



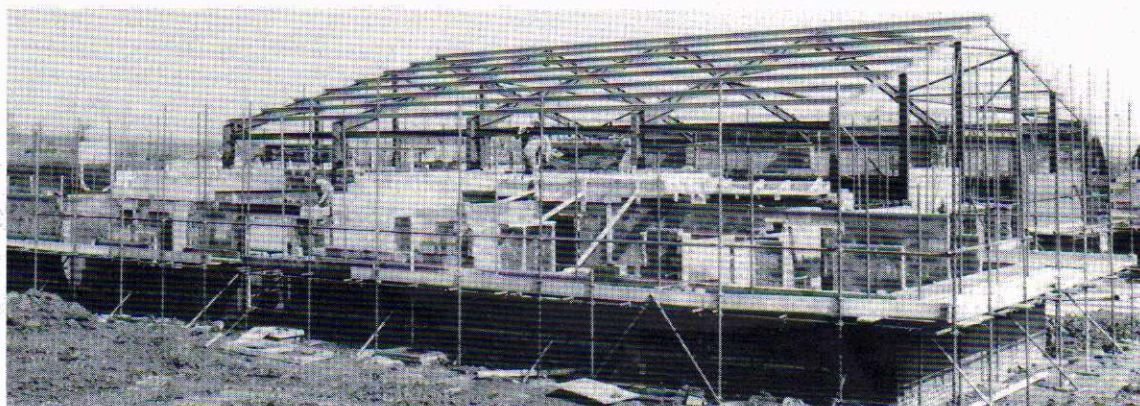
RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

3.4.92

Hucknall completion date — and Doug looks set to lose his bet!

All set for August



■ Up she goes!

THE new station at Hucknall is on course for completion in August — and for Doug Munson to lose his bet!

The station which is costing £540,000 to construct has already reached an advance stage of development.

And staff are looking forward to moving into their new modern surroundings. This will provide superior working conditions.

Hucknall follows the same successful design as Stapleford and the new building replaces one built in 1939, which is currently shared with the fire brigade.

Watch this space for a further update.



Boost for Alex's dream trip

STAPLEFORD station is helping a community's drive to send teenager Alex Joseph on a dream trip to Euro Disney.

Alex, 14, of Canberra Close, Stapleford, was born with cystic fibrosis and has been receiving treatment for the past six years at Nottingham City Hospital.

Family and friends have organised a collection aimed at Alex visiting the new Disney centre in France.

Staff at Stapleford have presented Alex and his mother with a £100 cheque to boost the fund-raising.

The cash is from their special needs fund, which over the years has generated thousands of pounds for worthy causes.

PETER IS NEW STATION OFFICER



■ Peter Branthwaite

HUCKNALL has a new station officer. Station officer Peter Branthwaite has moved from the post of liaison officer with Cumbria Ambulance Service, where he started his career 16 years ago.

In 1975 he was promoted to leading ambulanceman and five years ago was promoted again to liaison officer.

Peter said: "I moved from Cumbria to Nottingham because it was a good career development and the position offered a new challenge.

"Everyone has made me feel very welcome and I've received a lot of help and goodwill. The team here are a pleasure to work with and I look forward to their continued support."

He added: "The new accommodation is going to be excellent. It will be a tremendous benefit to all of us."

Peter is married to wife Lesley and he has two children Sarah, aged 9, and Jenna aged 6. His hobbies include golf and badminton.

Send in your views

If you would like to make a contribution to Response, please write to: Joanna Yoffey, Editor, Myles Communication Group, First Avenue, Sherwood Rise, Nottingham NG7 6JL

INSIDE

Coping with stress ■ Demand for more training ■ Riding on air

Coping with s

Doctor to give advice at seminars

STRESS expert Dr Geoff Myers is to spend three days in the service talking to members of staff.

His aim is to try to pinpoint common areas of stress amongst staff.

These will form the basis and content of two day-long seminars to be held on June 1 and 2 for middle management. And it is expected that the seminars will be extended to staff at all levels in the near future.

Geoff specialises in stress-related problems associated with the emergency services.

He said: "Most people are unaware of what stress actually is. It's my aim to present people with ways of identifying and dealing with the situation both on a personal and an ambulance service level."

"There are two main areas of stress. One is caused through daily hassles and the other through either too much or too little pressure.

"The next stage can be due to an element of loss — a person may find his or herself in a new position where they're less happy. There's also the

trauma and stress caused by large disasters/accidents."

He added: "The solutions to stress problems are relatively easy but it is a question of knowing what to do. People should develop their lifestyles, for instance taking up a regular form of exercise. Learning to relax is also an important skill plus keeping good time management."

