



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

61092

Gold service from the liaison team



■ Liaison assistant Linda Haynes at Queens Medical Centre



■ Liaison assistant Judith Creasey at Victoria Hospital



■ Liaison assistant Wendy Tomlin at King's Mill

AMBULANCE liaison staff play a vital role.

They are the focal point of all ambulance service users, including patients, hospital departmental heads and staff plus other ambulance services.

Liaison staff must be able to communicate at all levels and with the introduction of modern technology, computer and key board skills are essential.

The 14-strong team - three liaison officers and 11 assistants - are based at Queens Medical Centre, City Hospital, King's Mill and Victoria Hospital.

The department has developed to meet market demands. Using computers, they access

TURN TO PAGE 2

MY TRIBUTE TO A GREAT TEAM

By Chief Ambulance Officer
MIKE HANDY



"I WANT to say a sincere 'thank you' to all staff for the magnificent efforts you are making at the moment.

"The senior management team and I understand completely the additional pressures and workload caused by the drive to reach our paramedic goals.

"There's a ripple effect from this which is increasing the burden throughout the service, both operationally and administratively.

"Your professionalism and dedication during this demanding period is very much appreciated and you may be assured we are addressing the problems.

"Operations director Pat Slevin will be spending considerable time on the road, listening to your views and experiencing your concerns at first hand.

"In addition, we are currently talking to Nottingham Health Authority about the possibility of additional funding."

TRUST BID SUCCESS

THE SERVICE'S application for Trust status has been successful.

The announcement - at the Conservative Party conference - means that the service becomes a Trust from April next year.

And chartered surveyor Peter Featherby of Caythorpe has been nominated chairman designate.

Chief ambulance officer Mike Handy said: "As a Trust we shall have the freedom to develop our service to the increasing benefit of everyone in the county."



■ Liaison assistants Lesley Purser and Tricia Pole at City Hospital



■ From left: Dr David Banks, district general manager of Nottingham Health Authority; award winners qualified ambulance personnel Nigel Valentine and Jane Hands; and chief ambulance officer Mike Handy.

AWARD FOR BRAVE DUO

TWO ambulance personnel have been awarded the Chief Officer's Commendation for their outstanding professionalism and bravery at a horrific road accident.

The incident happened in June when Nigel Valentine and Jane Hands - both recently qualified - were the first at the scene of a fatal accident on Trowell Moor, Nottingham.

On arrival the Beechdale station crew discovered the severed body of a young man who had been in collision with a car.

Leading ambulanceman Ian Hutchinson who recommended the pair for the award said: "I was at the scene too - I have never seen anything like it in 20 years' service."

"Despite the horror, the crew behaved in a highly disciplined and professional manner."

Feelings

Nigel said: "At the time we dealt with the situation like any other routine job."

But Jane added: "For weeks Nigel and I couldn't talk about anything else. We needed to share our feelings so that we could cope with the stress."

Control superintendent Don Haynes who also recommended them for the commendation said: "Considering this was Nigel and Jane's first major incident the way they handled themselves was a credit to the service."

TAKING

THE recent two-day stress seminar led by stress expert Dr Geoff Myers was a great success.

Two more seminars are being held in the near future and due to the positive feed-back from the first course more are planned.

One of the topics was the Kegworth air disaster - a major incident in which many of the service's crews were personally involved.

One of the ambulancemen on the course said: "During the session, we discussed how we felt at the time of the air crash and the reasons for our reactions. Even though we had a stress counsellor at the time, I know that I could now handle that sort of situation much better."

The course aims are to:

- Develop an understanding of what leads to difficult situations, in particular, potentially aggressive situations.

- Develop an understanding of the effects of stress and post trauma stress on individuals, and the management.



■ THE KEGWORTH AIR DISASTER - a major incident in which many of the service's crews were personally involved.

■ Build on course members' skills and communication response to stressful situations.

Leading ambulance officer Whotton said: "I found it very useful. It has helped reduce stress in myself and colleagues." "If we can highlight it

Course back by demand

STAFF demand has led to the introduction of a second supervisory management training course.

The Open College course for the National Examination of Supervisory Management (NEBSM) teaches management theory and allows students to put it into practice during workshop sessions.

The courses last 18 months.

The Open College course - a nationally recognised certificate - improves management skills and personal confidence.

"Studying is very hard and involves a minimum of four hours input per week, attending workshops and completing various projects," said programme manager Roy Jones.

For further information about the NEBSM certificate please contact John Simons at ambulance headquarters.



AWARDS KEEP PARA TARGET WITHIN REACH

■ **THERE were plenty of awards handed out at a recent presentation.**

Amongst the recipients were paramedics. They brought the service is now on target to have a new and emergency ambulance.

Pictured from left are: John Baldwin; Chris Gunn; John Whotton, NEBSM certificate holder; Sue Whotton, NEBSM certificate holder; and John Edwards, NEBSM certificate holder.

THE STRAIN



CRASH: Service crews were able to make use of their own experiences at the scene of horror

members' existing training styles in situations. Paramedic Terry found the course very helpful to identify colleagues. It came early enough it

can save a situation from getting out of control. By recognising the symptoms we can reduce the amount of sick leave. This not only helps the individual but the service as a whole.

"The course was very well designed - Geoff Myers was very sensitive to the specific needs of our service."

Another topic was 'aggressive patients and difficult situations.'

