

Index

Note: Page numbers in *italics* refer to figures; page numbers in **bold** refer to tables

- ABCDE assessment 349
 anaphylaxis 348
- ABC model of emotion 397–398, 398
 panic attacks 399
- abdomen 242–261
 acute 256
 anatomy 243–247
 case study 243
 embryonic development 244, 247
 history-taking 247–249
 hollow organs 244
 inspection 251
 organ distribution 244, **246**
 pathologies 247, **250**, 256–258
 physical assessment 251–254
 physiology 243–247
 quadrants 247, 248
 regions 247, 249
 solid organs 244
 surgical history 249
 surgical scars 251, 252
 symptoms causes 243
 visceral structures 254, 254
- abdominal aortic aneurysm, ruptured 258
- abdominal injuries 188–190
 assessment 189
 blood loss 189
 open injuries 189–190
- abdominal pain 243, 253–255
 children 325–326
- abdominal thrusts (Heimlich manoeuvre) 333, 334, 334
- absolute heart block (third-degree AV block) 201
- absorption, drugs 119, 119–120, **120**
- abuse
 definition 101, 113
 by known perpetrator 113, 434
 paramedic responsibilities 109–111
 predisposing situations 103
 recognising 103–108
 responding to 111–112
 seriousness assessment 109
 types 101–103, **102**
 vulnerable adults 100
- academic integrity 8–9, 11
- accelerated idioventricular rhythms (AIVRs) 204
- accentuated, definition 221
- accessory muscles, breathing 266, 274–275
- accident and emergency (A&E) department, team-working 31
- acetylcholine 122, 133
- action potential 133
- active listening 38, 39–40, 43
- active movement 369
- active phase, labour 303–304, 311
 stages 303–304, **304**
- activity answers 430–444
- acts of omission **102, 108**
- acute, definition 327
- acute abdomen 256
- acute coronary syndrome (ACS) 203, 206, 436
 ECG 203–204
- acute myocardial infarction (AMI) 212
- acute severe asthma **336**, 337
- added breath sounds 277
- Addison's disease 127
- adhesions 249, 260
- adolescents 316
- adrenal crisis 127
- adrenaline 122–124, 126, 321
- adult safeguarding 98–115, 387–388
 definition 99
 government guidance 99–100
 legislation/policy 100–101
 paramedic responsibilities 109–111
 practice principles 109, **110**
 statutory framework 100
 see also vulnerable people
- advance decision (AD) 383, 390, 391
- ageing
 health psychology 355, 355–356
 physiology 353–355
 poly-pharmacy *see* poly-pharmacy
 socio-emotional change 356
 see also older adults
- Ages of me questionnaire 355, 355
- aggressive behaviour, dementia 359
- agonist 118
- Airway, Breathing, Circulation Disability (ABCD) protocol 269
- airway adjuncts 285–286, 296–297, 438
- airway axes 287
- airway devices, advanced 289–291
- airway management 282–291
 advanced 286–291
 basic 282–286
 manoeuvres 284–285, 438
 purpose 282
 see also respiratory system
- akathisia 133
- alert, definition 113
- alimentary (gastrointestinal) system 243, 244
- allergens 321
- allergies 270, 348
- allostatic load 356
- alveoli 265, 316
- Alzheimer's disease 358–359
- ambulance control point (ACP) 422
- ambulance incident officer (AIO) 421, 422
- amiodarone 124
- amputations 191
- anaemia, acute 377
- analgesic ladder 129, **129**
- anaphylaxis 348–349
 assessment 348
 causes 348
 children 321, 327, 440
 management 348
 secondary response 348
- anatomical positions 370
- angina 124
- angiotensin-converting enzyme (ACE) inhibitors 212
- ankle injuries 365, 374–375, 377, 441
- anosmia **236**
- antagonist 118
- anterior fascicles, heart 199
- antiarrhythmics 124
- anti-authority behaviours 21
- antibiotics 127–128
- anti-emetics 131–132
- anti-histamines 132
- anti-pyretics 129, 133, 323
- anxiety 73, 394, 398–399, 399
- aortic stenosis 215
- appendicitis 256–257, 326
- appetite, age-related changes 355
- applied ethics 6, 65
- arousal 232
- arrhythmias 124

- arteriosclerosis 361
- ascites 251, 260
- Asperger's syndromes 410
- aspirating, definition 298
- assaults 183
- assisted positive-pressure ventilation (APPV) 291, 292
- associate phase, law of practice 169, 176
- asterixis 273
- asthma 334–337
 - airway assessment 335
 - attack causes 335
 - breathing assessment 335–336
 - case study 329
 - circulation assessment 336
 - classifications 336
 - patient assessment 335–336

