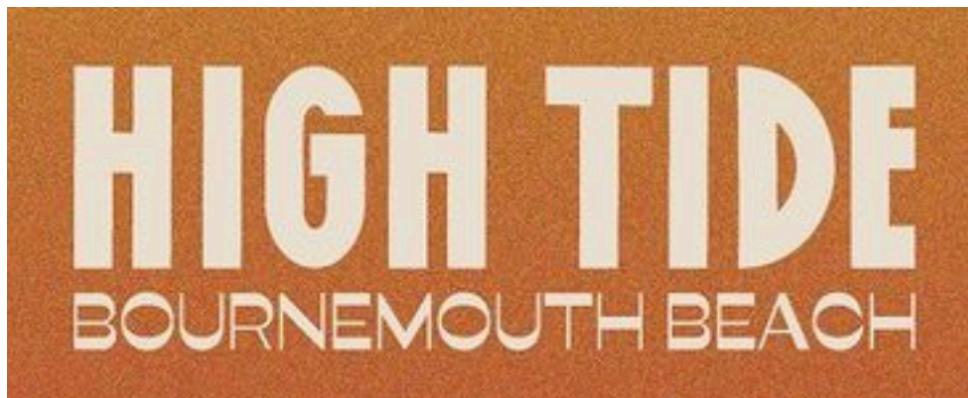




Medical Plan

Medical Control Telephone Line: TBC



Event Date
Friday 1st and Saturday 2nd July 2022

Document Governance

Author: Michael Coombes, Operations Director – Response Medical Services Limited

Michael Coombes has been deemed competent to write this Emergency Plan based on his previous experience, education and industry expertise. This includes frontline ambulance service operations management, large scale event medical management and training in Major Incident Medical Management and Support (MIMMS) and Emergency Planning and Preparedness courses.

Michael Coombes has previously overseen medical provisions throughout Bournemouth, Christchurch and Poole, at events with capacities ranging from 500–20,000.

This emergency medical plan has been written based on information and evidence gathered by the following means:

- **Event and Site Visits, completed through early 2022.**
- **Authors existing experience providing medical support on Bournemouth Beach,**
- **Authors existing knowledge of medical management of music events.**
- **Google™ Maps and Google™ Streetview imagery.**
- **High Tide event management team.**
- **Input published by HSE Purple Guide, Local Authority and Emergency Services**

Version	Date	Amended By	Changes
0.1	27/02/2022	Michael Coombes	Initial Draft

Document Information

This document details the arrangements for Event Medical Provisions at High Tide, Bournemouth. High Tide is a new Music Festival, taking place on Bournemouth Beach, on the 1st and 2nd of July 2022.

Response Medical Services has been commissioned to provide full medical coordination, risk assurance and emergency medical coverage on behalf of the event organiser. Response Medical Services Limited will lead and coordinate the medical planning and provision.

Response Medical Services Limited and the event organiser will share this document with the Safety Advisory Group, Ambulance Service, receiving NHS hospitals and emergency services as required. It may also be shared with the Health & Safety Executive to evidence compliance with legislation, industry best practice and insurance requirements for the event.

Aim and Intention

The strategic purpose of the event medical function at High Tide is to ensure a safe, successful and enjoyable event whilst meeting its obligations as a licensed and responsible music event.

The aims of Response Medical Services provisions are:

- To save life and reduce harm or suffering to Staff, Crowd, Performers and Construction Team.
- To support the local community as far as possible who may otherwise have delayed access to emergency medical care due to the event or its road closures.
- To supply sufficient and appropriate levels of medical coverage.
- To achieve a responsive and visible spread of resources throughout the event footprint.
- To evidence and follow a capable and effective command structure.
- To adopt a safe and structured decision making process to patient care and discharge.
- To reduce or limit any burden on the local health network.

Response Medical Services Limited

Response Medical Services Limited is a well established medical company supplying medical provisions to events and sporting fixtures across the United Kingdom. RMS incorporates the latest pre hospital equipment, robust governance and appropriately trained staff to oversee all deployments.

Response Medical Services Limited are fully registered with the ICO and work to Information Commissioners Office (ICO) guidance on data protection.

Response Medical Services Limited and are within the application stages of CQC Registration, which will be in place at the time of the event.

