



Options for contacting first aiders across the University of Edinburgh

Introduction

It is recognised that there can be challenges across some buildings and campuses in obtaining first aid assistance when required. Although there are plans in the future to invest in mass communications systems, this will not be in place for a number of years. This document highlights some examples of good practice in place across the University, as well as data privacy issues. Each area will need to consider how best to implement any contact systems to suit heri ways of working.

Data privacy

The use of first aider personal mobiles as a means of contacting first aiders is not acceptable practice. Data relating to the University must not be used outside of University supported services, this includes the use of WhatsApp, as these systems do not have the same guarantees of data privacy.

First aid signage

First aid signage provision is important in every building, signage illustrating first aid contacts must be up to date. The provision of adequate signage is particularly important in teaching buildings where staff may not be familiar with the building layout and first aid contacts with room numbers, will not be adequate information. Consider improved signage using AV/TV or information boards at the main entrances to buildings. Consider the use of links with QR codes showing the location of first aiders within the building.

Training in first aid awareness

First aid awareness training is now available to all staff, through a recently available course on P&M [First Aid Awareness](#), all staff should be actively encouraged to complete this short one hour course.

First aid contact options

Schools/Departments or building management could consider the purchase of mobile phones for first aiders as a means of contact. Mobile phones are particularly useful if the member of staff works at different locations within a building or is working mainly outside. Standard contracts start from around £3 a month, plus the cost of a basic hand set. The mobiles could be allocated on a day by day basis to the staff who are on campus that day. This will require a system for managing and charging the mobiles.

First aiders could register daily using an MS Form and adding when they are available and contact details (not with a personal phone number). Those looking for a first aider would need to log in or scan a QR code to find an available first aider, or a channel can be set up through Teams.



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If there is a building reception, they can have access to building first aider details and contacts such as Teams, as a first point of call. First aid notices would need to reflect the means of contact.

For areas where staff are mostly desk-based, staff trained in first aid could be provided with a telephone number via the 3CX system which connects to their laptop/PC.

Examples of good practice:

At Edinburgh College of Art, all first aiders are provided with landlines (with volume boosters in workshops, where there is machinery). If there is no response, the building reception also have access to MS Teams set up for reception and other key front-line staff, to alert first aiders to an incident or if additional first aid support is required. MS Teams is also used at ECA to manage the circulation of first aid information, and updates amongst the first aid community there. New signage with QR codes is being introduced to better identify first aid kits, as well as for first aid kit stock replenishing and incident reporting.

Important to note:

Due to leave, work patterns or general availability during the day, please be aware that a First Aider (both Emergency First Aider or qualified First Aider) may not always be immediately available in an emergency situation. Ensure you call the emergency services on 999 if an ambulance is required, or the non-emergency NHS24 number for general assistance on 111.

Document version

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V1.0	New document	09/04/2026 Sarah East and Fiona Calvin

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