

## Medical Cover Arrangements in Buchanan Bus Station

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**Date of meeting** 25 April 2025

**Date of report** 2 April 2025

### Report by Director of Transport Operations

#### 1. Object of report

To update the Committee on the impact of a trial of medical cover in Buchanan Bus Station (BBS) on Friday and Saturday evenings between 1800hrs and 2300hrs.

#### 2. Background to report

First aid incidents occur regularly in and around SPT bus stations and range in severity from minor injuries such as feeling unwell, to cardiac arrests and trauma events that require major intervention. SPT First Aid trained staff - usually Bus Station Supervisors in BBS - attend these incidents. The incidents can last from a few minutes to several hours, depending on ambulance availability and can place a significant strain on operational resources.

A review of First Aid incidents for financial year 2023/2024 identified 148 incidents taking place in BBS with 71 of these occurring on Friday or Saturday nights between 1800hrs and 2300hrs.

#### 3. Outline of proposals

Following a review of this analysis, it was decided to trial the provision of two medical staff to provide cover in BBS between the hours of 18.00-23.00h on Friday and Saturday nights. The trial would last for 24 weeks and provide two medically trained persons from an external provider.

The trial ran from Friday 30 August 2024 to Saturday 1 March 2025. During this period the medical staff attended 34 First Aid incidents from a total of 77 reported. These incidents included head injuries, chest pains, trips, falls and assault victims.

SPT Bus Station Supervisors have highlighted the following benefits regarding the medical cover:

- The provision of medical cover provides the Bus Station Supervisors with reassurance that should a First Aid response be required; the medical staff are on site to respond to this. This allows the Bus Station Supervisors to focus on their core duties.
- The staff providing the medical cover are trained to a higher standard than First Aid training, including the use of medical equipment.
- The medical staff are easily identifiable and are proactive in patrolling the bus station and engaging with members of the public.
- The medical staff provide a reassuring presence to passengers and SPT staff.

The provision of medical cover has freed Bus Station Supervisors for an estimated 50 hours during the trial period. This has allowed them to focus on their core duties on Friday and Saturday evenings.

During the trial period for medical cover, the team attended 44% of all requests for First Aid recorded across the period. The focused intervention has maximised the benefit of these resources and delivered a balanced and value for money solution which is having a significant positive impact on the bus station. Staff providing medical cover deliver an enhanced level of first aid cover and reassurance to both passengers and staff.

SPT has reviewed the data from the trial period and taken the decision to continue with the provision of medical cover. A three-year contract has been procured at a total cost of £38,610 for the provision of medical cover by one medic between 1800 and 2300 hrs on Friday and Saturdays.

#### 4. Committee action

The Committee is recommended to note the content of this report and the significant positive impact of professional medical support and BBS for our staff and customers.

#### 5. Consequences

Policy consequences	<i>None.</i>
Legal consequences	<i>None.</i>
Financial consequences	<i>Costs accounted for in future budgets.</i>
Personnel consequences	<i>Support to front line staff and customers.</i>
Equalities consequences	<i>None.</i>
Risk consequences	<i>None.</i>
Climate Change, Adaptation & Carbon consequences	<i>None.</i>

**Name** Richard Robinson  
**Title** **Director of Transport Operations**

**Name** Valerie Davidson  
**Title** **Chief Executive**

For further information, please contact *Nigel Jenkins, Bus Stations Officer* on 0141 333 3227.