Detecting symptoms

Stress varies from person to person but there are ways of detecting symptoms. The most obvious are behavioural. If someone is normally outgoing, vivacious and loud but becomes withdrawn and introverted then this is a sure indicator that your colleague is suffering from stress.

The same can occur in someone who is normally quiet and becomes moody and irritable. These symptoms are known as 'reversals'.

Other indicators are an increase in sickness and accident rates. Stress can lower people's immune system, making them rundown. It can also reduce a person's ability to concentrate for long periods of time.

"My aim is to act as an adviser to management and staff. My three days with the service will include my undertaking an evening shift with accident and emergency crews plus a day shift with the non-emergency service."

Awards evening

THE personnel below will be presented with their awards at a special evening on May 6 at Harlow Wood Hospital.

Leach Award: Peter Berry of Kingsmill.

Ambulance Aid Instructor Certificate: Terry Docherty of Stapleford.

PARAMEDICS

Kingsmill: Gary Brown, Peter Scrimshaw and Malcolm Ward.

Newark: Kelvin Foster, Ron Charlesworth and Alan Bush.

Carlton: Ian Barber and John Hammond.

HQ: Jean Cragg.

Eastwood: David Boulton.

Worksop: Stephen Maloney.



■ Geoff talking to Headquarter standing fleet engineer Mik

Riders for charity



Pedal-push helps to buy paramedic kit

BIG-HEARTED members of Newark Castle Cycling Club got on their bikes to raise over £1,000 for a new paramedic kit for Newark Station.

The riders — sponsored per mile — cycled up to 100 miles each on a circuit of 30 miles between Newark and Lincoln.

Event organiser Emerson Tunaley, 20, of Woodland View, Southwell, said: "I saw a demonstration of a paramedic kit and was so impressed by the

potential that I decided to organise a fund-raising event."

Pictured at the cheque presentation (left to right) are club member Tony Ablewhite; leading ambulanceman Kevin Mable; club president Ted Guy; event organiser Emerson Tunaley, who also raised the most money; club treasurer Kate Kennedy; station officer Brian Barber; club secretary Dave Kennedy; and club member Gavin Cranidge.

Quick re saved P

THE professionalism of a Nottinghamshire crew saved the life of a top woman jockey at Nottingham Racecourse last month.

Now the crew have received outstanding commendations for their work from both the surgeon who operated on Mrs Pip Nash and the clerk of the course.

Mrs Nash received very severe head injuries which the consultant is convinced would have been fatal but for the actions of the crew. Mrs Nash is now out of intensive care and is expected to make a full recovery.

The consultant wrote:

AMBITIOUS STAFF A

A SECOND supervisory management training course could be introduced this year to meet the demand from ambitious staff. The proposal has been prompted by the enthusiasm for the first course which has just reached its mid-way point.

The Open College course for the new National Examination of Supervisory Management teaches management theory and allows students to put it into practice

during workshop sessions. The month course would run in the present one and could save. All the remaining workshops present course have been in superior facilities of the Police Centre at the City Hospital.

Station officer Arthur Jam decided to take the course so lead my staff by example.

stress



er's staff. Left to right, personal secretary Lorraine Sutton; e Crosby; Dr Geoff Myers; and ambulance supplies officer George Holliehead

Charter calls for thought and action

BY NOW everyone should be aware of the National and Local Patient's Charter and what we as a service are aiming to achieve.

Some points of the Charter are simple and have already been implemented. Others will require considerable innovative thought and action. This will not be achieved easily or overnight.

It is vital that we ensure we are in a position to provide the type of service requested; where and when it is requested and to the precise level of quality specified; and always within the spirit of the Charter.

Below are some of the main

points of the Charter and what we have achieved:

- **Respect for patients's privacy, dignity, religious and cultural beliefs.** To achieve this there will be contact with leaders from ethnic groups.

- **Patients' special needs.** In the past we have had problems catering adequately for wheelchair patients. To help solve this we have purchased two London-style taxis and will be monitoring patients reaction and needs for this service.

- **Confidentiality.** In the past we have perhaps been too careful about giving information to family and friends. It is now our aim to be more communicative; letting them know as much detail as possible while still achieving patients' confidentiality.

- **Waiting time for emergency ambulances.** This we have met — in most cases we are achieving better times than those laid down in the Charter.

- **Reducing waiting times for out-patients and clinics.** We are currently liaising with doctors and nurses to see how best this can be done. It is our aim to achieve a maximum patient waiting time of 30 minutes after treatment.

- **Staff name badges.** All staff are now equipped with a badge which is to be worn at all times whilst on duty.

Managers have been invited to attend a course called 'Empowering Effective Management' where the Charter will be examined in more detail. Anyone with ideas relating to the Charter should contact director of operational services Pat Slevin.

