



# RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

18994

## ★ TV FOCUS ON US ★

**TWO incidents involving Nottinghamshire Ambulance Service are to be filmed for the BBC '999' programme.**

Operational liaison officer Jean Cragg wrote to the programme about an heroic lock keeper who saved the lives of a Leicester family holidaying on the River Trent.

### Exploded

The boat had exploded into flames and after calling 999 the lock keeper dived into the blazing water to bring the family to the side.

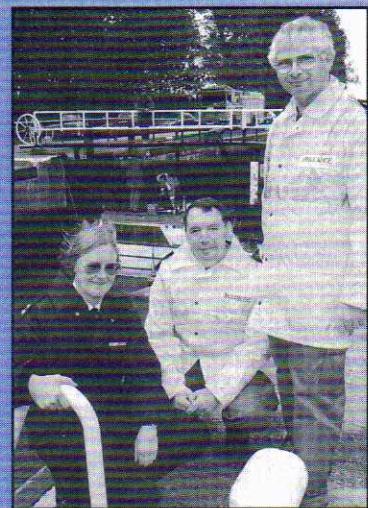
"The lock keeper was incredibly brave," said Jean. "Everyone survived thanks to him."

The other story involves Newark Ambulance Station. Last winter paramedic Ron Charlesworth and ambulance technician Andrew Eason were called to a drowning incident at Newark Town Lock involving well-known estate agent Douglas Gascoigne.

### Resuscitation

When they arrived on scene Mr Gascoigne – who has a tracheotomy – was being given resuscitation with a mechanical resuscitator through the mouth – which is ineffective for such patients.

He needed to be resuscitated through the stoma (the tracheotomy opening). Ron and Andrew followed the correct procedure – and saved his life.



● ABOVE: Jean Cragg with paramedics Mike Rimmington and Steve Lees on location with '999'.

# SATELLITE MAP LEADS THE WAY

**AN exciting satellite navigation system based on military technology has been revealed as part of the £1.4 million radio replacement scheme.**

The total scheme - it will transform the Trust's control and communications - has now received financial approval. It should be completed by the end of 1995.

### Replacement

It will be the biggest-ever revamp of this core element of operations. It will include complete replacement of personal and vehicle radios and control equipment, as

**'The more efficient we make our control and communications, the better our service to the public will be'**

well as the enhancement of base station aerial sites throughout the county.

The Automatic Vehicle Location System (AVL) is similar to the systems used by military aircraft to pinpoint their positions on the map through precise satellite

information.

Used by ambulance control, it could gain vital time in answering emergency calls. Throughout the operational area, the system would show ambulance locations to within a few metres at any time on visual display unit maps in the

control room.

And in more remote areas, the public could be given stickers for their phones with their homes' grid references which would have been pre-registered within the system. The caller would give the reference to control who would punch it in and see the precise location displayed on a geographic information system.

### Efficient

Operations director Pat Slevin said: "The more efficient we make our control and communications, the better our service to the public will be."

● continued on page 4.



## GREEN LIGHT FOR BMS

THE green light's been given to phase one of the hi-tech building management system which will control heating, lighting, security and fire monitoring over the whole service.

The board has also approved a full three year strategic plan for building management.

### Benefits

The building management system grew from staff concern about their personal property and security.

Installation work begins early October and it will be fully operational by mid-February next year.

The benefits of the hi-tech computer system include:

★Energy Management - the aim is to save up to £30,000 a year in energy bills.

### Enhanced

★Security Access - security will be enhanced using electronic devices such as swipe cards (see new ID cards story on this page).

★Fire Monitoring - all fire alarm systems will link back to HQ, pinpointing where and when there's a fire and identifying if anyone is on site.

## QUALITY QUOTE

'I felt I must write and express my very sincere appreciation to the two Nottinghamshire paramedics who attended my mother. My experience of the work of the paramedic teams, prior to this, was limited to what I had seen on TV and I must admit I thought it was glamourised. How wrong I was!

Although sadly my mother later died I will never forget, and I will always be extremely grateful for, the efforts and dedication shown by the paramedics concerned. You all do a wonderful and very worthwhile job, for which society owes a great deal.'

Mrs A Lee, Cornwall

## INFO – WOMAN!

**SUZANNE Morgan joins the Service in a brand new role as Information Officer.**

The position arose due to the increasing workload being created from purchasers.

Assistant divisional officer Phil Morris explained: "We have two A&E and nine Patient Transport Service contracts. It's our legal obligation to provide purchasers with monthly activity, performance and financial reports.

### Best Service

"In addition we are receiving increasing research requests. So, to ensure we provide the best possible service the new post was introduced."

