COMPASS | Performance &
Safety Management
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Event 116820 - 01.08 Ill Passenger

Description

Type Of Illness: Fainted / Passed Out Summary: At 18:43 I had a call from Hayes signaller to inform me that there is a female passenger that fainted at carriage 6 on train service head-code 9R92.As the train service 9R92 was arriving at platform 3 at 18:44 that was delayed due to the signalling issues at east, as I was on platform 4 I quickly want over to platform 3 to assist the ill passenger that was on the train, when I arrived there at 18:45 the ill passenger was laying down on the train near the rear door on carriage 6. There was few passengers surrounded and helping the ill passenger that was on the train, I have checked the ill passenger and also talk to the few passengers that was helping ill passenger to gather information what exactly happened if she can move away from the train, at first she wasn't responding and then a minutes late was slightly responsive, and then the driver come 18:49 and some passengers helped move the ill passenger off the train into the platform. The ambulance was called at 18:49 and arrived around 19:05, around 10 minutes later paramedics moved the ill passenger as we provided wheelchair to the ambulance vehicle park outside the station. I spoke to one of the passengers that was helping the ill passenger and that was in the train with her to gather info about what happened she told me that ill passenger felt sick and lost consciousness and fall down on the floor. At 19:38 I received updates from paramedic from the ill passenger has been released to go home with her mother. Train Delay Of 3+ Minutes: Yes

Journey Details

Division:	Crossrail
Event Date:	11/10/2023, 18:43:00
Headcode:	9R92

Other Details

Registered By: ----

Registration Date: 11/10/2023, 22:48:03

Reported By:

Status: Open

Locations

(Start) Location: Southall Station

End Location: ----

Station Entrance: ----

Station Entrance Type: ----

Rail Vehicle(s)

No vehicle(s) configured on this event

Custom Fields

Specific Location:	Wholly on Train
Main Location (Station, Depot) if train journey is between locations use start & end location, to record the location's:	Southall Station
Visible Effects:	----
Was The Person Taken Directly to Hospital (Taxi, Private Car or Ambulance):	Yes
BTP / Police Reference:	----
Control Reference:	----
Did the event cause a delay to service?:	----
CCTV Coverage:	----
Lift / Escalator / Gate / ASD No.:	----
East / West / Central:	West
Further Location Details:	Coach 6
Platform Number:	Platform 3
SQE BI Reporting:	Yes
Injury Degree:	Ill Passenger
Who Was Involved / Could be Injured or Assaulted:	Customer
Type Of Accident / Assault / Close Call / Incident:	Fainted / Passed Out
Description of Accident / Assault / Close Call / Incident:	Existing Illness
First Aid Treatment:	Taken to Hospital
Additional Notes:	Train Delayed
Immediate Cause:	Medical Condition
Injury:	No
What Type of Injury:	----
Body Part Affected::	----
Approximate Age, involved or injured person:	----
Ambulance Ref:	----
Remedial Action:	----
Witness Type:	----

Start Time Of Train: ----

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TRAFFIC DEVIATIONS	PEOPLE INVOLVED	ACTIONS TAKEN	ATTACHMENTS

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Is this a known or previous Suicidal / Vulnerable / ASB Offender?   ----

Attachments