QUALITY QUOTE

response Pip's life

"The crew performed so magnificently at Nottingham Racecourse. I wish to compliment them on the manner in which they conducted themselves and the experience they showed.

"Without their prompt action there is little doubt in my mind that the patient would have died.

"As a result of their prompt action, the patient was quickly hospitalised and I am now happy to report that she is out of intensive care and she shows every sign of making a full recovery."

The clerk of the racecourse wrote: "I am writing



■ Ambulance crew in action at Nottingham Racecourse

to thank you not only for your continued support at Nottingham Racecourse but to particularly thank all those involved with the fall of Mrs Pip Nash. It was a nasty fall and one which had us all worried about her chance of recovery.

"However, due to the speed and expertise of your staff she was extremely well cared for and at the Queen's

Medical Centre within minutes.

"Please pass my thanks to all those involved with the Pip Nash fall.

"I should also add that the other jockeys riding that day were impressed by the speed of action and reaction of the ambulance crew — another feather in the cap for Nottinghamshire Ambulance and Transport Service."

ASK FOR MORE MANAGEMENT TRAINING

the new 18-parallel with part in Octobers of the moved to the st Graduate

son said: "I that I could

"On the present course there are ten of us ranging from basic ambulance grades to supervisory levels. This is a real bonus — we learn so much from each other and because there are no uniforms, all barriers come down. It is an all-round confidence booster. I recommend the course to anyone who wants to climb the ladder of achievement."

Another course member is leading am-

bulanceman John Shaw, who said: "The course is really worth while but very hard work. Eighteen months is a big commitment and at the end we must write and present a 3,000-word project relating to the ambulance service.

"I am also currently doing my extended training and find myself torn between the two courses. I am just coping but would recommend future trainees to do either

one course or the other. I have completed the first two modules on motivation and managing staff. These I have put into practice and had very good feedback from staff members. I've also discovered a great improvement in my communication skills.

"I'd recommend the course to anyone, especially supervisors. But don't think it will be a push-over."

Team-building is spreading

THE management executive team (MET) were so impressed by their team-building exercise in Devon that they have run two one-day courses to pass on their knowledge to middle management.

The course, at Holme Pierrepont Water Sports Centre, was led by members of the MET. The aim was to implement the process of "empowering effective management" within the service.

Managers had the opportunity to exchange information and views about matters of strategic importance which would affect the service during the next 12 months.

Effective part

They also identified action which could be taken to assist them to play an effective part in future management of the service. The morning programme was

spent reinforcing the service's position on patients' charter, trust application and BS 5750. In the afternoon the programme was more activity-based, involving group work.

John Simons said: "The MET got so much from our course that 'empowering effective management' was identified as the next stage in our team-building programme."

Car deal brings fresh income

THE vehicle engineering division of the service has won a major new income generation contract.

It's with Automotive Leasing of Worthing for the maintenance and repair of over 100 cars. Most of the vehicles are Nissan cars, operated within Nottingham Health Authority.

Fleet engineer Mike Crosby said: "This is a great boost to income generation and a major step forward in the use of the current workshop facilities. It helps us keep up to date with modern technology whilst bringing extra revenue into the Service."

The new contract is in addition to existing income generation contracts for vehicles maintained on behalf of both Ford Contract motor-ing and Rover Finance.



■ Boosting income: Fleet engineer Mike Crosby

GENTLY DOES IT FOR PATIENTS IN NOTTS



■ An ambulance with clearly lowered suspension, easing the job of staff as they lift stretcher patients into the vehicle

RIDING ON AIR

NOTTINGHAMSHIRE is one of the first ambulance services in the UK to give patients a smoother ride — on air suspension.

Two accident and emergency vehicles already in service are to have the system retro-fitted, joining a vehicle at Wilford Station already equipped with air suspension.

"We are constantly reviewing the standard of service we offer our customers. This new system gives a much smoother ride," said fleet engineer Mike Crosby.

Another important function is the 'kneel' facility — at the push of a button, the vehicle lowers itself six inches.

"It will ease the job of the ambulance staff as they lift stretcher patients into the vehicle, and reduce the high incidence of back injury. And the system is also easier on the vehicle — it absorbs shocks going into the vehicle body, cutting down on premature wear and tear," said Mike.

A DATE FOR SOME FUN

A SOCIAL evening and dance will be held at the Maid Marion Pub, Coppice Road, Arnold, on Saturday 2 May at 7.30pm. Tickets cost £3.75 including buffet and are available from the Secretary, c/o Arnold Ambulance Station.

The AGM will be held at the Maid Marion on Thursday 28 May at 2pm. Everybody welcome!

Students to report on survey

STUDENTS from Nottingham Business School have been carrying out a survey on the service's fleet maintenance, training and Headquarters' accommodation.

The students will present their recommendations to the management executive team for their consideration and possible implementation.