Response Medical Services Limited have a large fleet of vehicles with a full resilience plan and on call mechanical and electrical services. Vehicles are fully insured for Blue Light Emergency Usage and are covered for usage on Promenades and Public Areas. All fleet are fully covered with Automobile Association (AA) breakdown assistance, and replacement vehicles are 'made ready' and available nationwide for immediate dispatch.

Response Medical Services Limited has numerous feedback pathways. Online Feedbacks are all graded at 5*, company received feedbacks are responded to within 14 days and complaints and concerns fully investigated internally. This system has been test ran to good compliance.

Response Medical Services Limited will be responsible for:

- **Overseeing the event medical planning, provision and review.**
- **The creation and ownership of the event medical plan (this document).**
- **The provision of all medical personnel as detailed in this plan.**
- **The appropriate governance, insurance, regulatory compliance and policies to enable a safe, compliant and effective medical provision.**
- **Providing all necessary equipment and medications in relation to RMS Staff and to effect ALS-level intervention if required.**
- **Collating a relevant summary of medical activity in line with data protection legislation, ICO guidelines and RMS Policy.**

Event Information

High Tide, Bournemouth, is a newly marketed Music Event scheduled to take place on the 1st and 2nd of July 2022.

Expected crowd attendance is capped at 8,000 people per day, of which majority will be pre sold ticket purchases. Angled search lanes along the promenade will reduce queue times and a strong security presence will keep crowds moving into the event site. Extra resources are available should any entrance delays arises. Drinking Water will be available for queued persons and within the event site, at numerous locations.

The site comprises of 1 Main Stage area, with a smaller DJ Staged area. There is a street food area where caterers will be serving hot and cold food all day and bars serving alcohol and soft drinks. Drinking Water is widely available across the site.

Both arenas are predominantly for standing viewing if the main stage however it is predicted at lower capacity times that people may sit in groups on the sand in the main arena. Naturally as the event site fills up, it is predicted crowds will be standing and facing the main stage area. There is evacuation routes either side of the main stage and a “pit” area at stage front. Security and Medical staff will be positioned here at high capacity times. There is information points and event control areas which are positioned across the event site, staffed by Event Team.

The event is scheduled to open to the public at 15:00pm on both days.

The event is scheduled to close to the public at 23:00pm on both days.

Access and Egress

Bournemouth Beach is accessed by vehicle from either end of the promenade. The promenade is predominantly a pedestrianised area with cycling prohibited. Vehicle Movements will be at an absolute minimum along the promenade and any RMS vehicle deployed will be fitted with visual and audible warning devices.

Hazard Warning Lights will not be used on site in line with UK Highway Code.

Amber Warning Beacons will be fitted to all RMS Vehicles for routine movement and Blue Emergency Lighting in an emergency situation.

At the bournemouth end this is accessible via a BCP council Gated entrance adjacent to Hot Rocks Restaurant. This gate is listed as “pier approach” on mapping systems. The gate is CCTV manned 24hrs per day by BCP Council and keys for the locks are obtained from Seafront Services of which RMS Medical Management has a direct line.

Access to this specific access gate is sometimes restricted due to nearby bus stops and civilian vehicles using this area to drop off and pick up beach goers. This area is manned by Dorset Police and BCP council officials vigorously throughout summer to good affect and RMS see no acute risk around this. Access from the Pier Approach gate is regarded as “ROUTE TWO”.



At the Eastern end of the promenade, closest to Boscombe, access is accessed via Sea Road, this provides access onto Undercliff Drive. This is the road that extends along the base of the cliff line and is referred to within this plan as the promenade. At the eastern aspect access is very similar to that of the western aspect.

The road is closed with metal barriers and at peak times is manned by BCP seafront Services. This area is overseen by High Definition CCTV manned by BCP Council and overseen by Dorset Police. Seafront services have long distance radio contact from Bournemouth to Boscombe along the promenade.



Eastern Access through the above pictured gate is regarded as “ROUTE ONE”.

ROUTE ONE

This is the route most likely to cause the least disruption to the local community and beach goers. This will be RMS general access and egress for both routine journeys and emergency access.

