

Personal duress system

Eliza Wright (Western Sydney LHD) [REDACTED]

Sun 04/02/2024 02:27

To:Sukhpreet Singh (Western Sydney LHD) [REDACTED]

Hi Sukhpreet,

I just wanted to raise a few serious safety concerns that nursing staff have identified with the personal duress alarm (PDA) tags currently in use in B22. **These issues have arisen despite receiving the "self test succeeded" message when testing their PDA at the start of the shift.**

1. Location names that show on the PDAs are difficult to identify and commonly cause confusion and delay in response. A solution to this could be having an easily-identifiable map of the unit displayed in the nurses station with the locations and corresponding location names that are used in the duress system.
2. When an alert occurs (either 'man down' or 'code black'), some tags do not receive the alert at all. In this situation, staff whose tags do not alert must rely on being in the vicinity of other staff who have a functioning alarm. This is particularly concerning as staff may not be around another staff member (eg. on breaks etc.).
3. As I raised to you recently on shift, some tags both fail to receive any alerts and more worryingly, when tested, do not even send out alerts either via the button or pull mechanisms. This is again despite receiving the "self test succeeded" message". This failure in both the testing function and the actual alert system poses a very serious risk to safety of staff and could have extremely serious consequences if not rectified.

Thank you for your attention to these issues.

Kind regards,

Eliza