



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

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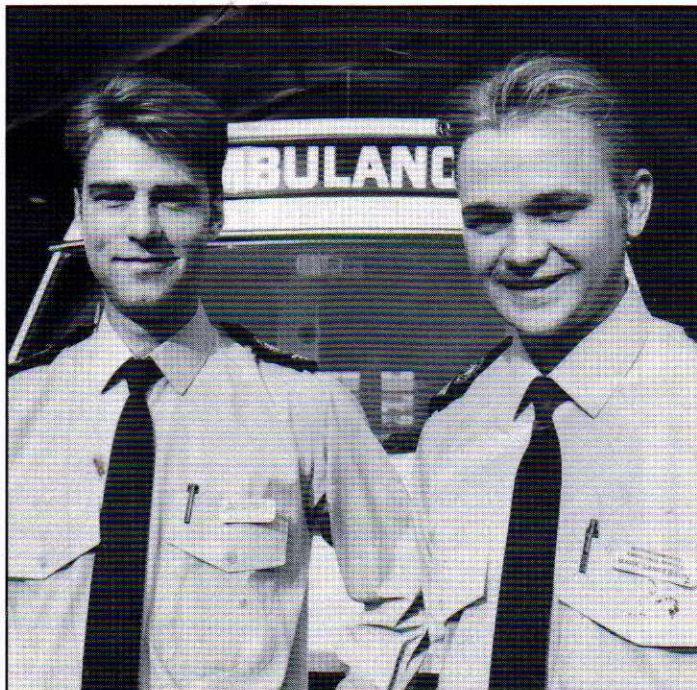
TRIBUTE TO CARING DUO

'COURTESY Counts' for two Carlton ambulance staff.

For Alex Guest, pictured left, and Mark Sanderson have been nominated for the Nottingham Evening Post's Courteous Service Awards Scheme by St Ann's pensioner Mrs Frances Hooker.

Mrs Hooker, 79, said: "They have been taking me to and from Sherwood Day Hospital and they're two grand lads. They couldn't do more for patients if they were our own sons."

Station officer Brian Collins said: "They are a very modest pair and very courteous around the station. Mrs Hooker's nomination is a lovely tribute."



TRUST POST BOX

THERE'S concern that many staff have questions regarding the recent changes to Trust status.

In an effort to resolve this, we aim to answer your main queries through the 'Trust Postbox' which will appear in future issues of Response.

Please send your questions to Joanna Yoffey, Trust Postbox, C/O Ambulance HQ.

THE Service has recently adopted its own Equal Opportunity Action Plan and Policy Statement. Every member of staff will soon receive a personal copy of this.

It covers race, marital status, gender and disability, and is designed to ensure that only relevant factors affect the ability of staff to enter and make progress in the Service.

The Service is committed to being an equal opportunity employer. This does not mean positive discrimination but competition on an equal basis for all.

Much progress has been made since the launch of Nottingham Health Authority's policy, particularly in recruiting more women at all levels of the organisation.

However, the fact remains that initiatives so far have not succeeded in increasing the number of staff from ethnic minorities or the disabled.

Solution

Personnel director Anne Wallbanks explained: "There's no instant solution to attracting applicants from ethnic minorities. Work is being carried out to build better links with local communities.

"As we increasingly recruit from ethnic minorities, we hope this will encourage others to apply."

Liaison assistant Sunita Sharma recently joined the Service and she said: "I've found it a very welcoming environment - I'd encourage others from ethnic minorities to apply. The

work is very satisfying and there are genuine opportunities to progress within the Service."

The Service's professional image is a major selling point to talented people when they consider applying for jobs. Therefore, it's important that the Service highlights its equal opportunities policy to help attract quality candidates from a broader population.

Anne added: "Our aim is to change the perception of the Service as predominantly employing white males. What matters is the candidates ability to give the best possible ser-

vice to patients and customers. The necessary skills for this are not dependent on factors like race and gender."

One of the great successes of the past year has been the increased representation of women at a senior level of the Service.

Women now make up almost 23 per cent of all employees, an increase of around 3 per cent in the last year.

Increase

They now make up 11 per cent of senior managers (same as last year) and 25 per cent of middle managers (an increase from 22.2 per cent last year).

The Trust board includes 33 per cent women (one executive and two non-executive directors).

This has considerably increased the number of women involved in developing the strategy for the Service.

These issues are receiving national attention through Opportunity 2000, which is a government initiative promoting the contribution of women at work.