ROUTE TWO

This will be used for rapid access to the western end of the site by emergency vehicles. It may also be used outside of event times for logistical access to the rear of the stage.

RMS vehicles are restricted to 20mph on the promenade, at all times.

Event Medical Timings

Thursday 30th June – Set Up Day

Date	Time	Activity	Deployment
30/06/2022	09.00am	Site Open Contractors Only	Medical Centre + Support Unit Set Up
30/06/2022	09.30am	Contractors and Staff on site	4x4 Ambulance on site. Set Up Cover
30/06/2022	11.00am	Medical Communications Test Sign Off	Medical Team Leader EMS Services
30/06/2022	12.00pm	Access and Egress Dry Run Sign Off	Medical Team Leader Event Operations Manager
30/06/2022	14.00pm	Back Up Power Test Sign Off	Medical Team Leader Medical Support Crew
30/06/2022	15.00pm	Site and Signage Test Sign Off	Medical Team Leader Health and Safety Advisor
30/06/2022	16.00pm	Ambulance Site Access Sign Off	Medical Team Leader BCP Council
30/06/2022	18.00pm	Medical Provisions Complete Sign Off	Medical Team Leader Event Operations Manager
30/06/2022	18.30pm	Medical Team Leave Site	Medical Team Leader 4x4 Ambulance Crew

Thursday 30th June 2022 will be used by RMS core team to set up the medical centre and emergency facilities. All aspects of this plan will be tested and signed off by the Event Organiser, Health and Safety Advisor and Medical Team Leader.

*Times are to be confirmed and will be finalised with the Event Organiser.

Friday 1st July 2022 – Event Day 1

Date	Time	Activity	Deployment
01/07/2022	09.00am	Site Open Staff and Contractors Only	Medical Team Leader 4x4 Paramedic Ambulance Crew
01/07/2022	10.00am	Medical Centre Open	Medical Team Leader 4x4 Paramedic Ambulance Crew
01/07/2022	13.00pm	Radio Communications Test BCP, Event Control, Security	Medical Team Leader Event Operations Manager
01/07/2022	14.00pm	Medical Team On Site	Medical Team 4x4 Paramedic Ambulance Crew
01/07/2022	14.00pm	Conveying Ambulances On Site	Conveying Ambulances
01/07/2022	14.30pm	Command Briefing AMBER WARNING FOR EVENT START	Medical Team Leader Medical Centre Manager
01/07/2022	15.00pm	Doors Open GREEN LIGHT FOR EVENT START	All RMS Team, Conveying Ambulances
01/07/2022	Time TBC	Deployment of Main Stage Crew	1 x Paramedic 2 x First Responder
01/07/2022	Time TBC	Deployment of Treatment Post Crew	1 x Paramedic 1 x First Responder
01/07/2022	18.00pm	Crew Welfare Breaks	All RMS Team Conveying Ambulances
01/07/2022	19.45pm	Secondary Deployment to Bolster Main Stage Cover	1 x Technician Deployed from Medical Centre
01/07/2022	20.00pm	Conveying Ambulances Welfare Breaks	Conveying Ambulances
01/07/2022	21.00pm	Crew Welfare Breaks	All RMS Team Conveying Ambulances
01/07/2022	22.00pm	Treatment Post Clean and Restock	RMS Treatment Post Crew
01/07/2022	22.00pm	Medical Centre Clean and Restock	RMS Medical Centre Crew
01/07/2022	23.00pm	Event End Stage Medical Team Stand Down	RMS Main Stage Team
01/07/2022	00.00am	Site Clear Medical Team Stand Down	All RMS Team Conveying Ambulances

***Times are to be confirmed and will be finalised with the Event Organiser.**

Saturday 2nd July 2022 – Event Day 2

Timings to be confirmed.

Medical Risk Assessment

Terrain

Access to the site from both the western and eastern aspects of the sea front are via a tarmac surfaced promenade. This is unkept to a good standard and should pose no risk to the event crowd. There are various slips, trips and fall hazards as with any outdoor environment. Any minor to moderate trauma caused by these can be managed fully in the Medical Centre.

The main event site is sand based with large areas laid to “trackway” event flooring laid by a designated contractor. The contractor will provide a separate risk assessment for this terrain however it is deemed low risk within a medical plan. General slips and trips on site are expected and can be managed easily by the attending crews. Access to the sand areas by RMS crews is mainly via foot patrols, however crews will be using off road wheelchairs and trolleys specially designed for sand usage.

