



**NHS**

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# Welcome to MDVS!





# Introduction: What is MDVS?

- ⊕ MDVS stands for Mobile Data and Vehicle Solution.
- ⊕ The MDVS product is the replacement for Trusts' existing Mobile Data Terminals (“MDTs”) used in ambulances to receive and provide Ambulance crews with tasking, navigation and mission-critical information.
- ⊕ The MDVS solution includes both vehicle hardware and a bespoke mobile data application, the National Mobilisation Application (“NMA”) which interfaces with Trust control room systems, together with necessary network communications and ongoing service support.





# Introduction: What is MDVS?

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## ⊕ Why is it needed?

- ⊕ To replace existing equipment as it comes to the end of its operational life.
- ⊕ To provide up to date equipment which offers more accurate mapping and improved navigation.
- ⊕ To bring all ambulance trusts onto a national platform that can support planned and unplanned mutual aid activities.
- ⊕ To ensure compliance with the law relating to the use of screen equipment in vehicles.
- ⊕ To prepare for the introduction of the new Emergency Services Network (ESN).





# Road Traffic Legislation

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- ⊕ Under UK law, there are strict rules about use of screens by drivers of moving vehicles
- ⊕ The Emergency Services have had exemptions from these rules, but those exemptions are due to expire.
- ⊕ To ensure compliance with the law, to improve safety and reduce risk of accident, the new MDVS solution has been developed so that critical messages are voiced, and can be acknowledged by voice, while still providing vital navigation information.
- ⊕ Prior to deployment of MDVS, Trusts must make themselves fully aware of the provisions of the Road Vehicle (Construction & Use) Regulations 1986. It is the responsibility of the Trust to ensure all users comply with these regulations.
- ⊕ Further details of the regulations can be found in a Road Traffic Act paper which is available on request.





# MDVS – What's Included?

- ⊕ MDVS comprises a number of products which, when delivered in their entirety, provide an end-to-end solution to the Ambulance Trusts of England and Wales.
- ⊕ Terrafix are the supplier responsible for providing hardware and software.
- ⊕ In Vehicle Hardware
  - ⊕ A vehicle mounted ruggedised tablet computer, within a hard cased shell
  - ⊕ A vehicle router which acts as the communications hub on the vehicle
  - ⊕ External speakers for voicing mission critical messages
  - ⊕ Roof antenna for receiving / transmitting messages
  - ⊕ Cabling to all the above components
  - ⊕ Usually, the tablet is mounted on the existing Trust bracket, but where this cannot be achieved, integration with vehicle infotainment systems can be considered.