Developments have been made to assist staff on maternity leave and pregnant women. A 'Keep in Touch' scheme has been introduced during maternity leave, which will help ease the return to work.

Pregnant women will be given meaningful light duties. If they wish, they will be able to return to these lighter duties for their first four weeks after returning to work. Any necessary refresher training will also be available at this time.

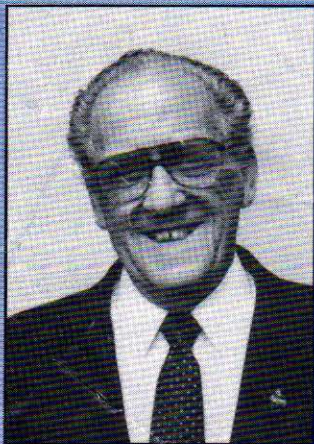
EQUALITY IN ACTION



■ ANNE WALLBANKS



■ SUNITA SHARMA



END OF AN ERA

IT'S the end of an era at Workstop Ambulance Station.

Ambulance technician Reg Lake, pictured above, has retired after 35 years' unbroken service.

"My years at Workstop are full of happy memories. But my most memorable occasion is when I drove a friend to hospital to have her baby. And years later I took the same 'baby' to hospital to have her first child," said Reg.

Assistant director of operations Malcolm Hinchley said: "Reg was a dedicated and caring ambulance man. He coped with the changes to the service with great enthusiasm. He was a great character and will be sorely missed."

EQUALITY

■ FROM PAGE ONE

Another goal of the Service is to encourage equal access to training on the basis of merit.

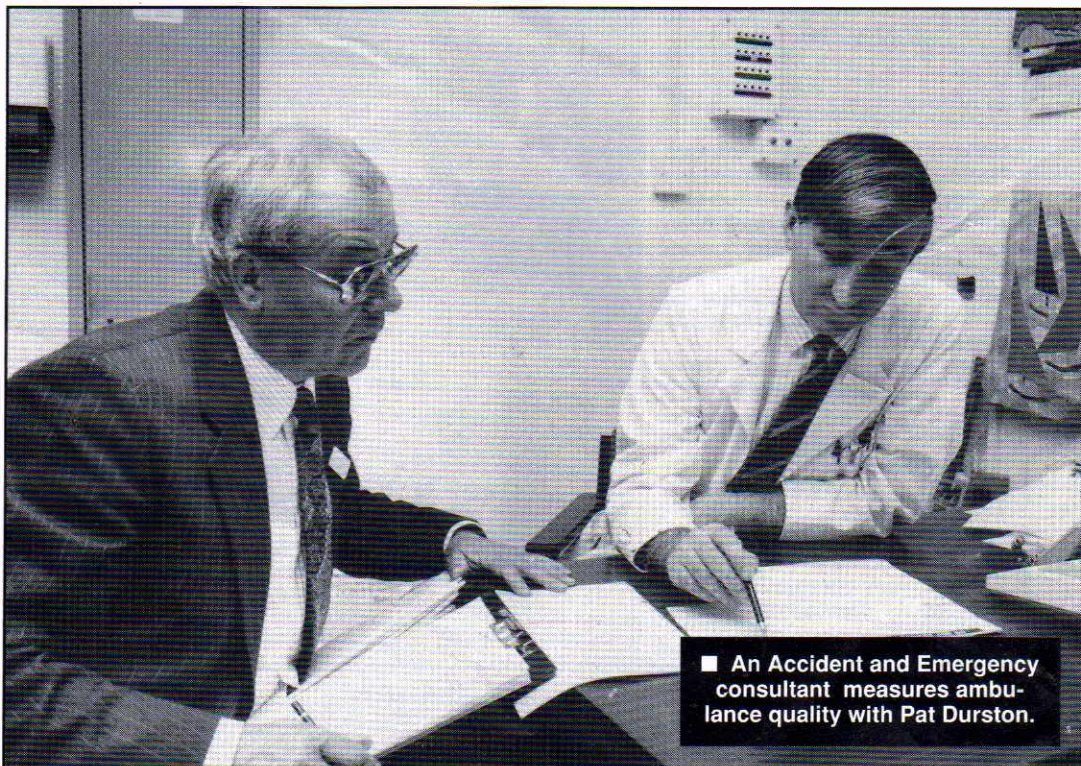
Anne said: "In the past, ambulance professionals enjoyed greater training opportunities than other staff. This indirectly led to more men having access to training than women because of the large number of men employed. We now extend training opportunities to staff of all disciplines who receive training appropriate to their job."

