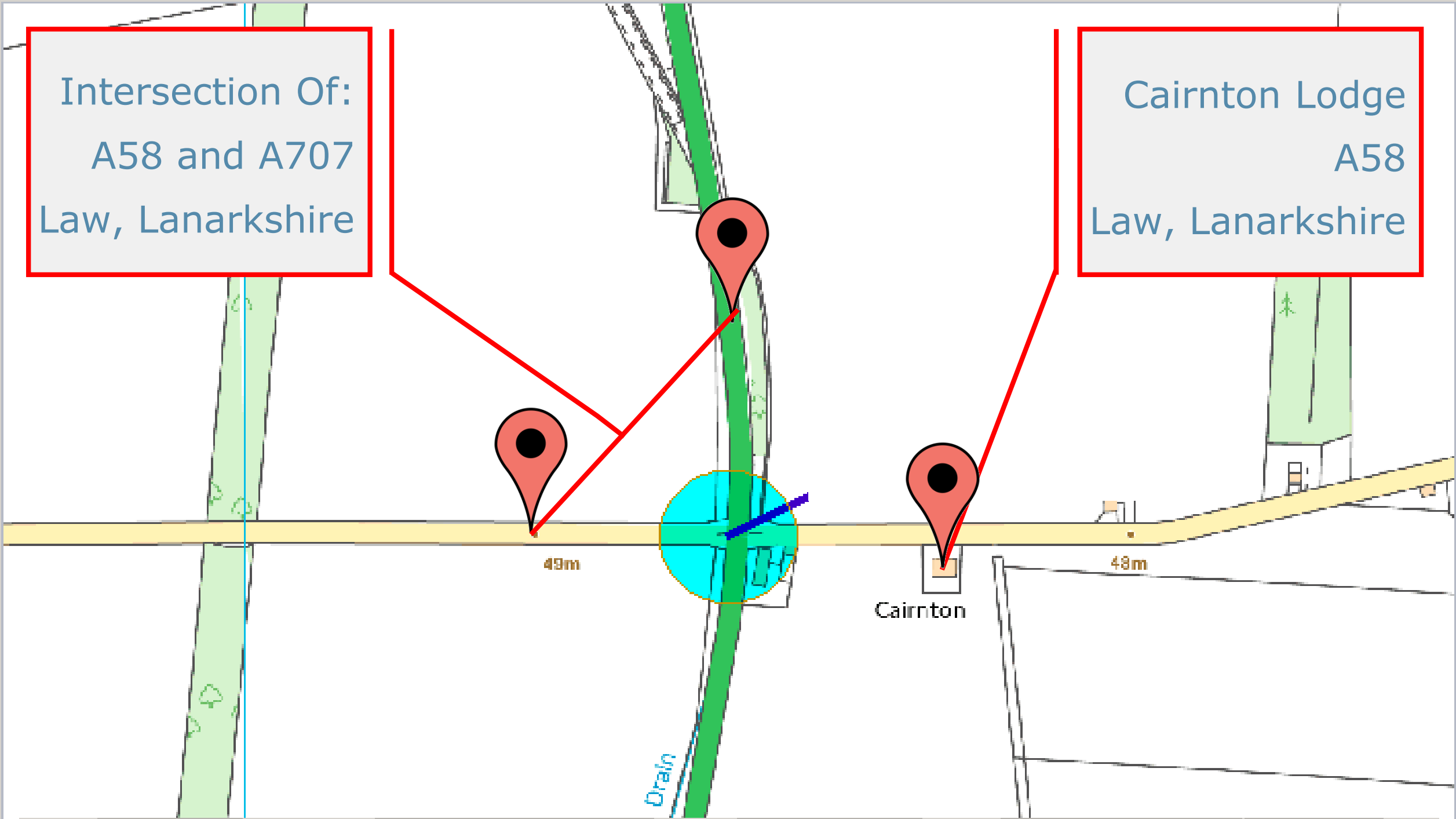
Update QI (Audit) processes to support staff in using AML.





