



On Board Medical Procedures Policy

Medical emergency on board? Call

Who	Contact
Emergency services	Ring 999 , giving clear information on the symptoms and the location of the vehicle.
Emergency 'On Call' number	0161 399 3417, option 5 . Give full details of the casualty and your actions.

1. Introduction

Medical emergencies can happen anywhere, but when faced with an unfolding problem, keeping calm and taking control of the situation is vital, not only for the patient but also for those on board our vehicle.

This policy outlines the guidelines we implement to ensure that all passengers are cared for and receive treatment quickly.

2. Pre-travel

Home to School

- Students who have injuries, allergies or specific medical conditions have their medication and needs recorded on their account, and this information is passed on to the appropriate drivers to make them aware prior to boarding.
- Parents are requested to keep their child's needs updated should anything change.
- Students are reminded to always carry the appropriate medication on their person when travelling on the service.
- The Home to School Transport Manager will contact individual parents for individual guidance on how to manage any possible medical needs in the event of an emergency. This information is passed to driving staff to ensure they can act appropriately and in line with the parent's or carer's guidance.

All other coach hire customers

- Office staff ask if there are any passengers with specific needs when booking.
- Drivers also check with any teaching staff/group leaders on board if there are any passengers with specific needs prior to departure.
- For day trip and holiday customers, specific medical information about the passenger is collected by the office staff and passed to the driver prior to departure.

Staff and facilities

- All drivers are first aid trained.
- First aid kits are available on **every** vehicle.
- All drivers carry a mobile phone.

3. In the event of a medical emergency

The driver must

1. Pull over into the first available safe area, ensuring that the hazard lights are put on and the vehicle is secure

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(positioned in the safest place, doors closed to stop panicking passengers leaving the vehicle into possible oncoming traffic, and driving controls secure – dynamic risk assess).

2. Assess the situation unfolding (injury, allergic reaction or illness) and request, where possible, that all other passengers clear the area by moving to other parts of the vehicle where they can put on a seatbelt to remain safe.
3. Time permitting, ring 999 and request the emergency services, giving clear information on the symptoms and location of the vehicle.
4. If time is critical (e.g. allergy or serious medical illness), designate another calm passenger and give clear instructions to ring the emergency services with details of the casualty's symptoms and vehicle location.
5. Start to administer first aid or, in the event of a known allergic reaction, administer the adrenaline pen (EpiPen or Jext) as per its instructions.
6. Call the emergency 'On Call' number **0161 399 3417, option 5** and give full details of the casualty and your actions. Office staff will check to see if there are further medical instructions to follow, previously given by a parent/carer, or medical conditions that the ambulance service should be aware of when treating the casualty.
7. At the first safe opportunity to do so, update Group Leaders/other passengers on further actions to be undertaken and plans moving forward.

Office staff must

1. Note all details being given to them by the driver regarding the casualty, including:
 - Name of the casualty
 - Actions already undertaken by the driver for the casualty and for the other passengers on board
 - Location of the vehicle
2. Inform the driver of any medical conditions or instructions held on file for the casualty (to be passed across to the emergency services).
3. Contact the parent/carer, school and/or emergency numbers on file, if known.
4. Inform the Operations Team of the on-board medical situation to arrange for alternative transport to be deployed if possible.
5. Contact National Highways if necessary.
6. Check all other passengers on board are safe and, where possible, re-seated away from the casualty to allow the emergency services to work effectively.
7. Send out notifications to parents/carers on school routes to inform them of any delays, times and subsequent plans, e.g. an alternative vehicle undertaking the rest of the journey.
8. Inform the Senior Leadership Team of the situation and subsequent actions being taken.

4. Post-travel

- All incidents must be logged once the driver reports back to the depot. This must be undertaken within the first 24 hours following the medical incident.
- Where necessary, a statement must be completed and held on file securely alongside the Incident/Accident log.
- Any first aid supplies used must be replenished.
- Follow-up phone calls are to be made to the family or casualty by office staff to check on welfare and any further required actions.

Every incident is logged within 24 hours of the medical incident, once the driver reports back to the depot.

Last review: 8 Oct 2026. Next review: 8 Oct 2027.