- chest injuries 187–188
 ruptured blood vessels 188
- chest pain assessment 211
- chest thrusts 333
- childbirth *see* birth
- children 314–328, 440
 abdominal pain 325–326
 anatomy 315–317
 basic observations 317
 behaviour assessment 317
 case study 315
 chest compressions 293
 communication with 319
 defibrillation 293
 development stages 315–316
 emergencies 320–326
 examination 317
 injury/illness incidence 315
 mental capacity 63
 physiology 315–317
see also infants
- choking 331–334, **334**
 pre-hospital management 332–334
 universal distress sign 331, 332
- cholecystitis, acute 257
- cholinergic receptors 122
- chordae tendineae 210, 221
- chronic obstructive pulmonary disease (COPD) 269, 337–338, 357
- circulation
 children 317, **317**
 management 292–295
see also cardiac system
- circulation assessment
 asthma 336
 children 319
- Civil Contingency Act (CCA) 2004 419
- clavicle, fractured/dislocated 191–192
- clinical governance board 378
- clinical health psychology *see* health psychology
- Clinical Human Factors Group (CHFG) 16
- clinical mentor (CM) 19, 27
- clinical negligence 62
- clinical simulation *see* simulation
- clopidogrel 120
- closed questions 156
- codeine 130
- coercion 60, 68
- cognitive behavioural therapy (CBT) 73, 82
- cognitive functioning
 age-related changes 356
 decision-making 382
 definition 391
- cognitive phase, law of practice 169, 176
- cognitive re-framing 20, 28
- cohort studies 160
- collective consciousness 49
- College of Paramedics Curriculum Guidance Document (2008), communication skills 31
- collusion 108
- colon, ruptured 189
- colonic injury 189
- Commission for Social Care Inspection 101
- communication 29–45
 adaptation 30
 case study 30
 with children 319
 crew resource management 24
 definition 30, 432
 effective, barriers to 40–42, 43
 effective, importance of 31
 learning disability 411–412
 at major incidents 422
 mentoring/supervisory role 92
 model 32, 32–33
 mood and 39
 poor 31, 40–42, 433
 skills 29–45
 social integration 51
- communication cards 413
- competence 68
 patients 62
- complacency 22
- conflict sources 17
- conflict theory 49–50, 54, 55
- conjunctiva 280
 assessment 273
- conscious level assessment 232–233
- consciousness
 case study 78
 feigned loss 78, 81
- consent 59, 60–61, 67, 433
 definition 113, 367–368
 implied 60, 68
 minor injuries treatment 367–368
 by parents 63
 refusal to give 383
see also informed consent
- consolability 327
- context, definition 82
- continuing professional development 176
- contractions 301, 303, 304, 312
- controls 155
- contused wound 372, 377, 441
- contusion 372
- convulsions 128
see also seizures
- coordination assessment 233, **235**
- coronary arteries 209
- coronary heart disease 211
- coronary sinus 210
- cor pulmonale, chronic 214–215, 221, 437
- corticosteroids 127
- cough
 children 325
 effective 333, 350
- court deputy 390
- crackles (crepitation, creps) **278**, 441
- cranial nerves 228, **230**
 assessment 236, **236–238**
- crepitation (creps, crackles) **278**, 441
- crepitus 276, 280
- creps (crackles, crepitation) **278**, 441
- crew resource management (CRM) 23–24, 27
 adverse situation recognition 23
 communication 24
 creating/managing teams 23
- cross-checking 24
 performance feedback 24
- crew/team working, human factors 17–18
- Criminal Records Bureau checks 101
- critical analysis 142, 144
- critical thinking 148
- cross-checking 24
- cross-sectional study 152
- crowning 305
- crush injuries, limbs 191
- C-spine clearance 186
- C-spine fractures 186–187
- culture
 illness experience and 51–52
 learning disability 414
 professional 7, 7
- curve of Carus 305, 305
- Cushing's triad 184, 193, 239
- cut (incised/incisional wound) 372
- CW (EC) grip 291, 291
- cyanosis, children 319, 324
- cyclizine 132
- data, routinely collected 159
- database searches 154, **154**
- data saturation 158
- day care centres 409
- decision-making 382–383, 391, 442–443
 impulsiveness 21
 team players **18**
- Declaration of Helsinki 153
- deep-tendon reflexes 234–235
- de-escalation 414
- defibrillation 292–293
- de-gloving 191
- deglutition (swallowing) 264, 280
- deliberate self-harm 78–79, 81
 mental capacity and 385
- delusions 401–402, 404
 unwise decisions 385–386
- delusions of reference 402
- demedicalisation 52–53, 55
- dementia 358–359, 402–403, 404
 case study 80, 82
 epidemiology 402
 types 402
- dendrites 225, 240
- deontology 65–66
- deoxygenated, definition 327
- de-polarisation, heart 196, 198, 206
- depression 73, 399–400, 404
- Deprivation of Liberty Safeguards (DoLS) 386–387, 391
- dermatomes 228, 229
- dexamethasone 127
- dextrose 126
- diabetes mellitus
 emergencies 344–346
 older adults 358
 somatic complications 73
 type I (insulin-dependent) 345, 347
 type II (non-insulin-dependent) 345
- diabetic ketoacidosis 345–346
- diagnostic over-shadowing 383, 392
- diaphragm 265, 316

