



# DELIVERING FIRST CLASS MEDICAL SERVICES

**LORNA WEBLEY** investigates the often challenging and wide-ranging medical support services provided by G4S

**WHEN THERE IS** a medical incident, from faints and falls to heart attacks or severe injuries at work, it is often G4S security personnel who are first on the scene, and their actions can make all the difference until paramedics arrive.

They are, of course, trained to provide basic first aid, but some customers require more. As part of its contract with the UK Border Agency, for example, G4S Care & Justice Services is required to provide all officers with the Health & Safety Executive's approved "First Aid at Work" training.

The course covers a variety of areas such as basic life support, examination of casualties, accident prevention, resuscitation, treatment of shock, heart attacks, dressings, burns and fractures.

Glen Fitzgerald, one of its detainee custody officers based at Gatwick Airport, knows only too well the value of having first aid training after an off-duty incident. He helped to save the life of a victim who had been shot in the chest following a shotgun attack in a kebab shop.

Glen kept the injured man talking so that he did



not become unconscious, and put his fingers into the wound to stop the bleeding. After receiving treatment in hospital, the victim made a full recovery.

### SPECIALIST CARE

Not many people realise, however, that as well as the first aid training of G4S's security personnel, the world's largest secure solutions company also provides a wealth of dedicated medical services.

In the United States, where 16,000 G4S Wackenhut staff are trained as cardio-pulmonary resuscitation providers, the company also fields a team of 30 paramedics who are trained emergency medical technicians. They have been providing advanced life support (ALS) services to the residents of Palm Beach county, Florida, since 1996.

The paramedics, and their fleet of five ALS non-transport vehicles, offer the community a raft of services which include blood pressure and blood sugar checks, and the innovative "File of Life" programme.

This initiative requires residents to have their medical history – allergies, blood type, medications and emergency contact details – on a central database to assist paramedics fast-track the appropriate care if they are found unconscious or are unable to communicate.

Thomas Hartog, G4S Wackenhut's area supervisor, says: "Our paramedics provide an invaluable service to the community. Each year paramedics save thousands of lives, mostly people suffering a heart attack. During 2009, they responded to approximately 1,108 emergency calls. The average response time for fire and rescue teams to emergency calls is six minutes, whereas a paramedic can usually be on the scene and administering care within two minutes."

### ADEQUATE HEALTHCARE

Like many countries around the world, healthcare in Mozambique is not subsidised by the government and can be very expensive for ordinary citizens. People often get seriously ill because they cannot afford treatment, which must surely be a major contributing factor to the average life expectancy in Mozambique being just 42 years – one of the lowest in the world.

To help combat poverty and the lack of access to basic medical care, G4S Mozambique, as part of its Corporate Social Responsibility programme, in conjunction with G4S Netherlands, provides a clinic and emergency medical evacuation services for its 10,000 staff and their immediate dependents.

The medical facilities operate in the Maputo area, where the majority of the staff resides. Its team of

A G4S Wackenhut paramedic ready to deal with another medical emergency in Florida.



## SEARCH AND RESCUE



Medical emergencies sometimes require a very special breed of helper and Jack, a black Labrador retriever, certainly lives up to that description. Together with his owner, Bryan Morgan, Jack is very happy to volunteer his services when the need arises.

For example, in 2008 this human-canine partnership was kept busy doing search and rescue work after Hurricanes Gustav and Ike hit the US with devastating power.

Bryan Morgan is a senior director of G4S Wackenhut's Special Operations unit. This is responsible for running the Composite Adversary Force (CAF) programme which tests security at all commercial nuclear sites in the United States.

Not only have the CAF team made Jack their official mascot but they are always willing to be buried in rubble – or snow – to help him practice his skills.

When Bryan bought Jack from Mountain View Dog Training (MVDT) in California, more than four years ago, the Labrador had already received basic obedience and search training.

They went on to have further training together, receiving national certification in January 2007 and again in December last year. Jack is also trained to work with any other handler who picks up his leash – “which is important at a rescue scene if I were injured,” Bryan explains.

They volunteer with a Federal Emergency Management Agency-sponsored task force in Las Vegas, Nevada, which is one of 28 in the US that respond to natural disasters, such as earthquakes, hurricanes and avalanches, as well as man-made disasters, like 9/11. Bryan is his task force's canine coordinator and search team manager.