Equal Opportunities

Providing equal opportunities for the disabled is also a matter of concern in our policy.

"The high physical demands in the operational area of work limits the job opportunities for people with disabilities. However, we look at each application individually and hope to build closer relationships with the Disablement Advisory Service and other agencies in future."

CLINICAL AU



■ An Accident and Emergency consultant measures ambulance quality with Pat Durston.

Children learn Crucial lesson

THE ambulance service was a big hit with 1,000 children at this year's Crucial Crew.

The children, mainly from inner city areas, were taught, through role play, how to save friends' lives after a 'drowning accident'.

Acting station officer Jean Cragg said: "We were surprised by the number of children who had good knowledge of resuscitation and practical lifesaving skills."

"It was also interesting to discover they'd picked up their information from television series such as 999 and Casualty."

This was the first time the Ambulance Service joined forces with the other two emergency services and statutory agencies to take part in the Crucial Crew initiative.

Jean added: "We've had enthusiastic feedback from the children who found our scenario one of the most interesting."

"Chris Leivers and I found the two weeks extremely tiring but very rewarding."

■ Jean Cragg is pictured right watching children from Rise Park School, Bulwell, demonstrate their resuscitation skills.



DIT SUCCESS

THE Service's unique Clinical Audit scheme has been a great success.

However, there are concerns over some areas of operation.

Some ambulance technicians dealing with cardiac arrest cases could have taken patients straight to hospital rather than summon a paramedic to scene.

Quicker

Following negative response to defibrillation, it would have been quicker, in many cases, to transport the patient direct to hospital applying CPR en route.

Clinical Audits were introduced two years ago to enable the ambulance service and A&E hospital staff to discuss trends in patient care.

The information for the audits comes from the accident report forms that every ambulance technician and paramedic fill in when attending emergencies.

These forms are assessed regularly by business manager Pat Durston, a station officer, the relevant A&E consultant and senior clinical nurse.

SURVEY SHOWS WAYS TO IMPROVE SERVICE

The survey information is divided into five main areas:

- 1) Vital times eg arrival at scene and hospital
- 2) Primary survey
- 3) Secondary survey
- 4) History
- 5) Treatment given

Clinical Audits have resulted in accident report forms becoming a very important part of patient records.

Pat Durston said: "The majority of forms completed in the last two years have made a terrific contribution to the quality of information given to Accident & Emergency departments."

"This has enabled patient handover to be as smooth as possible and ensured pre-hospital care is of the highest standard."

However, areas that still require improvement include:

- MORE detail necessary in the recording of breathing and pulse rates.
- GREATER understanding of the Glasgow Coma Scale.
- RECORDING of oxygen therapy, in particular when applied to cardiac and chest injured patients. If this treatment is refused by patients it must be recorded in the box on the form with the letter 'R'.

■ REGISTERING if collars have been applied to head or neck injured patients.

There are also many instances of paramedics not recording patients' blood pressure.

Pat Durston added: "Everyone must remember that if the relevant information is not recorded, then in the event of any future legal action it could be argued that appropriate action had not been taken."

"Senior medical staff will also be misled into assuming no action was taken."

QUALITY QUOTE

"I would like to thank the ambulance crew who attended to me on the way to hospital.

They acted with true professionalism and the utmost courtesy. I have used the ambulance service in the past and in my view it has the best crews in the country.

Keep up the good work, you will always have my support."

M Reynolds,
Aspley, Nottingham

Hi-tech vehicles for fleet

THREE of the latest hi-tech accident and emergency vehicles have joined the fleet.

The purchase reflects the most advanced ambulance technology and confirms Nottinghamshire's continued lead in patient care.

Features of the Iveco Daily vehicle include:

- Powerful 2.5litre turbo diesel engine - easily capable of exceeding the national speed limit if necessary.
- Anti-lock brakes.
- Rear air suspension which lowers the back of the ambulance to aid lifting.
- Electric/heated door mirrors.
- Electric windows.

Delivery

Two of the new vehicles are already in service at Arnold and Beechdale stations. The third is awaiting delivery and will be stationed in the north of the county.

Fleet engineer Mike Crosby said: "These purchases are part of the continuing development of our accident and emergency fleet."

"Like everything else, they're aimed at enhancing patient care and comfort."

"Hopefully the next stage of development will include air conditioning and active ride suspension - similar to the system used in the Williams Grand Prix racing car."

