

London Euston medic team offers 24-hour care for passengers

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Passengers at London Euston are safer than ever thanks to the introduction of a team of trauma medics.

The team of 12, all trained in first responder emergency care, provide 24-hour cover at the station.

The medics are also trained in mental health first aid, equipping them to assist with passengers experiencing mental trauma.

With the help of a bright green buggy, the team is on hand to assist passengers and station staff with medical needs.

Joe Hendry, station manager at London Euston, said: "We always hope the trauma team won't be needed at the station but unfortunately accidents happen, and we need to be ready to handle them.

"Since introducing the medics at London Euston, we have already noticed that we don't need to call an ambulance for as many incidents, because our team can now deal with them directly. During the Covid-19 pandemic when the NHS is extremely busy, our colleagues are doing their best to relieve the pressure.

“It’s also helped us to better support our train operating company partners, as we can help passengers who may become ill or injured on board the trains. Rather than waiting for an ambulance and delaying services, we can take them to a safe place and give them the help they need in the station.”

Developed over two years, the system sees the medic team taken off shift every six weeks for a continuation training day to keep their skills up-to-date.

The trauma medics can be seen around the station driving a bright green buggy specially adapted to deliver this high-level care to passengers and staff .

Photo credit: Network Rail