- diastole/diastolic 210, 217, 221
diazepam 128, 320, 344
differential diagnosis 350
diffusion 280
digitalis 215, 212
dihydrocodeine 130
direct laryngoscopy 286, 298
disagreement **18**
discriminatory abuse **102**
disease, behavioural risk factors 74
distraction techniques 73, 317
distribution, drugs 119, 120–121
diuretics 125, 212, 215
diversion 414
diverticulitis 256–257
diverticulosis 257
domain 82
domestic violence 103
do not attempt resuscitation orders (DNAR) 67, 390
dorsalis pulse 216–217, 217
double-blinding 160
Down's syndrome 409
Dundee Polyprofessionalism e-learning tools 8–9
dura mater 184, 193
duty of care 62, 67, 433
 breaching 62
dyspnoea 263, 327
 causes 330
 children 325
dystonia 133
- ECG *see* electrocardiogram (ECG)
EC (CW) grip 291, 291
effective cough 333, 350
effective listening 39–40
effort of breathing 274–275
 children 318–319
egg timer model of disparity 17, 17–18
ejection fraction 198, 206
elderly patients *see* older adults
electrocardiogram (ECG) 195–207, 197, 436
 acute coronary syndrome 203–204
 bundle branch blocks 204–205
 calibration 197
 case study 196
 definition 196–197
 evaluation 198
 lateral notching 205
 rate calculation 197, 436
 12-lead ECG 201, 203
 aVR negative 202
 layout 197
 myocardial infarction 339
 symptomatic bradycardia 341
emergency care practitioners (ECPs) 366, 374, 378
emergency case prioritisation, social integration and 51
emergency nurse practitioner 378
emotion(s)
 ABC model 397–398, 398, 399
 behaviour and 397, 397
 communication and 39
 mental health and 395
emotional abuse **102**
emotional problems, somatic manifestations 73
empathy 40
encoding 426
endocrine system, medicine effects 126–127
endotracheal intubation (ETI) 290
endotracheal tube (ETT) 290
end-tidal carbon dioxide (ETCO₂) monitoring (capnography) 220, 437
Entonox 303, 310
environmental noise 41
epicardial 206
epiglottis 264
epilepsy 343
 children 320
 clinical health psychology 73
 learning disability and 410, 413
epilepsy protocols 413
epistaxis (nosebleed) 372, 378
Equality Act (2010) 101
ergonomics *see* human factors
erythema 378
ethics/ethical aspects 63–66
 case study 59
 framework 66
 importance 63–64
 mortality and 64–65
 principles (principlism) 66
 professionalism 6
 reflection and 140, 140–141
 research 152–153
eupnoea, definition 280
excretion, drugs 119, 121
exercises, major incidents 419
experimental learning 167–169, 176
 cycle 167, 168
expiration 266
explicit communication 24, 27
exudate 378
eyeballing the scene *see* global overview
eyebrows, raised 38
eye contact 34–36
 breaking 34–35
 none 36
 uses 35
- facial expressions 37–38
facial fractures 185
facial injuries 185
facial lacerations 185
falls 77, 183, 358, **359**
false consciousness 49–50
false smile 37
family history, abdominal assessment 251
Family Law Reform Act (1960) 63
fascicle 207
FAST assessment 341–342
fathers, consent provision 63
fatigue 19, 25, 431
fear, fight or flight response 121–122, 426
febrile convulsions 320
feedback
 on performance 24
 sender, message and receiver model of communication 33
 from simulation 169–170, 174
 from team **18**
femoral pulse 216
fever 321
feverish child 321–323
 treatment 323
financial abuse **102**, 105, **106**
finger clubbing 218, 270
first-degree AV block 200
first heart sound 219
first-pass metabolism 360
first responders 421, 422
fissures 280
 lungs 265
fistulae 260
fitness to practice 5
 definition 11
 processes/outcomes 9–10, 10, 11, 430
five F's, abdominal distension 253
flail chest segment 187
fluid resuscitation 193
flumazenil 128
focal seizures 320
focus group studies 158–159
foetal head 305
foreign bodies
 airways, removal from 288–289
 minor injuries 373
fossa 260
fourth heart sound 219
fractures
 wound assessment/care 373
 see also individual types
fragile X 410
Francis Inquiry 106
frown 37, 43
full-face (genuine) smiles 37, 43
functional impairment, cardiac conditions 216
functionalism 49, 55
furosemide 125, 212, 215
- gag reflex 289, 290, 331, 438
 testing **238**
gait assessment 234, **235**
gallop 219
gallstones 257–258
gastrointestinal (alimentary) system 243, 244
generalised seizures 320
genuine (full-face) smiles 37, 43
Gibb's reflective cycle 141, 141–142
Gillick principle (Gillick competence) 63
Glasgow coma scale **232**, 232–233
glass test 322
global overview 43
 non-verbal communication 33
 respiratory assessment 267
glottis 264
glucagon 126

