

Title	CONTACTING THE MEDICAL DIRECTOR AND ON CALL MANAGER			Number	E04
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Version Control

DATE	CHANGE	CHANGED BY
11.04.17	OCM list updated	SB
23.07.18	OCM list updated	SB
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Team Leader / Co-ordinators Instructions – Contacting the Medical Director

Team Leaders / Co-Ordinators should be aware of the procedure for contacting the Medical Director or the nominated deputy in a situation where the Team Leader, Overnight Controller or Co-Ordinator requires Clinical advice. This may be to support a clinician with a query, to deal with an incident or for advice regarding how to deal with a call for a Special Scheme.

These schemes are:

HMP – Birmingham (the prison)
Patients with a Special Patient Note

Contact Procedure for Duty Medical Director (via Glover Street)

Contact the Medical Director on call via mobile phone, if no reply is received and the phone diverts to voicemail leave a message.

If no call back is received from the Medical Director within 5 minutes of leaving a voicemail message send a text using the mobile phone used for Fire evacuation (mobile number **07375 068732**). This is located on the Team Leaders desk. This phone should be monitored for a reply and should be set to produce an alert for texts.

The AMD on call is always displayed on the whiteboard in the Call Centre at Glover Street.

Contact Procedure for on call Medical Director

If the on call Medical Director is unavailable for any reason, you must try the AMD's listed below until you receive an answer.

Dr Fay Wilson	Medical Director	07788 418513
Dr Joe Iyer	Assoc. Medical Director	07958 519871
Dr Lou Lupoli	Assoc. Medical Director	07733 007094
Dr Vipran Vijaya	Assoc. Medical Director	07973 135873

If, after a further 10 minutes, no response is received from the Medical Director then escalate the call to the Chairman Dr Mukesh Sinha **on 07976 243711*** using the same procedure as above if voicemail is received.

** These numbers are stored in the memory of the Fire phone.*

Contacting the On Call Manager

Contact the Manager on call via mobile phone, if no reply is received and the phone diverts to voicemail leave a message.

The Manager on call is always displayed on the whiteboard in the Call Centre at Glover Street.

Andrea Braham	07949 376679
Ruth Barnes-Nelson	07483 077 882
Scott Barnes	07760 773100
Steve McDonnell	07760 773104
Trevor Hood	07435 753872
Victoria Young	07375 068725

If no call back is received from the Manager on call within 10 minutes of leaving a voicemail message then escalate the call to Scott Barnes on **07760 773100**.