Suzanne, 27, recently moved to Nottingham from Germany where her husband served in the forces and she was employed as a civilian by the army. She's also in her fourth and final year of an Open University History degree.



● ABOVE: Suzanne Morgan.

## NO MORE HEADACHES WITH NEW SYSTEM

### THE new Rota Management System is ready to go!

**The centralised system is currently being trialled before the new rota manager is appointed in October.**

And it means the end of a six-month placement for station officer Arthur Jamison. He said: "This has been an extremely rewarding and challenging time for me.

"When I started I knew very little about computers. Now I've created a complex new system that will benefit nearly all our staff."

Arthur and Malcolm Hinchley have been carrying out station 'surgeries' to answer any queries.

### Questions

The two most pressing questions that arose and the answers to them were:

★Would the rota manager randomly select relief, sending staff all over the county? **ANSWER:** No. The computer has been programmed always to scan station relief first.

★Can we still swap shifts? **ANSWER:** Yes. Mutual swaps are no problem as the computer has been programmed to deal with this.

### Initiative

"Centralised rostering is not 'big brother'. It's yet another initiative that will improve the standards of quality patient care. And it will remove the current headache of managing shifts," added Arthur.

● **RIGHT:** Arthur Jamison working on the Rota Management System.



● ABOVE: Stafford.

## QUA

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Dave Win the initiative sometime th the most eff anything be service, but to change.

"We are c in the count position whe



## NEW ID – SWIPE IT

STAFF are to be issued with new identity cards. Everyone should be using the new cards - they'll have a 'swipe' security facility - by February '95.

The system will meet staff concerns over security for themselves and their personal property.

The first stage is to photograph all staff. This is being arranged by personnel assistant Sue Woodward. She explained: "I'll be visiting all stations from October onwards. I am appealing to everyone to co-operate as fully as possible."

The new 'swipe' card ID will replace keys and will limit access to drug stores and other sensitive areas. This definition of responsibility is another safeguard for all staff, but it means that staff will need to take much greater care in looking after their new ID.

Sue said: "If a card is misplaced it must be immediately reported to a station officer or the personnel department."



● ABOVE: Sue Woodward.

## THEY LIKE OUR STYLE

NOTTINGHAMSHIRE Ambulance staff are courteous, professional and well prepared.

These are just some of the glowing reports coming from Northumbria.

Charles Napier, Airport Moat House Hotel general manager said: "Nottinghamshire Ambulance Service staff are extremely polite and appreciative of the service we provide."

### Well Prepared

"They are here for an intensive training programme which they all take very seriously. They are perfect ambassadors for the ambulance service. I wish all our guests were like them."

And Northumbria Ambulance Service acting training manager Paul Liversidge said: "All Nottinghamshire staff are clearly well prepared before they get here. This gives them a great advantage. They are model students."

Assistant director of operations Malcolm Hinchley has the final word: "Reports like this fill me with pride. It's clear that our staff are the best - well motivated, enthusiastic and very hard working."

"Keep up the good work!"

## OUR ROYAL RECOGNITION

**THE Queen has agreed to introduce a Long Service and Good Conduct Medal for emergency ambulance crews.**

The UK-wide medal will reward staff with 20 years' service who have good disciplinary records.

The award brings the emergency part of the ambulance service into line with the other 999 services - police and fire - both of which already have long service medals.

### Dedication

And the first awards are likely to be made early next year.

Parliamentary Secretary for Health Tom Sackville said: "I'm delighted that her Majesty has approved the institution of this award."

It's a recognition of the dedication and professionalism with which front line emergency ambulance crews undertake their duties and the esteem in which they are held by the public.

### Risk

"They are expected to respond to emergencies and their actions often save lives. They have to work on their own initiative, sometimes in very difficult circumstances, and on occasion with their own

lives at risk."

Chief executive Mike Handy said: "I very much welcome this announcement. Not only does it put us on an equal standing with the other emergency services but it also reflects the special role we play in the community."

## OVER THE HILL GANG

**BEECHDALE'S 'Over the Hill Gang' are on the run again.**

For eight members - all over 40 years old - are taking part in the Robin Hood half marathon. And they hope to raise hundreds more pounds for their Paralympic fund.

In the spring the 'gang' raised more than £800 when they climbed Mount Snowdon carrying a training mannequin and stretcher.

Ambulance technician and 'gang' member Malcolm Dean said: "We aim to sponsor a local athlete for the Paralympics in 1995. We've already raised over £2,000 and hope to top £3,000 with this final initiative."

If you'd like to sponsor the runners, contact Beechdale Ambulance Station, Beechdale Road, Nottingham or telephone (0602) 296295.