- gluconeogenesis 345
 glucose 126–127, 345, 346, 347, 358
 blood glucose measurement 347
 glycaemic emergencies 345
 glyceryl trinitrate (GTN) 120, 121, 124, 125, 212
 Goffman, Erving 50–51, 52
 green paper 434
- haematoma 372, 377, 441
 haemothorax 188
 half-life 351
 hallucinations 401, 405
 hand assessment 270, 273
 hand gestures 43
 hand tremor 273
 hazardous attitudes 21–23, 25, 431
 head and neck assessment 273
 head injuries 182–184
 children 320
 major 182, 183–184
 minor 182, 183, 370–371
 head tilt–chin lift 284, 284, 331, 331, 351
 health
 loss of control, influences on 75–77
 psychological concepts 75, **76**
 sociocultural context 51–52
 Health and Care Professions Council (HCPC) 12
 communication skills 31
 professional code of conduct 4–5
 professionalism research studies 5
 reflective practice 145
 Standards of Conduct, Performance and Ethics 59
 healthcare accessibility 79
 healthcare provision/services, problems with 75
 Health Protection Agency (HPA) 419
 health psychology
 ageing 355, 355–356
 application 80, 433
 concept 80, 433
 core domains 71–75, 72
 hearing loss 354
 hearing tests **238**
 heart 209–211, 210
 valves 210
 wall layers 209
 heart attack *see* myocardial infarction
 heart disease 211
 heart failure 211–214, 221, 437
 congestive/chronic 211–212
 hypoxia due to 212
 older adults 357–358
 heart rate
 children 317, **317**
 ECG 198
 heart rhythm, ECG 198
 heart sounds 218–219, 219
 Heimlich manoeuvre (abdominal thrusts) 333, 334, 334
 hepatobiliary and pancreatic system 243, 245
- high-fidelity mannequin 171, 176
 hilum 280
 hip dislocation 190
 histamine 348
 history-taking 74
 host 328
 human factors 14–28, 431
 case study 15
 crew/team working 17–18
 definition 16, 27
 training needs 16
 Human Rights Act (1998) Article 8 101
 hyperglycaemia 345–346
 hypertension 124, 221
 hypertrophy, right-sided heart failure 213
 hypochondriac region 193
 hypoglycaemia 126–127, 328, 346–347
 children 321
 management 347
 older adults 358
 patient assessment 346–347
 symptoms 346–347
 hypokinesia 222
 hypo-resonance 193
 hypothesis testing 151–152
- ibuprofen 129, 323
 idioventricular rhythm 204
 IGETSMASHED mnemonic 258
 iliac fossa 260
 illness
 secondary factors, psychological 72–73
 stigma 51, 52
 immobility, cognitive function and 356
 immune function, age-related changes 355
 immunological emergencies 348–349
 implicit communication 27
 implied consent 60, 68
 impulsiveness 21–22
 in case of emergency (ICE) phone number 413
 incised/incisional wound (cut) 372
 incomplete bundle branch block 205
 independent mental capacity advocate (IMCA) 390
 Independent Safeguarding Authority 101
 individual beliefs, as barriers to communication 41–42
 infants 315
 abdominal pain 325–326
 oropharyngeal airway 285
 respiratory distress 324
 respiratory rate 316
 urinary tract infection 323
 see also children
 infarction (necrosis) 207
 informational support 79
 informed consent 59–60, 60–61, 68, 385
 patients lacking capacity to give 60
 inhalers 335
 injury
 behavioural risk factors 74
 secondary factors, psychological 72–73
- Inspection, Palpation, Percussion and Auscultation (IPPA), chest 273
 inspiration 266
 institutional abuse **102**, 105–107, **107**
 whistle-blowing 108
 insulin 126, 345, 346
 insulin-dependent diabetes mellitus (type I diabetes) 345, 347
 intercostal, definition 328
 intercostal muscles 266
 intercostal recession 275, 316, 324
 intermittent positive-pressure ventilation (IPPV) 291, 292
 internal genetic predisposition 82
 interprofessional working 80
 interventricular septum 207
 interview studies 158
 intestinal obstruction 256
 intra-atrial septum 199
 intracranial pressure (ICP), raised 239, **239**
 airway adjunct insertion 296–297, 438
 stroke patients 184
 subarachnoid haemorrhage 184
 intra-muscular injection, drugs 119–120
 intra-osseous administration, drugs 119–120, 133
 intrapersonal, definition 96
 intrapleural pressure *see* intra-thoracic pressure
 intra-thoracic pressure 218, 222
 chest compressions 293
 intravenous cannulation 294–295, 295, 298
 bleeding minimisation 295
 cannulas 294, 294
 intra-venous injection, drugs 119–120
 intussusception 326
 Inverse Care Law 79
 involuntary movements 240
 invulnerability 22
 ipratropium **125**, 126
 irritable bowel syndrome (IBS) 73
 ischaemia 207, 260
 ischaemic heart disease (IHD, myocardial ischaemia) 211
- jaw fractures 185
 jaw thrust 284, 284, 331, 351
 John's model of structured reflection 142–143, 143
 JRCALC (2013) UK Ambulance Service Clinical Practice Guidelines 111
 justice (ethical principle) 66
- Kant, Immanuel 65
 Kehr's sign 189
 Korotkoff's sounds 218
- labour *see* birth
 laceration 372
 language 38
 language registers 39
 laparotomy 260
 laryngeal axis 286, 287
 laryngopharynx 264

