

政府總部
香港下亞厘畢道



GOVERNMENT SECRETARIAT
LOWER ALBERT ROAD
HONG KONG

本函檔號 OUR REF: SBCR 1/2366/04

來函檔號 YOUR REF: CB2/PL/SE

18 April 2011

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Clerk to the Panel on Security
Legislative Council
8 Jackson Road
Central, Hong Kong
(Attn.: Mr Raymond Lam)

Dear Mr Lam,

Provision of Post-dispatch Advice to Callers

I refer to the letter of the Hong Kong Fire Services Department Ambulancemen's Union (AU) which was referred to us on 13 April 2011. With regard to the views of the AU on the provision of post-dispatch advice to callers, our reply is as follows :

To further improve emergency ambulance services, the Fire Services Department (FSD) will provide simple first aid advice to some of the callers after the dispatch of ambulances starting from 1 May. With this initiative, patients can receive simple and effective immediate treatment while waiting for the ambulances. The first aid advice covers only three types of common injuries, namely bleeding, dislocation or fracture in limbs and burns. The instructions do not involve any complicated treatment, but are simple and easy to follow (such as avoiding moving patients with dislocated or fractured limbs, and do not attempt to stop bleeding with any foreign objects, etc) and fairly useful in stabilising the conditions of patients. Moreover, the FSD will remind patients to bring along their medication and open the door to wait for the ambulance crew so that the crew can convey them to the Accident and Emergency Ward as soon as possible.

The staff of the Fire Services Communication Centre (FSCC) will only provide first aid advice to callers after the dispatch of ambulances. It will not cause any delay in dispatch or to the 12-minute target response time. Equipped with knowledge and training in first aid, the staff giving post-dispatch advice are well qualified for providing post dispatch advice. Whether the patients or callers accept and follow the advice is, of course, on a totally voluntary basis. In the meanwhile, the FSCC staff will not provide the simple first aid advice if they have doubt on the ability of a caller to understand or follow the instructions.

In 2009, we conducted a public consultation on the proposal to introduce the "Medical Priority Dispatch System" (MPDS). The MPDS aims to prioritise response to emergency ambulance calls in accordance with the degree of urgency, such that higher priority for emergency assistance can be accorded to patients in critical or immediately life-threatening conditions. According to the outcome of the consultation, about 70% of the community supported the MPDS. We reported the outcome to the Legislative Council Panel on Security (Panel) in 2010. We will take the views and opinions of the community and the Panel into careful consideration in studying the way forward and details of the long-term plan.

Yours sincerely,



(Ms Cherie Yeung)
for Secretary for Security