# MDVS – Overview



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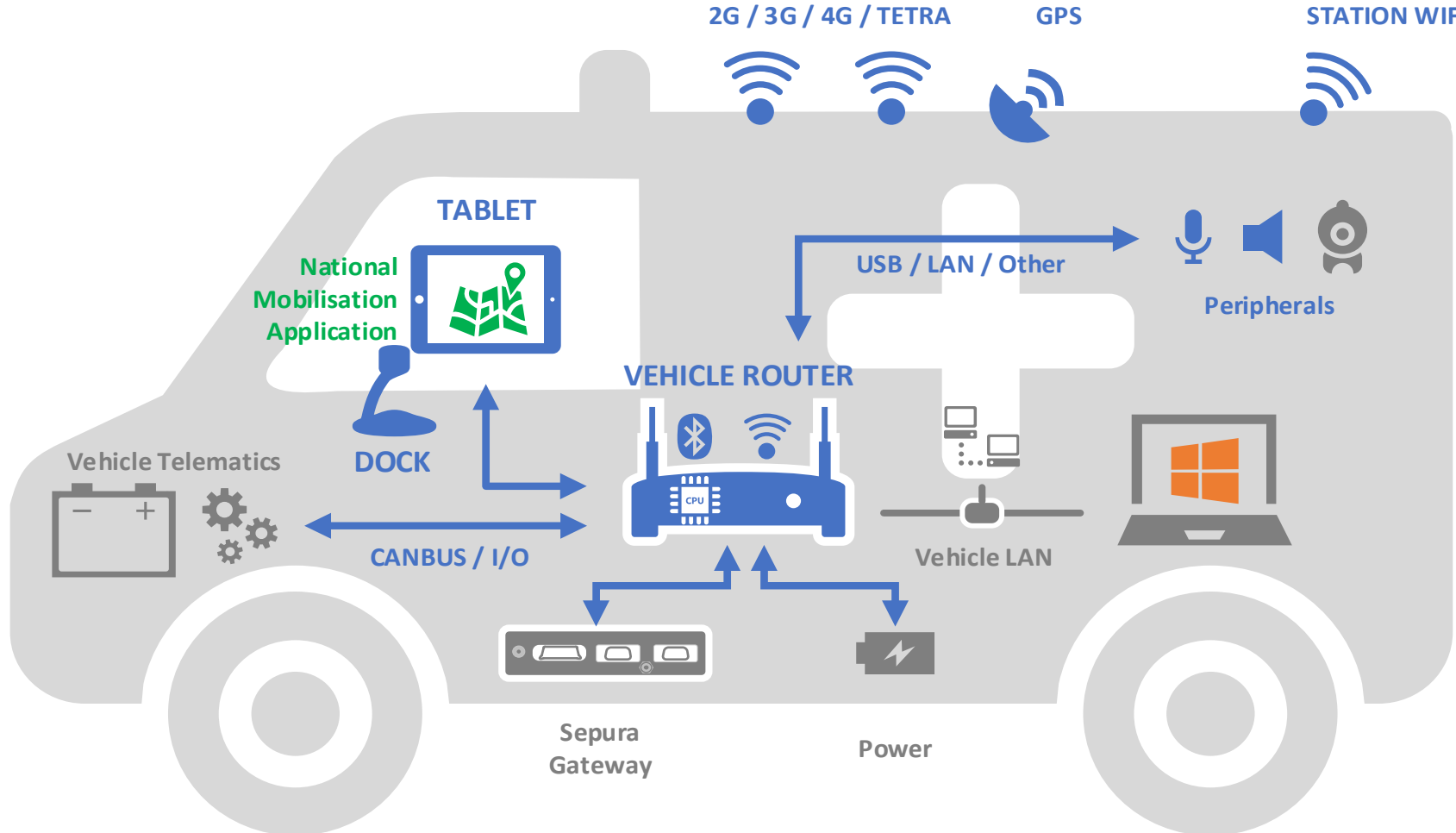
KEY

In Scope  
*(delivered by ARP)*

NMA

Trust-Supplied

Trust Apps





# MDVS – What's Included?

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- ⊕ Software - The National Mobilisation Application (“NMA”)
  - ⊕ A bespoke national mobile data application providing:
    - ⊕ Mission-critical dispatch messages, navigation and mapping to front-line ambulance crews
    - ⊕ Status messages and location details to Control Rooms.
- ⊕ Software - Incident Viewer
  - ⊕ A supplementary application to NMA viewable on Trust owned secondary devices such as tablets or smartphones by assistant crew members where they are present in vehicles.



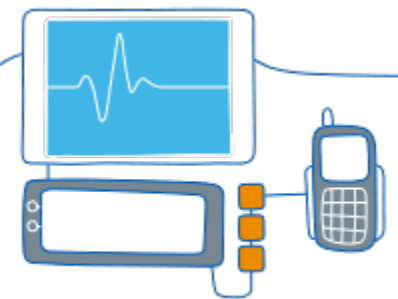


# Training

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- ⊕ The commercial supplier of the NMA application, Terrafix, will provide “Train-The-Trainer” courses to Trust IT staff on the NMA application and the NMA Administration Portal, Incident Viewer, and an overview of the law relating to use of screens in vehicles.
- ⊕ Training is delivered to Trust Trainers, with options for face-to-face or online training available. Trust Trainers can then cascade training to front-line staff and users.
- ⊕ Generic training materials will be provided, which can then be customised by the Trust Trainers to suit each Trust.
- ⊕ Where necessary, Trusts may also need to undertake Training for Emergency Operations Centre (“EOC”) staff to ensure they are aware of changes to EOC processes.
- ⊕ Trusts will then be able to adapt and provide training for their staff who will use NMA.





