DOCUMENT TITLE	Emergency Department Safety Huddles and Escalation of Concerns
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AMENDMENTS	
IF THIS IS A POLICY OR A SERVICE CHANGE, HAS IT BEEN EQUIP'd? If so, please provide the unique EQUIP reference number below:	

This guideline has been registered with the trust.
Caution is advised when using guidelines after the review date.
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1. Purpose

To outline the structure, process, and escalation pathways for Safety Huddles and the Manager of the Day (MOD) escalation system within the Calderdale and Huddersfield Emergency Departments (ED). This SOP supports with the early identification and mitigation of clinical, operational and safety risks across the department.

2. Scope

This SOP applies to all clinical and operational staff working within the Emergency Departments at Calderdale and Huddersfield NHS Foundation Trust and is operational 24/7, with ED Manager of the Day (MOD) support available Monday to Friday, 08:00–16:00, excluding Bank Holidays.

3. Safety Huddle Schedule

Safety Huddles are held at 3 hour intervals throughout the day, led by the Emergency Physician in Charge (EPIC) and Nurse in Charge (NiC), or their delegated deputies:

- 09:00
- 12:00
- 15:00
- 18:00
- 21:00
- 00:00
- 03:00
- 06:00

All huddles must be documented on the ED SitRep and should take no longer than 15 minutes. They aim to:

- Maintain shared situational awareness.
- Identify immediate safety concerns.

- Escalate risks to the appropriate personnel (MOD, Flow team, Site team, Senior Clinicians).

The ED Safety Huddle form can be accessed using the below QR code / link:

https://forms.office.com/Pages/ResponsePage.aspx?id=RHpGohvyU0eCQeA6PSagH5
PA3SRe6c1Cjyzx1QYPPilUM1FOODJENjM4WUxYQkRLRFdTQzVIOTQ4Ry4u

4. Escalation Process

Escalation Within Hours (Monday–Friday, 08:00–16:00)

The ED Manager of the Day (MOD) is the primary escalation contact for any operational or safety concerns arising from safety huddles.

If outside of ED MOD availability escalation should be made to the Clinical Site Team.

All escalation and actions should be documented within the huddle log.

For critical safety concerns outside of the agreed safety huddle times (e.g. resus capacity, multiple TCT delays), escalate immediately and do not wait for scheduled huddle.

5. Roles and Responsibilities:

MOD	Respond to escalations; support risk mitigation; liaise with site team / external colleagues as required.
NiC (Nurse in Charge)	Lead huddles; coordinate nursing input and mitigations; document actions; escalate highlighted risks to MOD.

CiC (Clinician in Charge)	Contribute medical leadership; coordinate medical input and mitigations; highlight clinical risks.
All Staff	Participate in huddles; raise concerns; follow agreed actions.

6. ED MOD Contact details:

Day	MOD	Phone	Email
Monday	Jason Bushby	07825 552871	jason.bushby@cht.nhs.uk
Tuesday	Vicky Dyson	07876 817322	vicki.dyson@cht.nhs.uk
Wednesday	Tom Whittle	07795 911435	thomas.whittle@cht.nhs.uk
Thursday	Natalie Owen	07826 222531	natalie.owen@cht.nhs.uk
Friday	Tom Ladlow	07741 764956	thomas.ladlow@cht.nhs.uk

7. Documentation and Governance

- All huddle data must be logged electronically and is stored in the ED Governance Teams channel.

- Huddle summaries should feed into the organisational OPEL Site Management Meetings.

- Huddle summaries should feed into departmental safety and performance dashboards.

- Emerging trends or repeated escalation themes must be reviewed in weekly ED governance or operational meetings.

8. Monitoring and Compliance

Outcomes will be reviewed to ensure timely response to risks, with feedback shared through Clinical Governance channels.

9. Review

This SOP will be reviewed annually or earlier if prompted by:

- Significant incident or Never Event

- Changes to ED configuration or escalation pathways

- Trust-wide changes in operational policy