: From left, Yvonne Berry, Lisa Dave Winfield, Sharon Dale.

## QUALITY PLAN

the planning department have with a unique system to the operational planning

m, which will also improve the the department's work, was a six week trial and has now the 'thumbs up' by the board.

### Motivating

amental change is that the t now works from Sunday to m 4pm to midnight.

field, the motivating force behind e said: "We have known for at planning wasn't taking place at active time of day. We couldn't do cause of the restraints of the old Trust status gave us the flexibility

onfident our process is the best y and will put is in a favourable n competing with providers."

## AGM REPORT

**THE Trust's first annual general meeting was held on Friday 23 September at the South Forest Leisure Centre at Edwinstowe.**

**Chairman Peter Featherby, presented the annual report and told the meeting: "The Trust has achieved many important milestones in its first year."**

**"The foundations are there for the exciting opportunities still to come."**



**£45,000  
ON NEW  
GEAR**

**MORE than £45,000 has been spent on new equipment.**

Fourteen pulseoximeters and replacement self-administered pain relief equipment have been purchased for all A&E vehicles.

The new pain relief equipment – Entonox Giving Sets – come in compact and robust cases making them easier to carry.

### Invested

But the real bonus is for patients – they're much easier to self-administer.

Assistant director of operations Malcolm Hinchley said: "We've invested over £17,000 on the new Entonox sets. It is another example of our commitment to provide the best care and treatment for our patients."

### Support

And the £28,000 investment in pulseoximeters – portable technology which monitors the levels of oxygen in the bloodstream – completes the operational programme.

Malcolm added: "We've received a great deal of public fundraising support for Pulseoximeters. We will now be looking at more new equipment to provide even better quality care for our patients."

### QUALITY QUOTE

'I would like to thank your two ambulance officers, Mr Dyer and Mr Hutchinson, for their extreme kindness to me and my family.

They were so thoughtful, patient and understanding when they came, and were so helpful when we arrived at the hospital.

Their help made the whole business much less traumatic and we are very appreciative.'

**Mrs A Clegg, Wymeswold**

# WELCOME, WELL DONE AND BEST WISHES

## NEW STARTERS:

**Switchboard Operator** – Mandy Pritchett  
**Vehicle Cleaner** – Robert Credgington (Stapleford)  
**Information Officer** – Suzanne Morgan (Ambulance Headquarters)

## CONGRATULATIONS on achieving:

**Trainee Technicians** – Elaine Mellor (Wilford); Alan Chetwynd (West Bridgford); Stuart Riley (Beechdale); Andrew Polkey (Arnold); Paul Unwin (Kings Mill)  
**Leading Ambulance Paramedics** – Philip Passmore (Wilford)

**Paramedics Status** – Roger Linnell (Eastwood); Peter French (Kings Mill); Dean Bird (Workshop); David Johnson (Kings Mill)  
**Control Assistant Grade 1** – Teresa Austin (Ambulance Headquarters)

## BEST WISHES to the following who are retiring or leaving the service:

George Creasey (Stapleford); Alan Pretty (Newark); Simon Everington (Carlton); Michael Arrowsmith (Ambulance Headquarters); John Baker (Newark); Philip Read (Cowley Street); Ian Cooper (Workshop); Sidney Everill (Ambulance Headquarters).



## BAR NONE

**NOTTINGHAM Prison officers are extremely generous people - bar none!**

They put their hands in their pockets and raised a magnificent £1,700 to buy a pulseoximeter for Arnold Ambulance Station.

Prison Officers' Social Club fund-raising organiser Sylvia Snowshall, said: "We've bought a large amount of vital equipment for local causes. I organise a weekly raffle and club members have raised over £11,000 in recent years."

● **LEFT: Arnold station officer Brian Collins gives Sylvia a demonstration of the pulseoximeter.**

## WILFORD UPDATE

DEMOLITION work on Wilford starts early October. Emergency cover moves to Silverdale Community Centre and the out-patient service will operate from West Bridgford.

## ● continued from page 1.

"Another bonus of the new system will be status reporting which will achieve a reduction in voice transmissions. When crews leave base, arrive and depart scene, and on their arrival at hospital, they will simply press a button and their status will be updated in the control room."

Work on the overall replacement has already begun. Installation and commissioning will begin around April next year, with completion by the end of the year.

A firm of consultants who wrote the national specification for ambulance radio networks are working with senior managers, and a cross-section of staff who form the project team.

The project team have visited other ambulance services and have assisted in drawing up the Notts user specification. The consultants are also preparing the technical specification and the invitation to tender.

There will be a significant training element for both crews and control staff.