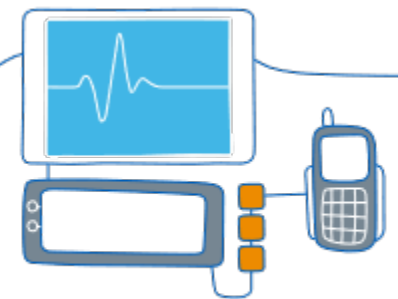


# MDVS – Implementation

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- ⊕ ARP Implementation Team work with Trust Project Teams to integrate and test the solution, deliver the operational pilot and transition into Go-Live.
- ⊕ ARP facilitates surveys of Trust fleets with commercial installers to understand the installation requirements for each vehicle in scope for MDVS.
- ⊕ Installation and commissioning of the in-vehicle equipment is carried out by commercial installers.
- ⊕ ARP will also provide funding for a logistics co-ordinator for up to 1 year within each Trust to co-ordinate timely vehicle delivery to installation sites.
- ⊕ Trusts can customise the configuration of the NMA application via the NMA Administration Portal. Trusts are provided with access to both the reference and live portals at MDVS Pilot Stage.



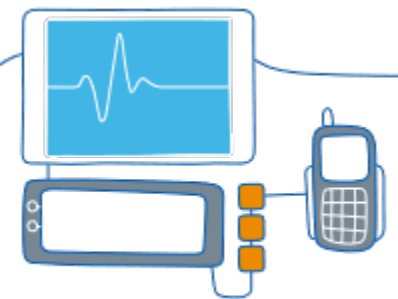


# MDVS – Service and Support

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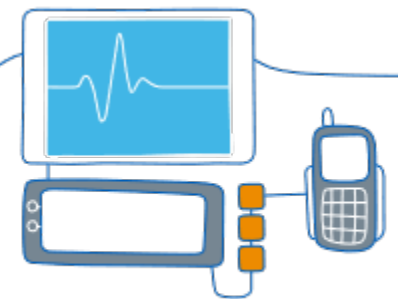
- ⊕ Once in live service, ARP provide a full support wrap, incorporating the ARP Support Centre operation as the central support desk.
- ⊕ Trusts are provided with 1<sup>st</sup> line triage information to assist in the speedy resolution of identified issues.
- ⊕ Telent field service engineers will provide support and maintenance for MDVS in vehicles.





# MDVS – Network and Connectivity

- ⊕ NMA is hosted in ARP servers, split across multiple zones over 2 secure Data Centres.
- ⊕ MDVS also provides remote management capabilities for both tablets and routers.
- ⊕ The in-vehicle equipment communicates with control rooms via 4G mobile phone bearers.
- ⊕ The primary bearer is EE, and is funded by ARP as part of the MDVS product.
- ⊕ Trusts have the option to select O2 or Vodafone as their secondary (resilient) bearer. However this is funded by Trusts.
- ⊕ As a final layer of resilience, communication can also be had via the existing legacy Airwave network.



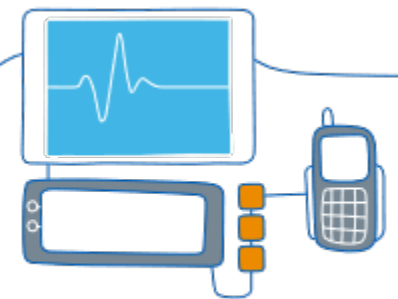


# MDVS – Security

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- ⊕ ARP provides an approved hosting security plan and a security testing service across the environment.
- ⊕ Full details can be found in the document: “MP1 Schedule 2.4 – Security Management” document (available on request).





# Costs

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- ⊕ Each Trust have been contacted by ARP Finance Team regarding the funded quantities which were set out in the Full Business Case to Department for Health and Social Care in 2018. Any requirements for additional equipment above this figure is to be funded by the Trust.
- ⊕ Releasing staff for training is also a Trust cost. However ARP will fund the training for the Trust Trainers (who will be delivering this training to end users)
- ⊕ A detailed 'costing' session will be organised between ARP and Trust during early Trust Milestones.
- ⊕ As part of this session a finance pack detailing the costs and funding responsibilities will be shared with each Trust.