Thermal Injuries

With High Tide being a summer event on the UK’s South Coast, it is likely that the temperature may exceed normal parameters. Previous years temperatures are listed below and supplied by

1st July 2021 Temperature in Bournemouth -

1st July 2020 Temperature in Bournemouth -

Drinking water is widely available across the event site. Both the Medical Centre, Treatment Post and Ambulance Support Unit will have a large supply of bottled water, all of which will be chilled. Sun Burn advice will be issued by our team with a proactive approach. Sun Burn sachets will be available from the Medical Centre at cost price with no monetary gain by RMS.

Heat Exhaustion

Response Medical Services crews will be updated on the signs and symptoms of Heat Exhaustion and Heat Stroke. The following information and signs and symptoms will be disseminated throughout all frontline High Tide staff, including Medical, Stewards and Security Operatives.

The signs of heat exhaustion include:

- Headache,
- Dizziness and Confusion,
- Loss of appetite and feeling sick,
- Excessive sweating and pale clammy skin,
- Cramps in arms, legs and stomach,
- Rapid Breathing or Elevated Pulse Rate,
- Pyrexia, of 38c or above,
- Excessive thirst,

The symptoms are often the same in adults and children, although children may become floppy and sleepy.

Patients presenting with signs and symptoms of Heat Exhaustion will required the following rapid intervention.

- Evacuation to a cool, shady place.
- Supine positioning with legs raised.
- Controlled increased fluid intake.
- Topical Cooling, fans, air conditioning and ice packs around neck, armpits and groin.

Patients presenting with Heat Exhaustion will require prolonged monitoring with a controlled and safe discharge of care. Transport, post treatment to public transport if deemed suitable is available.

Heat Stroke

Heat Stroke is the term used to describe a patient who has succumbed to prolonged, excessive heat and is now presenting in a systemically collapsed condition. Symptoms of heat stroke are very similar to those of heat exhaustion with the accompanied RED FLAGS.

- Prolonged symptoms after 30mins cooling and care.
- Not sweating even while feeling too hot.
- Pyrexia of 40C or above, post cooling.
- Rapid Respiratory rate or acute shortness of breath.
- Confusion.
- Loss of Consciousness or Unconsciousness.

These patients will require advanced supportive measures and rapid conveyance to definitive care. Full monitoring equipment is available in all RMS treatment areas and vehicles to achieve this.

Event Organisers and Response Medical Services will use social media to disseminate the following preventative measures.

- Drink plenty of cold drinks, especially when exposed to direct sunlight or dancing.
- Aim to wear light-coloured, loose clothing.
- Sprinkle water over skin or clothes.
- Avoid direct sunlight between 11:00am – 15:00pm.
- Avoid excessive and rapid alcohol intake.

This will also prevent dehydration and help your body keep itself cool.

Cardiac Arrest

A cardiac arrest is when your heart suddenly stops pumping blood around your body. When your heart stops pumping blood, your brain is starved of oxygen. This causes you to fall unconscious and stop breathing. Through years of research and evidence based practice we know that Early CPR, Early Defibrillation and Rapid Conveyance to definitive care is essential, not only to obtain a return of spontaneous circulation but to increase likelihood of discharge from hospital and a return to normal activities.

RMS are committed to achieving the best possible outcomes from cardiac arrests suffered at events and festivals. We are deploying BLS and ALS providers and are issuing public access defibrillators into high foot traffic areas.



	Target	How can it be achieved?
Early Recognition and Call For Help	Fast Dispatch to all areas of event site and AED Deployment	Effective Command and Control of all resources
Early CPR	Commencement of CPR in 60 Seconds	Deployed Teams AED Points on Site
Early BLS/ALS	Arrival of ALS Provider 2 Minutes	2 x ALS Response Teams
Post Resuscitation Appropriate Care	Rapid Conveyance to Definitive and appropriate care	2 x Conveying Paramedic Crews

Medical Resources

Resource	Purple Guide Recommendation	RMS Deployment
First Responders	8	4
First Aid Post	0	2
Mobile BLS	NOT STATED	2
Mobile ALS	NOT STATED	1
4x4 Ambulances	NOT STATED	2
Road Ambulances	2	2
Doctors	0	0
Paramedics	2	4
Nurses	0	2
Beds	0	4
Additional Site AED's	NOT STATED	2

Response Medical Services will be deploying the following facilities and equipment to the event grounds.

