



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

5892



Gift of life for Lucy

A BABY girl suffering from a life threatening condition was saved by a quick thinking crew from Beechdale.

Qualified ambulancemen Brian Rickards and Nigel Valentine answered an emergency call to find Linda Duckworth in labour at her home in Highbury Vale.

As Lucy was born, Brian spotted she was a 'blue' baby and needed immediate hospital help.

He said: "Lucy wasn't breathing so Nigel and I started heart mas-

sage and gave oxygen therapy."

They then rushed Lucy to the City Hospital where she was put into an incubator. Mother and daughter are now doing fine.

Grandmother Hazel Duckworth said: "I can't thank the crew enough. Without their quick thinking professionalism my granddaughter would not be alive."

■ Pictured from left: Proud father Peter Duckworth, Nigel holds Lucy and Brian gets a kiss from mum Linda.

OUR FRONT LINE AMBASSADORS!

THE 60 Nottinghamshire Ambulance day staff who transport and care for around 1,000 patients a day, have been hailed as the service's 'greatest ambassadors.'

They are the service's front line. They deal with more members of the public than any other section. And their customers love them.

Ambulancewoman Michelle Jenner, 23, of Hucknall station started her career in April. She said: "It's such a satisfying job to do, and the response of the patients is very touching.

"People are always giving us bars of chocolate

and one sweet old lady is knitting me a pair of socks, at the moment."

The volume of work they cope with is staggering. During April alone the total number of patients carried was 29,981.

Malcolm Hinchley, assistant

director operations, said: "The role they perform cannot be over-estimated. They not only do a very demanding job to the highest professional standards, they also show the utmost courtesy.

"The public perception of our service is strongly influenced by contact with our routine staff. Their prime responsibility is to deliver a service of the highest quality to patients, forming an integral part of our aim to achieve BS 5750.

"At the selection stage we're looking for people with qualities of caring and understanding. The evidence suggests that's what we have in routine work."



■ CARING TOUCH: Ambulancewoman Michelle Jenner shares a joke with a patient



■ TOP GEAR: West Bridgford paramedic Peter Robinson tries out the new uniform

NEW LOOK FOR PARAS

PARAMEDICS are trying out a new look uniform.

Six green 'squad suits' and white t-shirts have been distributed in the county - a 'first' for Trent Region.

The idea is to give paramedics practical clothes and to distinguish them from the other emergency services.

Control and communications assistant director David Rowe said: "So far the response has been positive. If the suits are popular, we hope to introduce them permanently next year."

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Service new recruits

THE service has recruited five new applicants for ambulance personnel status.

The recruits are pictured during a training session on how to transfer a patient.

■ Pictured from left are Chris Rea, Stephen Oldham, training officer Robert Bean, Peter Turner, Anne Hewitt and on the stretcher is Carl Smith.

NEW COURSE WILL HELP BEAT STRESS

NOTTINGHAMSHIRE ambulance service staff are to be trained in how to manage stress and difficult situations.

It's part of a continuing programme being developed for the service by stress expert Geoff Myers.

Main topics of the sessions will include:

- HOW to manage stress effectively.
- DEALING with conflict.
- MANAGING aggressive situations.
- POST trauma stress.

Geoff Myers will explain delayed stress and its effects and how to support those suffering from it.

Staff will also be taught how to identify and help reduce stress problems in themselves and others. Response to intimidating situations is also on the course agenda.

Chief ambulance officer Mike Handy said: "Ambulance staff at all levels are in stressful jobs. We're tackling stress this way to try to prevent problems and help everyone enjoy their work to the maximum."



Duo's exam success

TWO vehicle technicians have passed professional competence examinations.

John Baker and Jim Crawford received the Royal Society of Arts Road Haulage certificates.

The intensive six month course covered topics including traffic law and vehicle legislation.

■ Pictured from left are Mike Handy, John, Jim and fleet engineer Mike Crosby.

