



IN AN EMERGENCY, EVERY SECOND COUNTS

IMPROVE SAFETY AND EFFICIENCY WITH
AIRWAVE SPECIAL COVERAGE LITE



AMBULANCE TRUSTS IN GREAT BRITAIN HAVE CRITICAL RESPONSIBILITIES FOR PUBLIC SAFETY. MAINTAINING FLAWLESS COMMUNICATIONS AND COVERAGE, WHENEVER AND WHEREVER, IS ESSENTIAL FOR FRONT LINE EMERGENCY RESPONSE TEAMS TO PERFORM AT THEIR BEST.

Yet, key operational areas such as meetings rooms, head offices and internal staff areas suffer from poor signal reception. Can you be certain your team can be reached when they are needed?

For example, what if your ambulance team is located in an area with poor signal, such as a crew room, staff kitchen or other internal area? The Airwave Service provides guaranteed outdoor location coverage for 99% of Great Britain, **but there are some indoor areas even this service does not reach** – such as inside A&E departments.

Your Trust could be losing vital seconds and minutes in responding to the most important emergencies. In fact, the latest statistics from the National Audit Office reveal the problems ambulance crews face in mobilisation and response times.



Ambulance trusts are failing to meet response targets.

The government requires that the most serious, “Red 1” calls are reached by crews within eight minutes. Yet only 72.5% of calls managed this in 2015-16, falling short against a target of 75%¹.

Efficiency has never been more important.

Between 2011-12 and 2015-16, income for ambulance services rose by 16% - but ambulance calls and NHS 111 transfers jumped by 30%. It is essential that trusts make the most of their resources. That requires being able to respond instantly to any emergency so crews aren't waiting when they should be mobilised.

Demand for ambulance services is growing rapidly.

Since 2011-12, the demand for calls and NHS 111 transfers for ambulance services has risen 5.2% a year on average, reaching 10.7m in 2015-16. This puts even more pressure on ambulance crews to act rapidly and achieve response time targets.

If your crew can't be reached, mobilisation takes longer and response times increase. With demand rising steadily, every minute is crucial.

¹All statistics from National Audit Office, NHS Ambulance Services Report, January 2017.



SAVE TIME, SAVE MONEY, SAVE LIVES

Your Airwave network has guaranteed availability outdoors, but the thick walls of A&E departments, hospitals and other operational areas can block signals from travelling inside. Airwave Special Coverage (SC) Lite acts as a signal booster, restoring communications to enclosed areas, just like a WiFi booster you might use at home.

SC Lite saves time by ensuring your crew can respond instantly to emergency situations, even when they are in a poor signal area. Providing optimum levels of coverage and capacity means front line staff can perform more effectively and your organisation is more likely to meet its targets.

You get the unrivalled coverage availability, data and voice functionality and resilience of the Airwave network with the flexibility to plan and budget for the coverage you need. SC Lite is a simple solution that is perfect for crew rooms and other non-critical operational areas.

EASY INSTALLATION AND 24HR SUPPORT

Designed for smaller areas inside buildings – typically one or two adjacent rooms up to 20 m² – Airwave SC Lite can be installed quickly after inspecting and testing your site. We place an antenna on the outside of your building, connecting this to an internal antenna in your chosen operational area.

With 24hr support from the Airwave Service Desk and a two-working day response time for maintenance and repair, you will get the peace of mind that comes from knowing your communications won't let you down when you really need them.

Pricing is simple. You can pay upfront or lease for a five or ten year period. A year's maintenance (parts and labour) included in the price.

TRUSTED BY AMBULANCE SERVICES IN ENGLAND AND WALES

Our Airwave SC Lite package is already helping ambulance trusts save vital moments in an emergency and dramatically improve response times. In the past 12 months alone, the Airwave Health Team has installed four SC Lite solutions.

The most recent delivery went live for East of England Ambulance Service (EEAS) in August 2017, whilst three installations were successfully deployed for the Welsh Ambulance Service. Both wanted to achieve better response times and make sure emergency teams stayed in contact, no matter where they were.

DON'T MISS TARGETS DUE TO POOR RECEPTION

Reduce the risk of delayed responses to urgent calls by taking this simple step. Join other ambulance services using Airwave SC Lite and enhance your mobile communications so emergency teams can be rapidly mobilised, no matter where they are.

SOLUTIONS BRIEF | SC LITE

EAST OF ENGLAND AMBULANCE SERVICE

“ Having moved into a new flagship ambulance hub station in Stevenage, we realised we faced the challenge of zero Airwave coverage in the crew room, compromising operational processes and key performance targets.

“The building design could not be reconfigured, so following discussion with our Airwave colleagues we decided to purchase an SC Lite solution to address our problem. Installed this month, the control rooms can now contact the crews direct via their Airwave handsets and the EEAS with a signal now present throughout the whole building.”

Mr Mark Collins,
Front Line System Delivery Manager

WELSH AMBULANCE SERVICE

“ Before SC Lite installation, crew alerting to hand-held portable radios in those stations often failed with the resulting delay in response to 999 calls and our performance targets.

“ Not only did this cause frustration to both control room and operational staff, but also time wasted by management having to investigate why timely responses to these calls failed.

“ Since we installed SC Lite, we have had no reported problems with hand-held portable radios obtaining Airwave coverage in these three stations. No failed crew alerts have been reported and Airwave signal strength has remained strong throughout these three stations.”

Mr Colin Freeman,
Contracts and IT Manager



To find out more about how SC Lite can save your Trust time, money and improve your KPIs, contact your Airwave Business Relationship Manager or contact me directly at richard.dilnot@motorolasolutions.com

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