

MKUH – Emergency Bleeps FAQs

Why are we picking up new bleeps?

We know that while digital technology is evolving rapidly, bleeps still provide a secure and reliable solution for emergency calls. As such, we will be continuing to use bleep devices for emergency-related communication between colleagues until we have piloted and tested newer technology.

We are asking staff to carry new bleeps because our current bleep system is outdated and in need of replacement, and this presents a clinical risk to our organisation.

Moving over to the new system will ensure we can continue to effectively contact colleagues in the event of a clinical emergency.

Our new emergency bleeps are provided by Ascom UK, and will be used to support the Trust's emergency workflows only.

Who needs to hold an emergency bleep?

The emergency bleeps must be held by all members of staff who actively respond to emergency calls and must be kept on your person until handing over to another member, of staff at the end of your shift. The emergency bleeps **must not be taken home**.

Do I need to give my older bleep back?

Only Switchboard can contact you using the new emergency bleeps. If you still require a bleep to allow others to contact you during your shift, you will need to retain your older bleep until the Trust pilots and tests newer digital devices later in the year.

What do the new bleeps look like?

The emergency bleeps are clearly labeled "EMERGENCY BLEEP – DO NOT TAKE OFFSITE".



What will happen when I'm sent an emergency message?

When an emergency message is sent, you will hear a long, loud bleeping sound. This will continue to sound until you accept the message.

1. To accept the message, you will need to perform one short press of the function button until the message icon stops flashing.



Bleep will continuously alarm and vibrate until the message is accepted.



One short press of the function button will accept the message. The message will start to scroll on the screen

2. After pressing the function button, the emergency message will scroll on the digital display. If there is more than one message waiting to be read, another short press of the function button will allow you to read the next message.



If there is more than one message, a second short press of the function button will move to the next message.

3. To delete a message, scroll to the message you would like to delete and perform one long press of the function button. You will see a series of stars that confirms the message has been cleared.

Do not clear the message until after attending the emergency.



One long press of the function button will clear a message.

What happens if my bleep stops working?

If the event of a bleep becoming lost, stolen, damaged or in need to battery replacement, please contact the Switchboard team immediately by dialing 0 from a Trust telephone.

Switchboard will arrange for you to be provided with a spare bleep as a priority but you will be asked to return to Switchboard to collect a permanent replacement within 7 days.

You are responsible for the collection of the new bleep when it arrives back at Switchboard. Switchboard will take a name, contact number and email upon loaning you a temporary replacement.