- 1 - 4 Bed Medical Centre offering Paramedic/Nurse led cover (eastern end).
- 1 - 1 Bed Treatment Post offering Technician level cover (western end).
- 1 - Roaming high visibility BLS/ALS teams.
- 1 - 4x4 Ambulance with Paramedic Crew.
- 1 - Main Stage "pit" Medical Response Team.
- 1 - Ambulance Support Unit / Major Incident Command Unit (western end).
- 2 - Conveying ambulances, paramedic and technician crews (eastern end).
- 2 - Public and Staff access Defibrillators.
- 1 - Medical Centre Demand Officer (ED charge nurse).
- 1 - Medical Team Manager - MIMMS+CRM trained.
- Full digital radio network and electronic patient reporting.
- Major Incident Medical Management Kit.
- Sand Stretcher + Wheelchair.

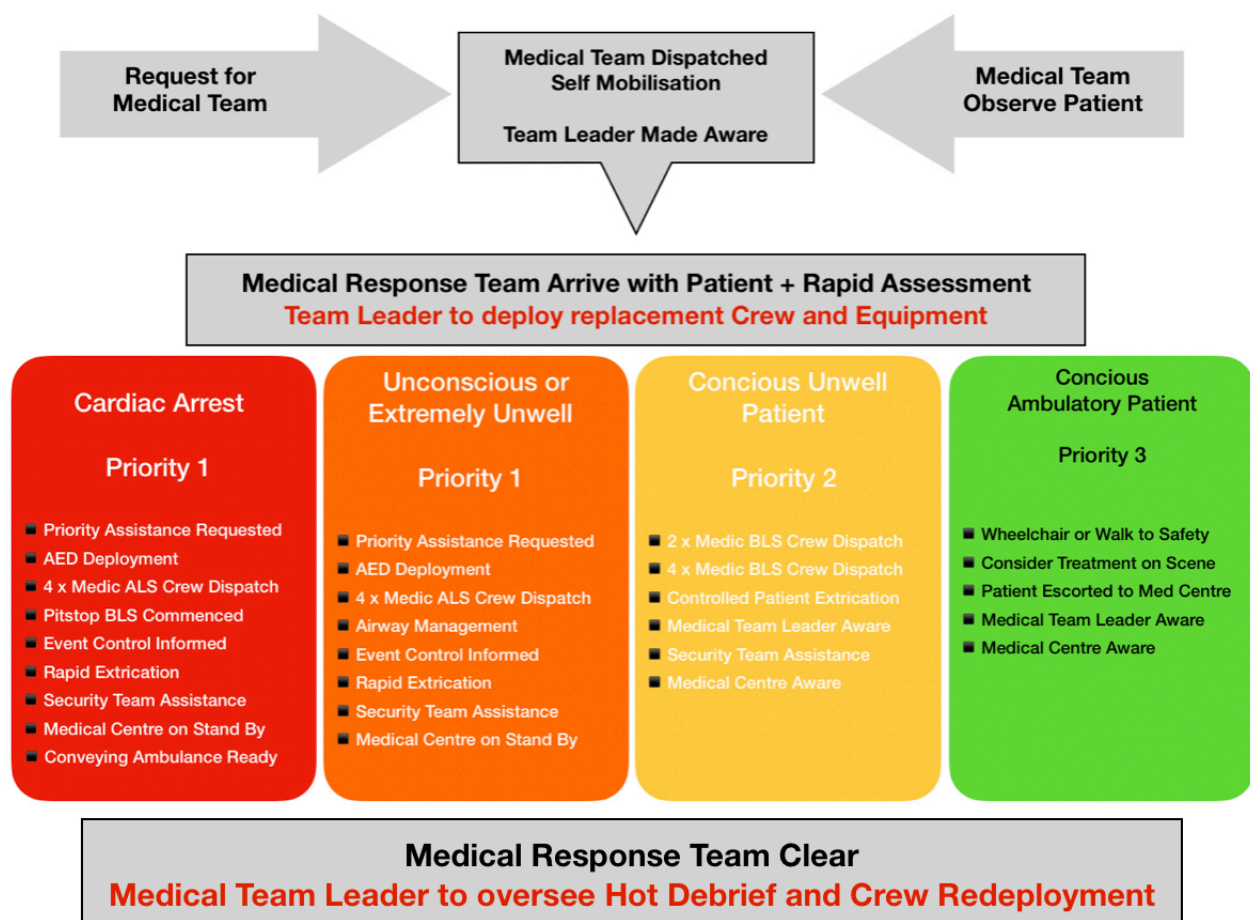
Below is a draft deployment plan which is subject to change and agreeable with local authorities, NHS and Event Organiser.

