

Event medical plans - 8 indicators of quality and competence

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- elevating a culture that too often settles for less.

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Indicators of quality and competence in event medical plans

These eight indicators help licensing professionals assess whether a medical provider is working to a reliable, safe and accountable standard. They go beyond the basic requirements of the Purple Guide and focus on how providers demonstrate professionalism, preparedness and integration with wider event safety measures. Each indicator shows how well a provider prepares, governs and integrates their service with the wider event. Weakness in any area should prompt further questions. Weakness in several areas often signals a provider who may not be suitable for higher risk events.

The indicators

1. Clinical governance

Clinical governance is the foundation of safe medical provision. A competent provider will show who holds clinical responsibility, how decisions are made and how standards are monitored. Look for a named medical director, evidence that staff are professionally registered where required, and proof of public liability and medical malpractice insurance. If the provider plans to transport or treat patients in a regulated way, they must hold the correct CQC registration. Governance also includes incident review, debriefs and a process for learning from mistakes. Providers who cannot explain this clearly are unlikely to operate safely under pressure.

2. Training and competency evidence

A professional provider will demonstrate that staff have the right skills for the risks of the event. This includes regulated qualifications such as FREC 3 or 4, HCPC registration where relevant and any specialist training required. Ask how staff are inducted, how competency is checked and how ongoing training is recorded. Providers who use sub-contractors should explain how they verify qualifications and standards. Qualification titles can be misleading, so the awarding body and level should always be clear.



3. **Performance and reporting**

Strong providers use data to improve their service. They should be able to share previous event statistics, including total patient numbers, categories of care, hospital transfers and any delays. They should also explain how they record care during the event, whether through an electronic system or structured paper forms. This protects both the organiser and the licensing authority. A commitment to post-event reporting shows transparency and accountability, and helps improve planning for future years.

4. **Protective security (Martyn's Law preparedness)**

A competent medical provider will show how they prepare for risks such as vehicle attacks, edged weapons, improvised devices and chemical exposure. Their plan should fit with the wider security and stewarding arrangements, including any screening or barrier systems. Casualty collection points, access routes and evacuation plans should be mapped and agreed. Staff should have a basic awareness of suspicious item reporting and the national Run Hide Tell guidance. This ensures medical provision can function even in a high stress scenario.

5. **Welfare and psychosocial support**

Many medical presentations at events relate to alcohol, drugs, anxiety and vulnerability. A strong plan will show how the medical and welfare teams work together, including how vulnerable adults and children are identified and supported. Quiet or recovery spaces should be available where appropriate. Providers should also consider staff welfare, including access to breaks, hydration and a process for supporting teams after difficult incidents. This reduces risk and improves care for both patients and staff.

6. **Public health and environmental readiness**

Environmental conditions can create large numbers of medical presentations. A good provider plans for heat, cold, dust, crowding, dehydration and poor weather. Infection control should go beyond sharps disposal and include the management of illness that may spread. Larger events may need medicines management arrangements, including safe storage and accountability.



Providers who do not plan for environmental factors often struggle during prolonged or high-volume events.

7. **Inter-agency integration**

Medical provision does not work in isolation. It must be connected to the NHS ambulance service, local hospitals and the event control structure. A competent provider will show named liaison contacts, agreed routes for 999 escalation and a clear process for declaring a major incident. Participation in table-top or command exercises strengthens coordination and ensures that roles are understood. Integration supports faster decision making and safer crowd management.

8. **Clarity and transparency**

A clear, well structured plan shows professionalism. Providers should use version control so changes can be tracked, provide a plain English summary for non-clinical partners and include accurate contact details for decision makers. A provider who communicates clearly is easier to hold accountable, easier to challenge and easier to work with during an incident. Clarity removes ambiguity and reduces the risk of miscommunication during busy periods.



Indicator	What to look for	RAG / Notes
1. Clinical governance	CQC registration if transporting or treating. Named medical director or senior clinician. Proof of professional registration. Insurance in place. Clear process for incident review and debrief.	
2. Training and competency evidence	Staff qualifications listed with awarding bodies. FREC or HCPC where relevant. Induction process. Ongoing CPD. Oversight of sub-contractors.	
3. Performance and reporting	Previous event statistics supplied. Real time logging or EPR system. Plan for reporting to the organiser or SAG.	
4. Protective security	Hostile threat assessment. Links to stewarding and security plans. Evacuation and casualty collection points shown. Staff briefed on suspicious item reporting and Run Hide Tell.	
5. Welfare and psychosocial support	Clear link between medical and welfare teams. Plan for alcohol and drug related presentations. Recovery or quiet space identified. Staff welfare arrangements included.	
6. Public health and environmental readiness	Plans for heat, cold, dust, crowding and dehydration. Infection control beyond sharps. Medicines management for larger events.	
7. Inter-agency integration	Named liaison with NHS ambulance service and hospitals. Agreed paths for 999 escalation. Major incident arrangements. Inclusion in table-top or command exercises.	
8. Clarity and transparency	Version control. Review history. Plain English summary. Contact details for decision makers. Clear and consistent presentation.	



About localmedic

localmedic provides medical, welfare and advisory services for events, venues and local authorities across the UK. Our focus is on safe, effective and evidence based care that reduces the impact on local NHS services and supports responsible event delivery. We work with organisers, licensing teams and safety partners to strengthen medical planning and raise standards across the sector.

Event medical provision

- Trained and competent clinicians, including FREC, nurses and paramedics
- Staffing models built around event risk
- Modern reporting systems and clear clinical governance

Medical planning and consultancy

- Support with medical needs assessments
- Development and review of event medical plans
- Integration with security, welfare and venue operations
- Evidence based advice for SAGs and licensing authorities

Training and development

- First aid, FREC and clinical skills training
- Bespoke training for event teams, volunteers and stewards
- Table top exercises and major incident preparedness sessions

How to contact us

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If you would like copies of the checklist, templates or planning tools mentioned in this document, please contact us. We are happy to support licensing professionals, organisers and SAG members in strengthening medical standards and improving event safety.

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