- laryngoscopy 286–288, 297, 298, 439
 - direct 286, 298
- larynx 264
- lasting power of attorney (LPA) 389–390
- latent phase, birth 302–303, 311, 312, 439
 - multiparous women 303
- lateral position *see* recovery position
- lawful restraint 388–389, 389
- law of practice 169
- leaders 88–89
- leadership 85–97, 87, 433–434
 - case study 86
 - definitions 88, 96, 433
 - at individual level 91
 - mentoring/supervisory role 92–93, 93
 - organisational level 87
 - style adaptation 90
 - styles/approaches 89–91, **90**
 - teamwork and 93–95
 - theories 88
 - trait theory 89, 96
- leadership behaviours 88–89
- learning disability (LD) 407–416
 - assumptions/myths, dispelling 411–413
 - background/historical aspects 408–409
 - case study 408, 415
 - challenging behaviour 412
 - communication 411–412
 - conditions/syndromes
 - associated 409–411
 - cultural/religious preferences 414
 - definition 408
 - epilepsy and 410, 413
 - hospital procedures, negative views
 - on 412
 - independent living 412
 - intelligence 411
 - major life changes 412
 - model of care 408–409
 - pain displacement 414
 - phobias 412
 - pre-hospital management
 - considerations 413–414
 - seizures 410
 - sexual relationships 412
 - understanding 414
- left atrium 210
- left bundle branch block 204–205, 206, 437
- left-sided heart failure 212, 357–358
- left ventricle 210
- left ventricular failure (LVF) 125, 212
- legal aspects 59–60
- life-threatening asthma **336**, 337
- ligamentous, definition 378
- ligamentous injury, ankle 374–375
- Likert scale 156
- limb examination 368–369
- limb injuries 190–191
- limb lacerations 190–191
- limb strength grading 233, **234**
- lip wounds 373
- literature reviews 154–155, 161
- liver
 - enlargement 253
 - function, age-related changes 360
- palpation 252–253
 - rupture/damage 189
- locus of control 75–76
- longitudinal panel study 160
- longitudinal study 152, 160, 161
- Look, Feel, Move 368–369
- lower motor neurones 230, **231**
- low-fidelity mannequin 171, 172, 176, 435
- lucidity 240
- lung compliance assessment 276
- lungs 264, 265
- lymphadenopathy 273
- lymphangitis 378
- machismo 22–23, 27
- macroglossia 415
- Magill's forceps 288–289
- major head injuries 182, 183–184
- major incidents 417–429
 - case study 418, 420
 - confidence/experience building 420–421, 426–427
 - definition 418
 - development actions 427
 - exercises/simulation 419
 - first attendant crew 422
 - lines of command 422–423, 423, 424
 - media 425
 - on-scene communication 422
 - paramedic interviews 420–421, 423–424
 - priority categories 424
 - reality vs. theory 420–421, 423–424
 - self-care 425–426
 - site management 421
 - support following 420, 421, 425–426
 - triage 424–425
 - types 419
- major trauma centre (MTC) 193
- Mallampati classification 288, 288
- management, definition 88, 96, 433
- mannequins 165, 167, 169, 171
 - see also individual types*
- Marx, Karl 49–50
- material abuse **102**
- McBurney's sign 256
- McRoberts position 308, 308
- mean arterial pressure (MAP) 220, 437
- mechanism of injury 366, 378
- meconium 309, 312
- media, major incidents 425
- medical conditions, as barriers to
 - communication 41
- medical emergencies 329–351, 441
 - case study 329
 - see also individual emergencies*
- medic alert 351, 413
- medical intervention, psychological/
 - behavioural responses 74
- medicalisation 52–53, 55
 - women's health 53
- medically induced coma 290
- medical model
 - minor injuries 367
 - respiratory assessment 269
- medicines 116–135
 - cardiovascular system 121–122
 - case study 117
 - endocrine system 126–127
 - irreversible 119
 - respiratory system 125–126
 - reversible 119
 - routes of administration 119–120
 - theories/principles 117–121
 - see also individual drugs*
- medium-fidelity mannequin 171
- medulla 227
- memory, age-related changes 356
- meningitis 127–128, 321
- meningococcal disease 322, 328
- meningococcal septicaemia 127–128, 322
- menopause 53
- mental capacity 62–63, 380–392, 442–443
 - assessment 382–383
 - assumptions 383–385
 - case study 381, 386
 - children 63
 - definition 113, 381, 442
 - dementia patients 359
 - diagnostic test 382, 392
 - five principles 383–387
 - functional test 382, 392
 - information provision 383
 - legal aspects 388–390
 - patients lacking in 60, 62, 212, 384
 - reduced 442
 - safeguards 387–388
 - self-harm and 385
 - supporting individuals in
 - decision-making 385
 - treatment refusal 383
 - unwise decisions 385–386
- Mental Capacity Act 2005 (MCA) 101, 381, 390, 391, 442
 - actions protected from liability 388
 - Code of Practice 388
 - five principles 383–387
 - safeguards 387–388
 - Section 5 388
 - Section 6 388
- Mental Capacity Flowchart 384, 384
- mental disorder 395–396, 405
 - functional 396, **396**
 - heightened emotional response 397
 - organic **395**, 395–396
- mental health 393–406
 - case study 394
 - definition/concept 394–395
 - emotional state and 395
 - general management strategies 403
 - problems incidence 394
 - temporary problems 396
- Mental Health Act 1983 (amended 2007)
 - England and Wales (MHA) 100, 403
- mental illness 52, 395–396, 398–403
- mentoring 92–93, 93
- mesenteric adenitis 326
- mesentery 260
- message in a bottle 413

