



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

7th October 2024

Question

In Mr Pollock's statement at paragraphs 26-29 it reads:

"Scottish Ambulance Service employees received a letter by email on Thursday 26 March 2020 from the Health and Care Professions Council which stipulated to every registrant that they realised there would be difficult decisions to be made by healthcare professionals, but they would be given full support to make decisions out with normal protocols."

"The reference to normal protocols within the letter refers to the fact that ordinarily, efforts were made to try and resuscitate every single person that has a feasible chance of success. However, the Health and Care Professional Council basically indicated that if employees did not do that on these occasions to coincide with the government statement, then they would fully support employees for any challenges employees may face as healthcare professionals."

"This was very frightening for workers who have family members in that age group and it caused a lot of concern and anxiety for people who were used to doing their best to preserve life. The process of resuscitation has evolved, and we have a high success rate. This did not go down well with members."

"Staff morale was severely affected, as they were trained to preserve life, they were paid lifesavers but at the time, they were told to do the complete opposite. This terrified staff that they might have to do this against their normal training and their normal desire to help. This was not a process that anyone welcomed."

Are you able to confirm and if so release this communication from the Health and Care Professions Council sent to SAS employees?

Answer

The Scottish Ambulance Service has given their final response to the practice of 'toe-tagging' in FOI response 24-392, available on our website. [FOI 24-392 COVID 19 Enquiry 'Toe Tagging' \(scottishambulance.com\)](#)

The Scottish Ambulance Service does not hold a record of who receives communications from the Health Care Professions Council, this information can be requested from HCPC FOI. [How to make a request | \(hcpc-uk.org\)](#)