TOP TEN

TRUST

1 WHAT CONDITIONS OF SERVICE WILL APPLY ON TRANSFER TO TRUST STATUS?

■ Staff employed by the service on March 31, 1993 will transfer to direct employment with the Trust and take with them their present terms and conditions of service.

One example is staff who are part of the 'over 50s' agreement will continue to benefit from the scheme.

■ New employees from April 1, 1993 will be employed under Trust terms and conditions of service.

■ Trust terms and conditions of service will be developed for existing members of staff and the decision to transfer will be an individual one.

2 WILL THE NHS PENSION SCHEME CONTINUE UNDER TRUST STATUS?

■ Yes - 'NHS Trust will be required by law to make the NHS pension scheme available to staff who are presently eligible to join the scheme.'

3 WHAT WILL HAPPEN TO TRADE UNION RECOGNITION AS A TRUST?

■ There is no intention to abandon Trade Union recognition, we have enjoyed a constructive relationship in the past, and will be hoping to build on this for the future.

■ Currently the full time Trade Union officers and staff side organisations are reviewing the recognition profile with the employer what staff want.

4 WILL 'FLEXIBILITY' CHANGES IN RO 12HR SHIFTS?

■ To provide a totally may well mean negotiatio



Day staff's lifeline for 1,000 a day

Ambulanceman Leigh Smith, 22, joined the service at 18 as a control assistant. He has been a routine ambulanceman for almost a year.

He said: "It's a fabulous job. I love meeting people and I've learned so much about the elderly. I regard many of the patients as friends - quite a lot of them live alone and don't get out of their homes unless we're

T QUESTIONS

If you still have doubts about any aspect of Trust Status, don't listen to rumours! Contact either your line manager or any member of the management executive team who will be more than happy to answer your questions.

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lexible service
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undertake possible rota changes.

This will only happen should there be a requirement contained in service agreements.

5 WILL 12 MONTH CONTRACTS OF EMPLOYMENT CONTINUE AS A TRUST?

■ For existing staff, no - 12 month contracts were purely a temporary measure until the confirmation of service agreements and contracts and the

lead up to Trust status. However, there may be a need for 12 month contracts for staff employed after April 1, 1993.

6 WILL THERE BE PENALTIES FOR NON COMPLIANCE TO CONTRACTS?

■ If a unit is penalised by the Health

Authority for non compliance to a contract and it is proven that the ambulance service was at fault, the unit will no doubt look to pass on the penalty.

7 WHO WILL MONITOR THE PERFORMANCE OF MANAGEMENT?

■ It will be monitored by the chairman and non-executive directors of the Trust board.

8 WHO APPOINTS THE CHAIRMAN AND NON-EXECUTIVE DIRECTORS AND WILL THEY RECEIVE A SALARY?

■ The chairman will be appointed by the secretary of state.

■ Of the four non-executive directors, two will be appointed from the local community by the Regional Health Authority and the remainder by the secretary of state.

As a trust we are committed to ensure, as far as is possible, that the non-executive directors are representative of the area we cover.

■ The remuneration that the chairman and non-executive members receive will be provided from the ambulance service income.

9 WHAT EFFECT WILL NEW INFORMATION TECHNOLOGY HAVE ON THE SERVICE AND STAFF?

■ It will speed up the process of collation and dissemination of management information.

■ Terminals on stations will allow direct access into relevant information and cut down on existing paper work.

■ In order to encourage both units and GPs to use our service it is our intention to make it easier for them to book patients directly into our system.

10 WILL STAFF SUGGESTIONS BE ENCOURAGED AND CONSIDERED?

■ Yes, most certainly.

We have already recognised the need to improve our internal communications and staff will always have the opportunity to put forward their views and ideas.

One of the more recent communication initiatives has been the introduction of Response.