- metabolic disorders 328, 344–347
 - children 320–321
- metabolism, drugs 119, 121
- meta-ethics 6, 65
- metoclopramide 132
- microgenia 415
- microsociology *see* symbolic interactionism
- midazolam 128
- midbrain 227
- mild airway obstruction **332**, 333
- Mill, John Stuart 65
- mini-stroke *see* transient ischaemic attack (TIA)
- minor head injuries 182, 183, 370–371
- minor injuries 364–379
 - background 366
 - case study 365
 - consent to treatment 367–368
 - considerations 373
 - definition 365
 - documentation 369–370, 371
 - examination 367–370
 - history-taking 366–367
 - limb examination 368–369
 - mechanism of injury 366, 378
 - patient dignity 369
 - time of injury 373
 - wound assessment 372–374
 - wound care 373–374
 - wound closure 371, 374
 - wound types 372
 - see also individual injuries*
- minor injury units (MIU) 365, 366
- misconduct 10
- mistakes 15
- mitral stenosis 215
- mitral valve 210
- Mobitz type 1 AV block (Wenckebach phenomenon) 200
- Mobitz type 2 AV block 201
- mood *see* emotion(s)
- morbidity 207
- morphine 121, 130, **130**, 361
- mortality, ethics and 64–65
- motion sickness 132
- motivation **18**
- motor function 240
- mouth cavity inspection 282–283
- multiple casualties, effective communication 41
- multiple intelligences theory 92, 96
- multiple representations, ideas 92, 96
- murmurs 220
- Murphy's sign 258
- muscle atrophy, ageing 354
- musculoskeletal system, age-related changes 354
- myelin sheath 225, 241
- myocardial infarction 203
 - acute 212
 - ECG 203
 - non-ST elevation MI (NSTEMI) 203–204
 - pain perception case study 76, 81
 - patient assessment 339–340
 - pre-hospital management 339–340
 - ST elevation MI (STEMI) 203–204, 339
 - symptoms 339
 - treatment 340
- myocardial ischaemia (ischaemic heart disease) 211
- myocardium 209
 - injury 203–204
- myocyte 207
- naloxone 131
- nasal breathers 316
- nasal conchae (turbinate bones) 264, 280
- nasal injuries 185, 371–372
- nasopharyngeal airway (NPA) 286
 - seizures 343, 344
- nasopharynx 264
- nausea and vomiting 131–132
 - patient dignity 132
 - treatment 131–132
- neck injuries 186–187
- necrosis (infarction) 207
- needle cricothyroidotomy 334, 335, 351
- negative strokes 21, 27
- neglect **102**, **108**, 390
 - recognising 108
 - responding to 111–112
 - types 101–103
- neonatal resuscitation 308, 309
- neonate 315
- nervous system 223–241, 437
 - case study 224
 - conscious level 232–233
 - damage 225
 - function 224–225
 - general inspection 231
 - history-taking 231–236
 - physical examination/assessment 231–236
 - structure 224–225
- neuroanatomy 225, 241
- neurological conditions, incidence 224
- neurological emergencies 341–344
 - patient assessment 341–342
 - prehospital management 342
- neurone 225
- neurotic mental disorders **396**
- neurotransmitters 122
- newborns 285, 293
- NHS Leadership Academy 91
- nicotinic receptors 122
- nitrous oxide 130–131
- non-competitive antagonist 134
- non-insulin-dependent diabetes mellitus (type II diabetes) 345
- non-maleficence 66, 68
- non-opioid analgesics 129
- non-parenteral administration route 134
- non-ST elevation myocardial infarction (NSTEMI) 203–204
- non-steroidal anti-inflammatory drugs (NSAIDs) 129, 260
- non-technical skills *see* human factors
- non-transmural 207
- non-verbal communication (NVC) 32, 33–38, 43
 - conveying methods 33
- non-verbal cues *see* non-verbal communication (NVC)
- normative ethics 6, 65
- nose 263–264
 - injury 185, 371–372
- nosebleed (epistaxis) 372, 378
- observational studies 159
- obstetrics 300–313, 439–440
 - case study 301
- obturator sign 256
- oculogyric crisis 134
- oedema, anaphylaxis 348
- older adults 352–363
 - assessment 353
 - case study 77, 353
 - long-term conditions 357–359
 - pharmacology 359–361
 - stigmatisation 77
 - see also ageing*
- ondansetron 132
- online surveys 158
- open-book fracture 190
- open questions 156
- opiates, older adults 361
- opioid overdose 131
- opioids 130
- opioid toxicity 130
- opiophobia 77
- OPQRSTA mnemonic 211, 248, 339, **339**
- oral medications 120
- organic, definition 82
- organic (physical) problem 74
- organophosphate poisoning 122, 341
- oropharyngeal airway (OPA) 285
- oropharynx 264
- Ottawa Ankle Rules 374, 375
- ovaries 250
- overdoses 78–79
- oxytocin 303, 312
- paediatric assessment triangle (PAT) 318–319
 - appearance 318
 - application 319, **319**
- paediatrics *see* children
- pain
 - dementia patients 359, 403
 - management 128–131
 - myocardial infarction 339
 - perception case study 76, 81
 - verbal communication 38
 - see also individual types*
- pain assessment tools 128–131
- pain displacement 415
 - learning disability 414
- palpation
 - abdomen 252
 - chest 276
 - liver 252
- pancreatitis, acute 257–258
- panic attacks 398, 399

- papillary muscles 210
- paracetamol 129, 130, 323
 - overdose 129
- paradigm 55
- paramedic fatigue 19, 25, 431
- paramedic professional identity 6, 12
- paramedic skills 281–299, 438–439
 - case study 282, 296, 297, 438, 439
- paranoid delusions 401
- parasympathetic nervous system 122, **123**
- parental administration 134
- Parental Responsibility Agreement 63, 68
- parents, consent provision 63
- parietal pain, abdominal 254
- partial agonist 119
- participatory studies 159
- part task trainers 170, 171
- passive movement 369
- patient assessment triangle (PAT), respiratory
 - system 267–269, **268**, 268
- patient's best interest 61, 67, 68, 433
- pelvic injuries 190
- penetrating wound 372, 377, 441
- perceived social worth 52
- perceptions 82
- percuss 193
- percussion
 - abdomen 252
 - chest 276–277, 278
- performance feedback 24
- perfusion 298
- pericardium 209
- perineum 312
- peripheral nervous system (PNS) 225, 228
- peritoneal membrane 193
 - rupture 189
- peritoneum 244–245, 260–261

