

香港特別行政區政府
保安局



The Government of the
Hong Kong Special Administrative Region
Security Bureau

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Legislative Council Secretariat
Legislative Council Complex,
1 Legislative Council Road,
Central, Hong Kong
(Attn: Mr Derek LO)

Dear Mr Lo,

**Legislative Council Finance Committee
Supplementary information on the
Development of a computer system for provision of post-dispatch advice
by the Fire Services Department**

At the meeting of the Finance Committee held on 8 May 2015, Members discussed the proposal by the Fire Services Department (FSD) to develop a computer system for provision of post-dispatch advice (PDA). We set out the supplementary information on the following two issues as requested by the Committee:

Time required for requesting emergency ambulance service (EAS) via the 999 Consoles

Upon receiving a call requiring EAS, the 999 consoles of the Regional Command and Control Centres (RCCC) of the Police will immediately transfer the call to the Fire Services Communications Centre (FSCC) via a direct line system. After confirming the location of the incident, the caller's contact and the nature of the call, the FSCC operator will, via the Third Generation

Mobilising System, immediately dispatch the most suitable ambulance resources to the reported location to provide EAS to the patient. In 2014, over 2.3 million 999 calls were received by RCCC 999 consoles of the Police. Amongst these calls, over 90% were answered within nine seconds. FSD's current performance pledge is that for 92.5% of all emergency ambulance calls, ambulances should arrive at the street level of the reported address within a response time of 12 minutes.

Effectiveness of the provision of PDA

The computer system proposed by FSD will provide EAS callers with comprehensive and appropriate PDA that helps stabilise patients' conditions, prevent patients' conditions from worsening, and increase patients' survival rate. The PDA incorporated in the system include more than 30 types of injury and sickness, basically covering all types of injury/sickness that FSD deals with in its daily handling of EAS calls.

Although it is difficult to estimate the number of lives that could be saved by the provision of PDA, patients will be able to obtain timely first-aid advice before the arrival of the ambulance crew when PDA is offered. PDA will help reduce the potential risks arising from wrong treatment given by members of the public without proper knowledge, and help stabilise and improve patients' conditions. Besides, if a caller is given appropriate advice while awaiting the arrival of an ambulance, it helps alleviate anxiety and distress of both the patient and the caller.

As pointed out in the Scientific Statement¹ issued by the American Heart Association (AHA) in 2012, when a caller calls the emergency response number, the operator may, through formal interrogation, identify symptoms of cardiac arrest and provide the caller with step-by-step instructions on how to perform cardiopulmonary resuscitation (CPR). The Statement also pointed out that while it is difficult to estimate the exact number of lives that could be saved by offering PDA related to CPR, it has been shown that PDA can potentially double the proportion of cardiac arrest patients who receive just-in-time CPR.

The guidelines² issued by the AHA in 2010 also state that survival rates of cardiac arrest patients decrease by 7% to 10% for every minute that passes with no CPR provided. In 2014, FSD treated about 5 771 patients with cardiac arrest. With the provision of more detailed and appropriate PDA by FSD, FSCC operators can identify the patient's conditions promptly, and provide the

¹ <http://circ.ahajournals.org/content/125/4/648.full>

² http://circ.ahajournals.org/content/122/18_suppl_3/S706.full

callers with instructions to perform CPR to the patient as necessary, with a view to saving the patient's life.

Yours sincerely,



(Alex CHAN)
for Secretary for Security

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