



# RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

27396

## IT'S THE BUSINESS

**THE Trust has retained its annual contracts with its two largest customers. It represents a total of over £9.6million – 80 per cent of the Service's income.**

Both Nottingham and North Nottinghamshire Health have signed up again for the supply of A&E services. The Nottingham contract is worth £6,363,000 and North Nottinghamshire will be spending £3,280,300 next year.

And significantly, the contracts provide sufficient money for 20 additional A&E staff.

Mike Handy said: "This is doubly good news. It's the income that sustains everyone in the Trust. And our purchasers recognise the steep rise in A&E calls with money for extra staff."

The majority of the new positions will be operational but additional control staff will also be taken on.

One of the conditions of both contracts forces the Service to find 'efficiencies' which will release cash. But these don't include staff reductions.

### Praise

Mike Handy praised all staff for the professionalism which helped gain the business. And he highlighted the importance of the A&E contracting team – Neil Konieczny, David Rowe and Pat Durston.

"The negotiations were long and difficult. Our team produced an excellent result."

Another £2.6million worth of PTS contracts have been agreed, but not yet signed, with a number of Trusts in Nottinghamshire, and there's an additional £711,000 worth outstanding for health transport contracts.

Mike Handy also warned

### MAIN CONTRACTS

that there was no room for complacency in the healthcare marketplace.

"PTS work has been going out to competitive tender in other areas during this contracting round. Northumbria lost their contract to Durham; Humberside to North Yorkshire; and Manchester to Derbyshire."

★**THE Trust is keeping itself firmly on the ground after winning a Ministry of Defence contract.**

For it's providing ambulance cover for the world's finest aerobatic display team – the RAF's Red Arrows.

The contract ensures that an ambulance, manned by a paramedic and technician, is on standby when the team in their Hawk jets practice their breathtaking formation sequences in the skies over their RAF Scampton, Lincolnshire base.

The ambulance crew will also be required to cover some display days.

Crews have been selected from Newark, Retford and Worksop stations.



## SWIM STAR ALEX 'STROKES' OUR BOYS

**A**LEX Bennett, the Bleasby teenager whose Olympic swimming hopes were dashed by a horrifying car crash, has paid a touching tribute to Arnold paramedics Nigel Bailey and Wilf Prince who went to her aid.

Alex, one of the country's finest young swimmers, broke both legs in the accident. But in a letter from her parents Chris and Roger, she has praised the professionalism "which contributed greatly to my ability to recover."

Her mum wrote: "It was a relief to see Alex in such good hands. She has remained amazingly cheerful. She's determined to return to swimming and go to university as planned. As she's gradually recalled the accident, she has remembered with bemused horror, swearing in front of her rescuers. She wishes to apologise to anyone overhearing her dealing with the pain!"

She added: "We've been overwhelmed by the hundreds of well-wishers Alex has heard from – and it is from all of them, as well as ourselves, that we send you our many, many thanks."

**SPOTLIGHT ON NEWARK STATION – PAGES 2&3**



**THE Service will be well**

**represented at this year's Nottinghamshire County Show at the Newark and Notts Showground in May. A marquee has been hired for Friday 3rd and Saturday 4th May and representatives from all divisions have been invited.**

**It's the first time the Service has exhibited at the show, which is expected to attract capacity crowds from all over the county. A total of 24 staff will man the stand each day. Of special interest will be the vehicles of tomorrow – a display of concept vehicles which will show possible future developments in both PTS and A&E ambulances.**

## COMPLAINTS TO GO UP?

**STAFF are being alerted to the possibility of an increase in complaints.**

The reason is the introduction of a new NHS Complaints Procedures which starts on 1 April and is aimed at standardising procedures across the country.

The Trust already have a procedure which is very close to the new one and changes are being made to make it mirror the national initiative.

But the high profile national launch could trigger an upsurge in complaints.

All staff should be ready to respond if approached by either a patient or a patient's representative. It's important at the initial stage to give patients' assurances that they're being listened to.

It may be possible to resolve minor or local problems 'on the spot.' But, if in doubt, a record should be kept and passed on the line manager.

Details will be given at managers' staff briefing sessions. There will also be the opportunity to ask questions later on.

## THROW ME THAT BOX!

**THE Service wasn't 'thrown' when it heard the plight of a new judo club.**

The CAP Judo Club in Denton Green, Broxtowe didn't have the funds to buy a much needed first aid box for their young membership so it asked their local station – Beechdale – to help out.

Station officer Arthur Jamison said: "The club is just getting off the ground – they have no money. But it's important that these children have the right equipment – minor injuries are inevitable in any contact sport.

"The club offers an excellent environment for youngsters in the area to learn a sport which teaches self discipline. We were very happy to help out."

## QUALITY QUOTE

PLEASE convey my sincere thanks to one of your team paramedics (Graham and I at Carlton) for the prompt efficient medical attention gave my husband when he had a heart attack. I am sure of the skills they used and the confident way they dealt with the traumatic situation played a big part in preventing a tragedy.