- models/methods 139–143, 175
- paramedic practice, use in 145–146
- questions 144–145, 146–147
- simulations 174–175
- reflection for action 139, 148, 170, 175, 176
- reflection in action 138, 139, 148
- reflection in practice 148
- reflection-on-action 170, 174–175, 176
- reflection with action 148
- reflective diary 140
- reflective learning 148
- reflective practice 138, 146–147
 - critical analysis questions 144
 - definition 138, 148
 - descriptive questions 144
 - evaluation 145
 - promotion 144–145
 - self-awareness questions 144
 - synthesis questions 144–145
- reflective thinking 148
- reflexes 234
 - assessment 234–235
 - grading **236**
- refractory period 134
- re-framing 20, 28
- relatives, as barriers to communication 42
- reluctance to move 251
- renal function, older adults 360
- re-polarization, heart 198, 207
- research ethic committee 153, 161
- research methods 150–162, 435
 - case study 151
 - ethics 152–153
 - question development 152
 - terminology 152
 - types **153**
 - see also individual methods*
- residual volume 361
 - age-related changes 354
- resignation 23
- resilience 426
 - building 426–427
- resisted movement 369
- respiratory depression,
 - morphine-induced 130
- respiratory distress, children 323–325
 - signs 323–324
 - symptoms 324–325
- respiratory emergencies 330–338
- respiratory rate 274–275
 - children 316, **316**, 324
- respiratory system 262–280
 - age-related changes 354
 - anatomy 263–265, 264
 - assessment 266–267, 324
 - case study 263
 - chest examination *see* chest examination
 - children 316, 324
 - head and neck assessment 273
 - medication history 270, **271–272**
 - medicine effects 125–126
 - pathophysiology 266
 - presenting complaint 269, **271**
 - previous medical complaint 269, **271**
 - primary survey 269
 - secondary assessment 270–273
 - subjective history 269–270, **271–272**
 - see also* airway management
- restlessness 251
- restraint
 - abusive **102**
 - lawful 388–389, 389
- retrospective study 152
- rhabdomyolysis 191
- rib fracture 187
- right atrium 210
- right bundle branch block 205
- right-sided heart failure 213, 358
- right ventricle 210
- risk-taking behaviour 77
- road traffic collisions (RTCs), head
 - injuries 183
- role models 8, 11, 12, 431
- Romberg test **235, 238**
- Rovsing's sign 256, 326
- ruched, definition 312
- R-wave 197, 202
- sacral promontory 312
- Safeguarding Vulnerable Groups Act (2006) 101
- salbutamol **125**, 126, 337
- scalds 375
- scalp wounds 183, 370–371
- scene survey *see* global overview
- schizophrenia 401–402
 - control and 402
 - negative symptoms 402
 - positive symptoms 401–402
- scleral icterus 257
- seasonal affective disorder (SAD) 400, 405
- secondary ageing 356
- secondary data collection 152
- second-degree AV block 200
- second heart sound 219
- second stage of labour 304, **304**
- seizures 342–344
 - causes 343
 - learning disability 410
 - management 128, 343–344, 344
 - patient assessment 343
- self 86
- self-directed blame 77
- self-directed support (SDS) payment system (personal budget) 409
- self-fulfilling prophecy 77, 82
- self-harm *see* deliberate self-harm
- self-inflicted conditions 52
- self-neglect 103
- self-reporting 76, 81
- sender 32, 44
- sender, message, and receiver model of communication 32, 32–33
- senses, age-related changes 354–355
- sensory stimuli 241
- sensory tolerance threshold 414, 416
- septal haematoma 378
- severe airway obstruction **332**, 333–334, 351
- sexual abuse **102**, 104–105, **105**
- Sexual Offences Act (2003) 100
- shortness of breath (breathing problems) 263
- shoulder, fractured/dislocated 192
- shoulder dystocia 307, 307–309, 312, 440
 - manoeuvres 308–309
- show (birth) 303, 312
- sieve model 424
- sign, definition 251
- significant harm 113
- simulated patients 170–171
- simulation 163–177, 435–436
 - aims 164–165
 - case study 164
 - debriefing 169–170, 174
 - definition 164–165
 - dress code 174
 - drivers 166
 - equipment 170–172
 - feedback 169–170, 174
 - fidelity enhancement 170
 - getting the most out of 172–175
 - history 165–166
 - knowledge requirements 173
 - major incidents 419
 - observation 173–174
 - orientation 173
 - paramedic practice and 166
 - participation 173–174
 - pedagogic principles 167–170
 - preparation 173
 - reflection 174–175
 - simulated learning environment 166–167, 436
 - types 170–172
- sinoatrial (SA) node 198, 200
- sinus rhythm 199
- situational awareness 20–21
- situational leadership 90, 96
- skin, age-related changes 354
- skull fractures 183
- SLIPDUCT B mnemonic 185
- smell, age-related changes 354
- smiling 37–38
- sniffing position 286–287, 287, 298
- snoring 325, 330, 331
- snowball technique, research participant recruitment 158
- social capital 6
- social context 54
- social history
 - abdominal assessment 251
 - respiratory assessment 270, **272**
- social integration 50–51
 - emergency case prioritisation 51
- socialisation 8
- social learning 173–174
- social media, major incidents 425
- social rationing 52
- social support 79
- social units/systems 48, 48

