



EMED
GROUP

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EMED – Surrey Heartlands NEPTS Escalation Process

Should you encounter any problems you must, in the first instance contact the EMED control Room on the following number:

0300 131 2400 – Option 5 (Hidden Option)

You may then discuss any query for possible resolutions. Should you need to escalate further you can contact your on-site Hospital Ambulance Liaison Officer (HALO) for queries:

SURREY HALO's

Ashford & St Peters Hospital

HALO – Lynsey Offord – 07353 966210

HALO Rose Sentance – 07389 725862

HALO Phoebe Tree – 07768 826975

East Surrey Hospital

HALO Alan Thompsett – 07389 725620

HALO Marie Ahmet – 07389 725870

Royal Surrey Hospital

HALO Ben McCrudden – 07389 725818

HALO Michael Sevier – 07866 884456

HALO Glenn Reid – 07386 950392

Epsom Hospital

HALO – Joanna Dunn – 07389 725819

HALO – Katie Thompson – 07822 873506

HALO Vacant – 07768 825732

Please ensure when phoning a HALO or PSLA that you have the following information to hand:

- Details of your concern
- The result of the conversation with the control room
- The name of the person you spoke to in the control room

Having this information to hand will allow our HALOs & PSLAs to react to your concern with as little delay as possible.

If you require on-call manager support after exhausting the above process, please do request this and their details will be shared. If for any reason you wish to escalate beyond the on-call manager, please see below details:

Senior Manager Escalation Contacts

Operations Manager West - John Tang Smith – 07389 725850

Operations Manager Renal – Sam Walker - 07389 725839

Operations Manager East – Ashley Martin – 07389 725824

Customer Care Manager – Lucy Reed – 07389 725865

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