

*Everyday offers new challenges through a variety of work streams. One day, I may be reviewing incoming category 1 calls to ensure the correct ambulance response is sent. The next day, I could be triaging and signposting patients to alternative care pathways elsewhere in the NHS. Clinicians often provide clinical support to EMD and Dispatch colleagues. You never know what question you may be asked, so quick, professional decision making is required!*

*Working alongside a diverse group of clinicians, such as Nurses, GP's and Midwives, has developed my clinical knowledge and patient assessment skills. The support we can offer each other as a team is invaluable, especially during times of high demand.*

*The remote nature of the role allows us to have a wider overview and an impact on a greater number of patients. EOC clinicians are vital in ensuring the right ambulance response gets to the right patients and I find this incredibly rewarding at the end of a busy day.*

### **EOC Lead Clinician – Nurse**

*A day or – night! In the life of an EOC clinician can look like many things, one of the great things about this role is the diversity of work streams we undertake. The team work in shifts to provide 24 hour cover in the Emergency Operations Centre and the majority of our clinical work is performing remote clinical triage – which means although we don't see patients face to face we have a lot of contact directly with patients and can make a real difference.*

*One role I particularly enjoy is the 'safety role' – working directly with the call takers providing clinical advice and guidance, and triaging calls where there is an immediate clinical concern. We now have access to video consultation which can aid assessment and decision making and we regularly refer to the wider MDT – making safeguarding referrals, liaising with police, referring patients to more appropriate pathways of care such as the GP or mental health services.*

*The team is split between two different sites and it's a very supportive environment. When I first started working in the EOC two years ago, I almost felt like a student again as I realized how much I relied on visual information when assessing patients; this role has been excellent for developing and improving clinical assessment and communication skills, I've had to learn new ways of getting the information needed to triage and make clinical decisions.*

*There is opportunity to progress to the Lead Clinician role and we have recently gained access to funding to an education bursary which can be used for funding further education in any area of interest – I'm hopefully going to be using it to complete a course in Sustainable Healthcare.*

*Although I do miss working with patients face to face, being based in the EOC has lots of benefits, there is tea and coffee on demand and I'm still surprised to find I'm not busting to pee at the end of every shift! The variety the role can bring, the opportunity to learn new skills and improve clinical knowledge can make working as an EOC Clinician a very rewarding role.*

### **EOC Triage Clinician – Nurse/Midwife**

*Working within the Emergency Operations Centre (EOC) as a Paramedic is one of the most demanding, diverse and team orientated role within SWAST.*

*With demand of our services at the forefront of local and national news, it has never been more important to utilise a vast array of experience in treating and managing both chronic and acute physical and mental problems.*

*Each day is varied. I can be based with other clinicians focusing on particular areas of the trust to reduce waiting times for patients requiring our services. Alternatively, I can be tasked with triaging calls that haven't immediately triggered an ambulance response, but require some additional questioning to ensure the patient is receiving the most appropriate level of care. I may give advice on how to manage symptoms their at home, or be advised to contact their GP or local pharmacy. If the assessment indicates that you do require an ambulance, help will be arranged in the time-frame recommended by the clinical assessment. Furthermore, I can be asked to provide clinical advice to non-clinical colleagues to ensure patient safety is at the forefront of our role.*

*Although the demand for our services has arguably never been higher, the support that I can draw on from my colleagues and managers is invaluable. I am fortunate to work a multidisciplinary team of clinicians from a wide array of backgrounds. I have been able to grow my interest in remote clinical care through regular CPD, clinical supervision and support from the learning and development team.*

### **EOC Lead Clinician – Paramedic**

To find out more about the role, please see our recruitment video: [SWASFT - EOC Triage Clinician](#)

For more information or an informal discussion, please contact;

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