Mavis Gillespie, Nottingham

## SPOTLIGHT ON NEWARK

# EVERYONE KNOWS

**THE spotlight in this issue of Response falls on East of the County and Newark ambulance station.**

Built in the 1950s, Newark station has 34 staff – 31 operational and three cleaners. It has four A&E and three PTS ambulances in operation.

### Traditional

Its profile within the local community is very high for a number of different reasons – not least, the nature of the town itself.

LA David Clarke explains: "I can honestly say that most of our staff are known to the vast majority in the area.

"Newark is a small traditional market town with a close-knit community. It occasionally throws itself open to outsiders – the world's biggest antique collectors fair is here every few months, and the annual Newark and Notts show attracts a huge audience. But for the most part, Newark keeps itself to itself.

"But we get a lot of contract work through the different events at the Newark Showground.

### Popular

"We've also initiated a junior and secondary schools programme where staff go out to visit the pupils and talk to them. Our aim is to get rid of any fears the children – particularly the younger ones – may have about ambulance work.

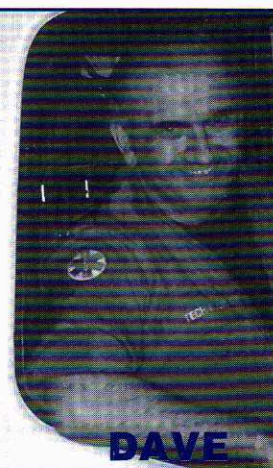
"Our bingo sessions (see separate story) are also popular and have helped to establish a very good



**PHILIP**



**KAREN**



**DAVE**

rapport with the public."

In charge of the station is Kevin Mable. He joins the expanding ranks of ex-police personnel (see Kathy Smith in the last Response), and has been with the service for twenty one years. Kevin was promoted to station officer a year ago.

He said: "It's very challenging but very enjoyable. I was a leading ambulanceman for nine years, so it's quite a change to jump from operations to management. However, I still occasionally go out with a crew – it's important to keep in touch with operations."

Kevin is also involved in a number of other projects.

"I'm in the working group looking at defibrillators. And I'm also co-ordinator for the Red Arrows contract. (See page one story).

## NEW RE

**IS there something new recruit Karen Smith a trout farm before late last year?**

**The answer is yes!**

**Karen said: "I look for six years and challenge. I applied was lucky enough to time."**

**"It's obviously very previous work, but I much."**

**Newark's other recruit Green, was previous and a care assistant realises Tracey's ambition in the 'caring' sphere**



## EMMERDALE MEETS RETTFORD

A FUNDRAISING event organised by Retford ambulance, fire and police services raised nearly £1500 for the Bassetlaw Hospice of the Good Shepherd.

The function, attended by 150 people, was based on the 'Good Old Days' TV programme, with cabaret, dance and tombola stand providing the entertainment.

A special charity auction hosted by

Emmerdale Farm's 'dodgy dealer' Eric Pollard – alias Chris Chittel – ensured the money rolled in throughout the night.

Retford station officer Kathy Smith said: "This is the second very successful event which the Retford emergency services have organised.

"They have raised public awareness in our work and also strengthened the services' working relationship."

## ASSESSMENT BY 'UNITS'

THE new work based assessment programme will be implemented by mid-April.

It's aimed at monitoring paramedics and technicians for competence in ambulance aid skills. It will also identify training needs.

Assistant director of operations Malcolm Hinchley said: "This scheme does not replace paramedic refresher training. What we're trying to do is maintain our very high standards of service by identifying areas for additional training."

Staff will be given a list of units for assessment. Evidence of completion (eg a patient report form, a doctor's signature or direct observation) will be required for each unit. These will then be checked and validated by a qualified assessor.

He added: "It's very much up to each participant to fix their agendas for the year. A number of assessors at each station will keep track of progress. Station officers will also monitor the programme.

"The assessors themselves will be assessed by trainers to make sure they're doing their job correctly.

"I'm convinced everyone taking part will benefit."

## TLIGHT ON NEWARK OUR CREWS

NEWARK ambulance staff have certainly hit the jackpot when it comes to entertaining the general public.

For the past ten years their monthly bingo sessions at the station have regularly attracted a capacity audience. And by all accounts the popularity is set to continue. Newark ambulance technician Philip Buckley who organises the event said: "The bingo attracts both young and old.

"We set a small entrance fee of 20p and a book of ten games is 50p so it really is a cheap night out. Many of our customers have become quite addicted and come back month after month. We're not quite in the big league with prizes – they range from soap powder to a box of chocolates – but our customers leave happy and that's the main thing."

All proceeds go to the station welfare fund.

## CRUITS

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with really manage  
joining the Service

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to the Service and  
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option of continuing

BEEN THERE,  
DONE THAT

TECHNICIAN Dave Bartle has seen many changes.

For Dave – at Newark for 32 years – is the station's longest serving employee.

He said: "I started work as a railway signaller – it was lonely, so I looked for a job involving meeting people.

"All you needed to join the service then was a first aid certificate. Newark was one of the few stations with its own control.

"We also washed our own vehicles, and kept the station clean – but now there's no time."