RMS Resource	Hightide Site Location
Medical Centre 4 Bed	Eastern End of Event Ground
Treatment Post First Aid 1 Bed	Western End of Event Ground Back Stage
Ambulance Support Unit	Western End of Event Ground Back Stage
4x4 Patient Carrying Vehicle	Medical Centre Promenade
Conveying Ambulance One	Medical Centre Promenade
Conveying Ambulance Two	Medical Centre Promenade
AED site one	General Information Point
AED site two	Main Stage Pit Area
Site Stretcher + Spinal Equipment	Southern Side of Main Stage 4x4 Ambulance
Medical Team Leader	Event Control Room
Paramedic 1	Medical Centre
Paramedic 2	Treatment Post Main Stage Pit
Paramedic 3	Conveying Ambulance One
Paramedic 4	Conveying Ambulance Two
Nurse Practitioner	Medical Centre
Medical Centre Manager	Medical Centre
Back Up Power Supply	Ambulance Support Unit
Equipment Charging Points	Ambulance Support Unit Medical Centre
Secure Document Storage	Ambulance Support Unit

Control and Command

RMS will oversee deployment and control of all on site medical resources. Calls for medical assistance will be received at Event Control or by Medical Manager, they will be then coded and appropriate crews dispatched to the scene. CAD Numbers will be issued and logged in Event control.

Below is a tried and tested dispatch call cycle. Vehicle and Crew down time for cleaning and restocking is combatted with the assistance of medical Centre staff and spare "made ready" bags.



Discharge of Care

Response Medical Services Limited are committed to safe and appropriate discharge of care. Our staff complete full paper based patient report forms which are then backed up electronically. We utilise all Hospital avoidance pathways and have a strict referral pathway system in place.

For High Tide we have listed local services and this medical plan will be shared with them as appropriate.

We always aim to make contact with local pharmacies and dentists, if there is any risk of an increased usage of service due to the event.

Pharmacy Services

Name	Address	Contact Number	Opening Times
Late Night Columbia Chemist	21-23 Columbia Rd Ensbury Park Bournemouth Dorset BH10 4DZ	01202 529529	Thursday 0900-1900 Friday 0900-1900 Saturday 0900-1800
Westcliffe Pharmacy	7 Poole Rd, Westbourne, Bournemouth BH2 5QR	01202 765155	Thursday 0830 - 1830 Friday 08.30 - 1830 Saturday Closed
Wallisdown Pharmacy	337 Wallisdown Rd, Poole BH12 5BU	01202 859128	Thursday 0700 - 2200 Friday 0700 - 2200 Saturday 0700 - 2200

Local Hospitals

Name	Address	Contact Number Pre Alert Number	Specialism
Royal Bournemouth Hospital	Royal Bournemouth Hospital Castle Lane East, Bournemouth, BH7 7DW	[REDACTED] [REDACTED]	PPCI
Poole Hospital	Poole Hospital Longfleet Road, Poole BH15 2JB	[REDACTED] [REDACTED]	Trauma Unit Paediatric ED
University Hospital Southampton	University Hospital Southampton Tremona Rd, Southampton SO16 6YD	[REDACTED] [REDACTED]	Major Trauma Centre PPCI HASU Paediatric ED

This medical plan will be shared with all hospitals listed, South Western Ambulance Service NHS Foundation Trust, HSE, Insurers and anyone else the event organiser sees fit.

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