Staff get drug abuse briefing

NOTTINGHAM'S Drug Squad recently visited Hucknall Ambulance Station.

The reason - to brief staff on the growing problem of drug abuse.

The initiative was instigated by Robin Isterling who said: "I thought it time we were updated on the Nottingham drug situation, and have the physical side-effects explained to us."

He added: "I'd recommend other stations organise a similar visit - it was very interesting and educational too."

Interested stations should contact the Drug Squad at Radford Road Police Station.





■ Flight lieutenant Steve Podger RAF UR (T) officer commanding 2425 (Nottingham Airport) Squadron presents a cheque to assistant director operations Malcolm Hinchley.

CHEERS! FRIENDS BOOST FUNDS

THE public continue to show their support for the service with their dedicated fundraising.

In **MANSFIELD**, The Swan pub raised over £2,000 for Kings Mill station as part of British Pub Week.

And one of the main fundraising attractions was a 'hair pull' by pub regular Mick Grimmer. Diane Hesse, pub manageress said, "We chose the Ambulance Station because it's there to help everyone in the community."

Also the Holehouse family of Ruskin Road, Mansfield, presented a training 'mannequin' to the station - enabling staff to practice their lifesaving skills on sight.

Bert Holehouse donated the mannequin on behalf of the Stardust CB Club and in memory of his wife Phyllis who helped raise funds before her recent death. The Club are continuing to raise money to buy more vital equipment for Kings Mill.

WEST BRIDGFORD also benefited when Tollerton Air Training Squadron cadets raised over £300, by pulling an ambulance almost three miles.

Special awards

A SPECIAL awards evening was held recently at Nottingham Racecourse.

Staff receiving long service awards, paramedic and transport qualifications were amongst those congratulated by chairman Peter Featherby and chief executive Mike Handy.



■ Bert Holehouse (second left) is pictured with sons Martin and Kevin, daughter Susan, sister Doris and ambulance staff

STAFF NEWS

WELCOME to Care Assistants: David Darker (Worksop); Trevor Slater (Kings Mill); Lynn Rutland (Kings Mill); Steven Hopkinson (Hucknall); Alan Pretty (Newark).

Transport Drivers: Terrance Simons, Leslie Towsey, Steven Howard and Peter Cottingham.

Apprentice Maintenance Assistant: Christopher Bramley (Vehicle Workshops).

Vehicle Cleaner: Ravinder Kooser (Wilford). **Domestic Cleaner:** Hilary Searle (Wilford).

CONGRATULATIONS on achieving Paramedic status to: David Peacock (Beechdale); Robert Arberry (Beechdale); Gary Dyer (Wilford).

CONGRATULATIONS on achieving Ambulance Technician status to: Steven Smith (Carlton); Margaret Wright (Kings Mill); Anthony Goodman (Beechdale); Graham Sutton (Beechdale); Jayne Charles (Kings Mill); Mark Ward (Eastwood); Keith Underwood (Worksop).

Pride of Hucknall

HUCKNALL Ambulance Station is in tip top condition - and that's official.

For representatives from Trent Architect and Design, NHS Estates and Tomlinsons the Builder commented on the excellent upkeep of the station as part of the inspection at the end of the 12 month defect liability period.

"Staff are to be congratulated for having taken great care of their new station," said director of support services John Simons.

QUALITY QUOTE

"I WOULD like to express my appreciation of the response by personnel from your service.

'I was with a party of visitors touring the Newark Air Museum, when a member of the party collapsed. I called for an ambulance and the crew from Newark responded very promptly.

'They dealt with the incident extremely efficiently and reassured the patient and his wife before transferring them to hospital.

'Your staff were extremely professional in the way they dealt with this incident.'

M J Ingham, Lincoln

MARKETING FIRST



CONGRATULATIONS to business manager Pat Durston who recently became a graduate.

For he's passed the first ever Certificate in Marketing for Health Care and Public Services from the Nuffield Institute of Health at Leeds University. The course took 12 months of intensive study.

■ From left: Professor David Hunter, Institute Director; Colonel Alan Roberts, University of Leeds Pro-chancellor; and Pat.

WINNING DOUBLE



CHRIS Bramley, who has been employed as an apprentice mechanic with the Service after completing two years on a Youth Training Scheme, has also been awarded his City and Guilds I and II for Motor Vehicle Maintenance.

And he's the first Youth Trainee to be offered a full-time contract with Nottinghamshire Ambulance Service Fleet Maintenance.

■ From left, chairman Peter Featherby, Chris and chief executive Mike Handy.