"When I started, Newark had eighteen staff and a station officer. It was an all male group and continued to be so until about 1980. The fact that employee numbers have almost doubled since then reflects the increasing complexity of the job in hand.

"I expect I'll end my working days at Newark. I've no wish to transfer anywhere else – I'm happy here."

THE Staff Suggestion Scheme has had an encouraging start. At the end of February, 15 suggestions covering a wide range of potential improvements\cost savings had been received. Each entry has been rewarded with a specially designed china mug.



## A DRIVING SUCCESS

A fifteen minute slot on BBC Radio Nottingham – featuring one of the longest serving voluntary car drivers Joan Parker and our own Phillip Morris – produced twenty new volunteers. But we still need more. Anyone who can help should ring John Adkin at the Queens Medical Centre on 0115 9249924 ext 42380. Remember, to be a volunteer, all that's needed is free time, the use of a four door saloon car and fully comprehensive insurance. We'll do the rest.

• ABOVE: From left Joan with out patient Barbara Inger.



## QUALITY QUOTE

"The speed and efficiency of the Kings Mill team who responded to our 999 call speaks volumes for the commitment and professionalism of the service."

**Tony Spittles, Mansfield**

"I would like to express my deepest thanks to two of your ambulance crew, Clark and Little of West Bridgford Ambulance Station. We are grateful and reassured of your commitment and care at times of crisis."

**Sandy Douglas**

"On Monday 5 February we had to dial for the emergency service. Very quickly after, an ambulance with paramedic and technician arrived."

What a relief! From the minute they arrived everything was under control - "Big Brian" and Bill were absolute life-savers.

Explaining their every move, they were the epitome of their profession. Skilfully, gently, firmly, they perfected their task with kindness and also a little humour. I felt and knew I was in extremely safe hands.

They were wonderful. What a reassurance it is, to be able to be treated by such skill. Congratulations on having them on your team."

**Pauline Lindley, Bramcote**

## ROYAL VISIT

**The Duchess of Kent will be paying a special visit to HQ in May.**

**She will be meeting the chairman, chief executive and board and will also be presenting the Queen's Medal for Long Service to six selected staff.**

**The Duchess has a particular interest in paramedic work, so her tour will include the training school where she will meet some paramedics on their training course.**

**N.B. All 82 Queens Medals have now been received and will be presented at a special evening to be confirmed.**

## appointments

Claire Winsor	Ambulance Care Assistant	West Bridgford
Mervyn Dudley	Ambulance Care Assistant	West Bridgford
Suzanne Slaney	Ambulance Care Assistant	Kings Mill
Peter Birkin	Mechanic	Cowley Street

### TERMINATIONS (Retiring or Leaving)

John Garner	Senior Transport Driver	Carlton
Michael Smith	Leading Ambulance Paramedic	Kings Mill
Roger Northing	Ambulance Paramedic	Kings Mill

### TO AMBULANCE PARAMEDIC STATUS

Andrea Barker	Newark
Paul Bailey	Carlton

### TO AMBULANCE TECHNICIAN STATUS

Malcolm Storey	Stapleford
Elizabeth Topps	Wilford
Nigel Prince	Wilford

The Service welcomes four new PTS staff transferring from the Derbyshire Ambulance Service to Kings Mill and Eastwood.

## OUR LADIES NEED A NAME

THE Service now have a ladies netball team. Seven HQ staff are hoping to rise above the opposition when they join the South Notts League in May. They have the team. They have the kit - sponsored by Beechdale Social Club - unfortunately they haven't got a name yet. So if you can think of anything suitable (and clean!) why not give Gaynor Hawkins or Gloria Ward a ring. Donations to help with travel expenses would also be appreciated.

# STEVE IS NO PUSHOVER

**WHEN Steve Lees from Stapleford decided to build a new push bike, he didn't go for the modern look.**

Instead, the bike he produced was based on a 100-year-old design.

Steve, 39, who has a passionate interest in ambulance memorabilia, came across the design for the 1895 ambulance bicycle in a magazine.

He said: "I often go to Ambulance Preservation Society rallies where some really weird contraptions turn up. The ambulance bike interested me primarily because there isn't another one like it in the country."

"Because of its uniqueness, I thought it would make a good fund-raising idea."

The bike took Steve six months to build. Parts were donated from many sources, including Nottinghamshire Constabulary.

Steve added: "The police had a couple of old bikes which, like the 1895 version, have brakes without cables. Theirs were the

• The 1895 ambulance bicycle



closest to the originals."

The launch of the bike took place at the British Ambulance Preservation Society rally last September where it attracted a lot of interest.

Steve has now become such a 'guru' on the ambulance service that the BBC ring him to check up on

authentic details. He has also co-written a book on 90 years of the ambulance service which has sold over 400 copies.

And Steve's next project? "I'm currently working on an activity book for children. It includes colouring sheets, puzzles and, most importantly, the basics of first-aid".

**Fleet manager John Thornton is leaving the Service this month.**

**Under his direction, vehicle maintenance moved 'In house' and he also organised its transfer from Beechdale to Cowley Street.**

**We wish John every success for the future.**