

Advice to Patients who have received an electric shock from a Police TASER™

You have had an electric shock from a Police Service TASER™ or Conducted Energy Device (CED). The TASER™ CED passed short pulses of electricity into your body. The electricity made your muscles contract (go stiff). You may well have lost balance and fallen to the ground. The device was used by a specially trained police officer.

During or after use of the TASER™ you may have experienced one or more of the following:

- Extreme pain and muscle spasms when the electricity was delivered
- Being dazed for several minutes afterwards
- Loss of memory of the event
- Unsteadiness and a spinning sensation
- Temporary tingling
- Weakness in the limbs
- Local aches and pains
- Tissue redness and swelling at the skin area where the TASER™ electricity was applied

These are normal effects of the TASER™ and should resolve by themselves.

You have been clinically assessed and treated for any injuries, following the use of the TASER™ CED. If any of the above symptoms (with the exception of local aches and pains and mild redness or swelling) are still present after 24 hours, or if you develop any other health problem that was not there before the TASER™ was used, you should seek medical advice from NHS111.

You may have two or more small marks (similar to bee stings) in your skin. These are small puncture wounds from the short needles (barbs) through which the electric current passed into your skin. These barbs will have been removed before, or while, you were in custody or after your emergency department attendance. There may be small burns similar to sunburn around these marks. These should return to normal in a few days. If they do not, and there is pain and swelling, you may have a local infection, you should seek medical advice from NHS111. If the probes only stuck in your clothing you may still have two small areas of skin underneath that look sunburned.

There are no known effects of the TASER™ electricity on the well-being of the unborn child. However, if you are pregnant and have been subjected to TASER™ discharge you should consider contacting your doctor (GP) or midwife as a precautionary measure.

This advice has been adapted from guidance produced by the CED Joint Working Party, convened by the Faculty of Forensic & Legal Medicine

Acknowledgements: Faculty of Forensic and Legal Medicine. <https://fflm.ac.uk/resources/publications/post-conducted-energy-device-patient-factsheet/>

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day. If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01527 512030

Tel: 01562 513039

Tel: 01905 760743