- sociological aspects 46–57
 case study 47
 sociological imagination 47–48, 55
 sociological paradigms 48–51
 sociology, definition 47
 SOCRATES mnemonic 248
 somatic complications, behavioural factors
 and 73–74
 sphygmomanometer 217
 spinal cord 226, 227–228, 228
 spinal fluid 184
 spinal immobilisation 186
 spinal nerves 228
 spine, C-spine fractures 186–187
 splanchnic system 254, 261
 splenic injury 189
 split second heart sound 219
 stable side position *see* recovery position
 status epilepticus 320
 statutory guidance 434
 ST elevation myocardial infarction
 (STEMI) 203–204, 339
 stenosis 215, 437
 stereotyping, patient groups 77–78
 sternal recession 324
 stethoscope 277
 stigma 51, 52, 55
 stigmatisation 56, 77
 stress 19–20, 25, 431
 coping with 426
 forms 19
 responders, major incidents 426
 signs/symptoms 19–20
 strictures 260
 stridor **278**, 349, 441
 children 324–325
 stroke volume 124, 317
 ST segment elevation, 12-lead ECG 202
 subarachnoid haemorrhage 184
 subarachnoid space 193
 subdural haemorrhage (haematoma) 184
 subendocardial 207
 sublingual administration 134
 suction, foreign body removal 289
 suicide risk assessment 400
 supervision, leadership in 92–93
 supine, definition 298
 supported living establishments 412
 supraglottic, definition 298
 supraglottic airway devices (SADs) 289–290
 suprapubic catheter 189, 193
 surfactant 265
 surgical airways 290–291
 surgical emphysema 193, 280
 surveys 155, 156–157
 swallowing (deglutition) 264, 280
 S-wave 197
 Swinley Forest wildfire 2009 423
 symbolic interactionism 50–51, 56
 illness stigma 51
 sympathetic nervous system 121–122,
 122–124
 postganglionic receptors **123**
 symphysis pubis 312
 symptom, definition 251
 syncope 362
 Syntometrine 310
 systole 210
 systolic pressure 217

 tachycardic 198, 207
 tachypnoea 324
 tacit knowledge 8
 tactile communication (touch) 36, 44
 tactile defensiveness 416
 taste, age-related changes 354
 team(s)
 creating/managing 23
 roles **18**, 93, **94**, 96
 team players **18**, **18**
 teamwork, leadership and 86, 93–95
 technical skills 15, 28
 tension pneumothorax 187–188
 tetanus status 373
 thematic analysis, research 155, 158
 therapeutic index, older adults 360
 thermoregulation, age-related changes 355
 third-degree AV block (absolute/total heart
 block) 201
 third heart sound 219
 third stage of labour **304**, 306
 thorax
 inspection 275
 palpation 276
 thought disorder 402, 405
 thromboembolic, definition 222
 TICLS mnemonic 318, **318**
 tidal volume 292
 tongue, airway obstruction 330–331
 total atrioventricular block 201
 touch (tactile communication) 36, 44
 trachea 264–265
 children 316
 tracking 378
 transactional leader 90, 91
 transformational leader 90, 91, 95
 transformational leadership 96
 transient ischaemic attack (TIA) 222, 341
 symptoms 342
 transmural, definition 207
 transthoracic, definition 207
 transverse shoulder presentation 310
 trauma 181–194
 case study 182
 treatment refusal 383
 triage, major incidents 424–425
 triangulation 152
 tricuspid valve 210
 triple airway manoeuvre 285
 tripod position 274, 275, 324, 336, 351
 troponin 203
 turbinate bones (nasal conchae) 264, 280
 turbulent flow 222
 T-wave 197, 200
 12-lead ECG *see* electrocardiogram (ECG)
 two-point discrimination 378
 type I diabetes (insulin-dependent diabetes
 mellitus) 345, 347
 type II diabetes (non-insulin-dependent
 diabetes mellitus) 345
 UK Resuscitation Council, situational
 awareness 21
 umbilical cord 306, 312, 440
 prolapse 310, 311
 unconscious
 definition 82
 severe airway obstruction 334
 unconscious child 320–321
 unprofessionalism 9
 unstable angina pectoris (UAP)
 203–204
 upper airway obstruction (UAO)
 330–331
 upper limb injuries 191–192
 upper motor neurones 230, **231**
 urinary catheterisation 176
 urinary system 243, 246
 urinary tract infection (UTIs), children
 322–323, 326
 uterus 312
 utilitarianism 65–66
 U-waves, ECG 200

 Vacafix 28
 vaccinations, ethics 66
 vasoconstriction 362
 vehicle daily inspection (VDI) 24
 velocity, definition 193
 ventilation 291–292
 verbal communication 38–39, 44
 calming 38
 vermilion border 373
 video recording equipment,
 simulations 172
 virtue ethics 65–66
 visceral pain, abdominal 253–255
 viscus (viscera) 261
 vision, age-related changes 355
 visual pain assessment scale 128
 vital capacity 354, 362
 voices, hearing 401
 vomiting *see* nausea and vomiting
 vulnerable people 98–115
 abuse 100
 case study 99
 definition 100, 113
 safeguards 387–388

 walk-in centres 75
 waters breaking 303
 Wenckebach phenomenon (Mobitz type 1
 AV block) 200
 wheeze **278**, 324
 whiplash 186
 whisper test **238**
 whistle-blowing 108
 white paper 434
 wilful ill-treatment 390
 Willis' reflective model 140, 140–141
 Winterbourne View 54, 107
 women's health, medicalisation 53
 'worried well' 78
 wounds, types of 372

 zones of proximity 36, 37, 44