Bryan Morgan has been trained in emergency medicine for both people and canines.

10 qualified medical staff are on standby 24 hours a day to treat patients with ailments such as malaria, influenza, diarrhoea and small injuries. In addition, the facility also has three ambulances equipped to deliver advanced life support during an emergency, and four qualified paramedics to transport the more serious cases to state hospitals in South Africa.

“Our medical facilities are still in their infancy but the long-term results will be better care for our workers and an increase in productivity,” explains Cassie van der Merwe, managing director of G4S Mozambique. “By providing our staff and their families with adequate healthcare we are demonstrating our commitment to improving the general well-being of our people.”

### FIRST AID ON STANDBY

In Australia, G4S's Medical Transport Services (MTS), which carries non-emergency patients, also makes a crucial contribution to the sports and entertainment business, providing standby first aid services.

Based in Melbourne, 190 MTS officers performed a staggering 85,000 patient transport journeys in 2009 in 45 purpose-built ambulances and two wheelchair buses. The vehicles are equipped with resuscitation and cardiac defibrillation equipment.

G4S has contracts with several Australian hospitals and organisations including Harness Racing Victoria, providing an ambulance service at 16 tracks and for 500 trotting events a year.

The logistics involved in providing these services on time are enormously complicated but essential because, without an ambulance present, a horse race cannot start. The MTS team also provides services to the Australian Football League and the National Rugby League.

Interestingly, since 1995 MTS has also been providing on-and-off screen services to film and television production companies, including hit shows such as “Neighbours”.

Darren Boyd, a director of MTS as well as commercial director of G4S Australia, says: “We never know when an incident may occur, and the severity. This was evident during the Black Saturday bush fires in February 2009 when 173 people lost their lives and many more were injured.

“The resources of Ambulance Victoria were stretched well beyond capacity, so our MTS team stepped in to back-up the emergency services and help treat victims of the fires by providing trained staff to the ambulance service, to increase their ability to provide additional ambulances to meet the needs.”

## SUPPORT SERVICES

The UK healthcare market has gone through some significant changes during the last few years, which has allowed G4S to deliver an expanded range of medical support services. These include non-emergency patient transport, specialist guarding of secure hospitals, facilities management for NHS sites and forensic and medical services.

G4S Integrated Services offers non-emergency patient transport services, providing hospitals across the UK with safe, comfortable and reliable transport for patients of all mobility levels, 24 hours a day, seven days a week. It has contracts with a number of NHS Trusts, including the first ever county-wide contract with Surrey Primary Care Trust.

The G4S Healthcare Logistics team carries out an average of over 700,000 patient journeys a year using fleets of specially-constructed ambulances, transporting patients between their home and the hospital, and back home once discharged. Journeys are controlled and planned from control centres using specialist software to maximise efficiency.

"Our aim is to deliver patients on time and without detriment to their medical condition," explains Alan Carter, G4S Integrated Services' business and operations strategy manager. "We are committed to providing a quality service and look forward to continuing to work in partnership with trusts."

In addition to these services, another of the company's operations – G4S Forensic and Medical Services – is working closely with police forces in England and Wales.

The vital contribution they make will be described in a feature on G4S's support of front line policing in the next issue of *G4S International*. ■

## MONITORING SAFETY

In today's society, a hospital's security is a high priority. Staff need to be as vigilant as ever in identifying and reacting quickly to suspicious behaviour in order to reduce the number of incidents that take place within the healthcare environment. G4S Technology is helping to combat threats by providing security management solutions across many healthcare sites.

CCTV systems are just one of the many security solutions used extensively at all hospitals. Other solutions include security officers patrolling the hospital and its grounds, visitor and contractor monitoring and alarm management systems.

Typical of contracts around the globe is the one described by Fred

Cremers, strategic segment development manager for G4S Belgium: "G4S is contracted to provide security solutions at 10 hospitals in Belgium. They use CCTV as well as other specialist equipment, depending on their particular requirements, to provide round-the-clock surveillance. Our solutions are helping to keep the public, patients and staff safe, and fight crime."



One of 45 purpose-built ambulances used by G4S in Australia.