Terry added: "You can tell if someone is working themselves up into a violent temper by observing their body language."

"If a patient is getting violent their features look bigger as they take deep breaths and their eyes widen. A temper tantrum does not produce the same features, instead the patient tends to stick their bottom lip out."

"This course has boosted my confidence. Stress seminars should become part of our basic training."

Also at the seminar was training officer Brian Baldwin.

"The seminars were absorbing. But I'd like to see the programme taken a stage further to teach us how to counsel a stressed person."

"As I'm co-responsible for driver assessments and training I was particularly interested in the comment that several ambulance services most common stressful situation was having no faith in the driver attending emergencies!"

"Maybe driver refresher courses are the answer for the future."



ALL GO FOR NEW STATION

DOUG Munson pay-up!

For all systems are go at the new Hucknall ambulance station which recently became fully operational. The station will be officially opened on Monday 23 November by Tom Sackville, Parliamentary Under Secretary Of State at the Department Of Health.

■ Pictured are qualified ambulance crew member Mark Ward and leading ambulance crew member David Mancor.



ity of certificates to hand presentation evening.

nts were nine newly qualified right the total to 53 and the service re a paramedic on every accident ance by 1993.

e Dennis Pavier; Joe Taylor; Brian im Elliott; Kathy Smith; displaying in supervisory management is odward; Michael Rimington; Mark w. Not pictured, but also achiev- s Reg Johnson.

QUALITY QUOTE

'MY father suffered a heart attack and was taken to University Hospital where he sadly died.

My mother tells me that the ambulance crew came very quickly and were very calm. She also remembers how kind they were to her and although nothing could be done for my father the crew did everything to save him.

I would like to thank the service, and especially the men who tried to help my father.'

ALDO DE CONCILIO

AMBULANCE LIAISON TEAM

■ FROM PAGE ONE

relevant planning information at ambulance headquarters to ensure the most efficient possible service from the hospitals.

"It is our job to know exactly who has used an ambulance and to make sure members of the public can arrange one in advance," said liaison officer John Adkin.

Computerisation has also enabled them to reduce patient transport waiting time. The liaison department can now directly order taxis, ambulance London-style taxis and car service for 'walking' patients.

Three years ago liaison staff gave up the standard ambulance uniform. They now dress in a dark blue suit with gold buttons and a white shirt.

John added: "The public have been discouraged from asking for help in the past because of our 'paramilitary' image. Our suits give us a professional look without being intimidating."

Services unite in rescue

THE CLOSE working relationship between ambulance and fire services was demonstrated at a recent incident.

The road traffic accident in August resulted in six people being seriously injured - four of the injured were in a 'life-threatening' situation.

The four ambulance crews who attended the accident at Blyth Road, Harworth have expressed their appreciation for the professionalism of the assistance from the Worksop, Retford and Harworth fire crews at the scene.

Under ambulance crew supervision, the fire crews took on additional medical roles, and prevented a much worse situation developing.

Oxygen therapy

The most seriously injured patient 'arrested' just prior to being extracted from the vehicle, and required immediate paramedic intervention.

This meant the fire crews had to implement oxygen therapy and first aid support to the other patients. Then came a further, crucial co-operative effort.

The fire crews were asked to take over the 'CPR' on the first patient, allowing the paramedic crew to set up an IV infusion on another patient who had sustained a fractured femur.

John Simons, director of support services said: "The level of co-operation and professionalism of all three emergency services dealing with this traumatic accident was outstanding."

WELL DONE!

THERE ARE only two more people to qualify in advisory defibrillation - then we will have achieved our goal of a defib operator on every ambulance.

It also means we've met national guidelines three years ahead of schedule.

■ Amanda Hickey has passed her final examination in Personnel Management.



■ From left: qualified ambulancewoman Jayne Charles, paramedic Gary Brown, Dorothy Buttery and station officer Eric Staley

GIFT OF LOVE



■ From left: Andrew Hall, qualified ambulanceman Alan Roberts, paramedic Dougie Fox, Theresa Johnson and station officer Eric Staley

Cash will save lives

TWO Mansfield families have donated large sums of money to King's Mill ambulance station in memory of their loved ones.

Over £800 was raised in memory of Ted Buttery of Skegby, when family and friends donated, to his wife Dorothy, money instead of flowers.

And the money has purchased a life-saving paramedic kit for the station.

Mrs Buttery said: "My husband would have been very happy to know the ambulance service were benefiting."

Over £300 was raised for various charities in memory of Frank Hall - and £70 of this will help pay for paramedic equipment. Station officer Eric Staley added: "We are extremely grateful for any contributions towards the purchase of paramedic equipment."

Rotary raises £700

OVER £700 has been raised by kind members of Carlton Rotary Club. And the money will help buy paramedic equipment for Carlton Ambulance Station.

Rotary Club president Ken Smith said: "We like to make an annual donation that will benefit the community where the money is raised."

"We have a high regard for the excellent work of the ambulance service. We decided to purchase a paramedic kit after station officer Brian Collins explained their lifesaving potential."

Brian Collins added: "Every penny helps us to provide an even better service for our community."

QUALITY QUOTE

"WE are delighted at the service we receive from Nottinghamshire Ambulance Service and look forward to continuing to work with you."

ALAN TOLHURST

North Nottinghamshire Health Authority chairman