■ Ambulance-man Leigh Smith, above. Left, day staff and patients are one big happy family

FROM PAGE 1

ing them to hospital every

ek.
I try to make their journeys
much fun as possible - a
h point of their week."

A large percentage of appli-
ts don't pass the initial entry
ts, and 50 per cent fail the
ing test. Those selected get

an initial three-week training period which includes anatomy and physiology; lifting techniques; and advanced driving.

Malcolm Hinchley added: "Every man and woman in accident and emergency and paramedic work started on routine work. Whether personnel move on or stay in this role, it will remain the bedrock of our service to the public."

Concern over rare disorder

BRIAN COLLINS, station officer Arnold and Carlton, has highlighted a rare condition which requires special awareness by crews.

Malignant hyperpyrexia is an inherited condition which affects patients under anaesthesia and proves fatal in many cases.

Brian recently addressed the British Malignant Hyperpyrexia Association and assured them that ambulance personnel pass on to hospital staff any information - including the association's special card - which identifies a patient's condition.

Some surgery carries a greater risk of malignant hyperpyrexia response, eg correction of spinal deformities, and trauma due to road traffic accidents.

During his research, Brian discovered that between 1967 and 1976 it was estimated that one in 50,000 of the UK population had the disease.

Members of the association expressed great concern over instances in which doctors in hospital had ignored them when they had tried to inform them of the disease. They were even told they were 'being paranoid'.

Further information is available from Brian Collins.



■ BRIAN COLLINS

QUALITY QUOTE

"I AM writing to thank you on behalf of my neighbour, Mrs C Ford.

Following her husband's collapse, two crew members from Carlton station not only responded in record time, but worked tirelessly to save his life. Unfortunately it was not to be and their efforts were in vain.

They were a really special team."

J E BRADFELD

Special guests of the Queen

LEADING ambulance-man John Sutton of Stapleford and wife Marian were guests of the Queen at a Buckingham Palace Garden Party.

"Princess Diana actually came and said a few words to us. It was a wonderful experience which we will never forget."

■ John and Marian are pictured outside the Palace.



A TRIBUTE TO GRAHAM

IT is with great sadness that we announce the death of Graham Smith.

Graham served a total of 22 years and became a leading ambulance-man at Carlton in 1990.

John Simons, director of support services, said: "We joined the service at the same time and worked together."

"From his earliest days in the service he displayed all the qualities of an excellent ambulance-man."

"He was well liked and respected and will be greatly missed by all of us."

PARAMEDIC AWARDS

CONGRATULATIONS to the following personnel who have achieved Paramedic status:

ARNOLD: John Shaw, Kathy Smith.

EASTWOOD: Reg Johnson, Mark Edwards.

BEECHDALE: Joe Taylor.

WEST BRIDGFORD: Michael Rimington.

QUALITY QUOTE

"MY WIFE Anne and I sincerely thank Gordon Davies and Alan Hymas of Kings Mill Ambulance Station for saving my life. From what I was told by the doctor, I owe my life to these gentlemen."

I have always thought that the ambulance and hospital services do a great job and I am sure they will continue to do so. Keep up the good work!"



MP IN FOR A SHOCK!

TWO Nottinghamshire MPs toured Beechdale HQ on recent fact-finding missions.

Pictured right is Nottingham North MP Graham Allen receiving 'shock' treatment from leading ambulance-man Terence Whotton.

Also pictured above is Gedling MP Andrew Mitchell (centre) being given a Control Room demonstration by Philip Morris (left), control and communications assistant divisional officer and control officer David Bass.

Chief ambulance officer Mike Handy said: "Both MPs were extremely impressed by our high standards of service and professionalism."



PULLING IN THE CASH

VOLUNTEERS from Kings Mill station are hoping to raise hundreds of pounds for this year's Children In Need Appeal.

On August 29, they are staging an Open Day. And on Saturday 5 September staff from Kings Mill will be aiming to raise further funds by an ambulance pull from the station on Sutton Road to Mansfield and back.