Intersection Of:  
A58 and A707  
Law, Lanarkshire

Cairnton Lodge  
A58  
Law, Lanarkshire



- Location
- Freetext

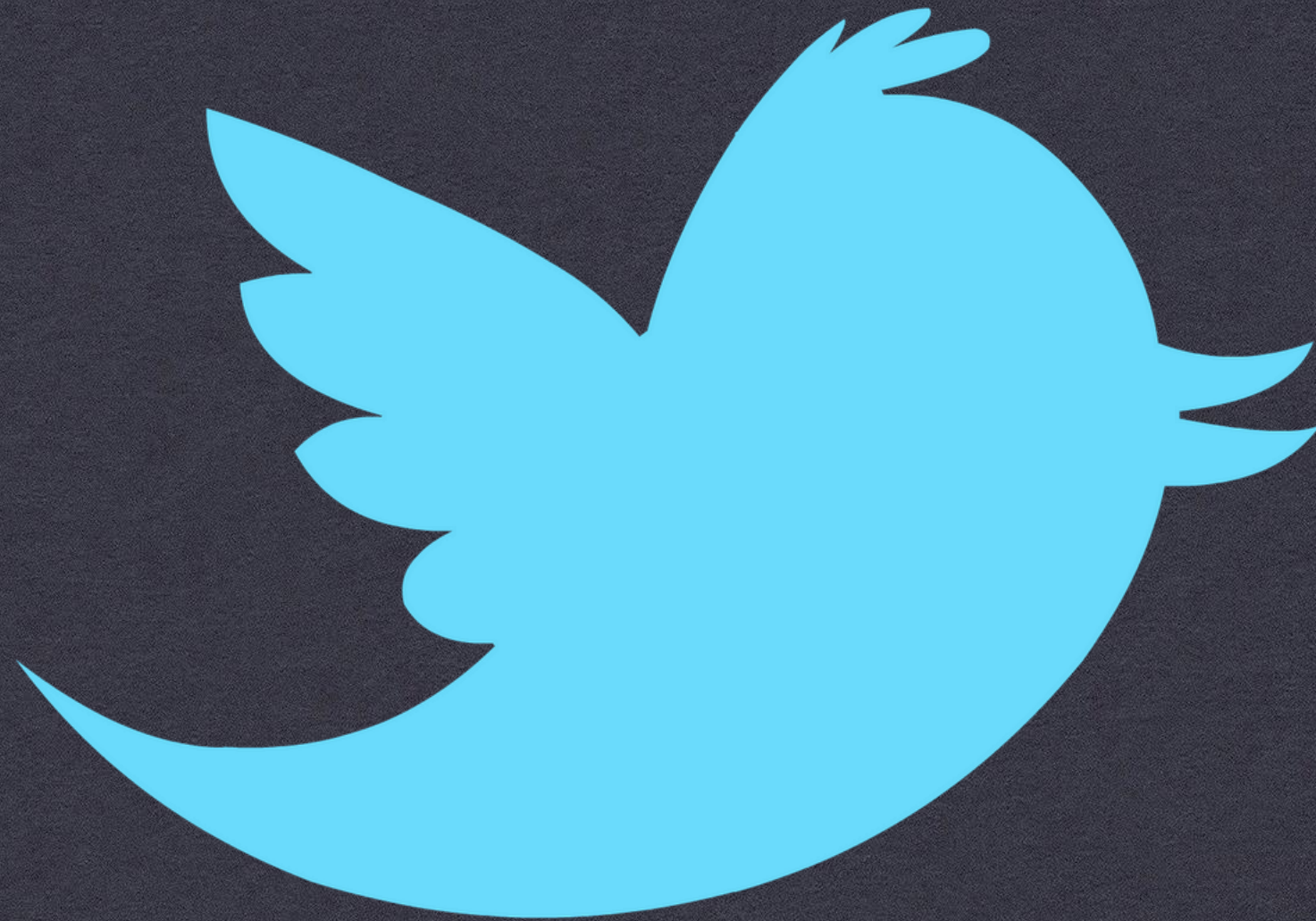
100m WEST OF,  
CAIRNTON LODGE,  
A58,  
LAW, LANARKSHIRE

What's the Problem

ONE VEHICLE HAS GONE OFF THE ROAD



# QUESTIONS?



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