



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER

26196

PARATED DRIES THE TEARS!

THE service has unveiled a new 'cuddly' secret weapon – to help fight children's tears.

Ambulance technician Steve Lees from Stapleford helped to launch the Parated scheme with the help of some Nottinghamshire youngsters.

The aim is to have every ambulance 'manned' by a small teddy bear, to comfort and reassure the very young. The bears will be fully washable to combat cross infection.

The little bear was the creation of Steve's colleague Alan Chetwynd. And in pilot tests children fell in love with him.

Steve said: "Inevitably, children in ambulances are distressed. Alan started carrying a bear with him – the effect was miraculous. It really calmed them down. And just as important, it helped coax information from them."

Donations, marked 'Parated', should be sent to chief executive Mike Handy.

SEE INSIDE
Spotlight on
Workshop and
Retford
Stations

■ HIP HIP HORRAY! Oliver Sargeant, 8, meets ParaTed alias West Bridgford paramedic Alan Chetwynd.

STAFF SUGGEST CHANGES

AMBULANCES and ambulance stations are increasingly being targeted by vandals and thieves.

Now, two staff suggestions could go a long way towards combating the threat.

'Ambulance Watch', suggested by Michael Woodsworth from Hucknall station, aims to heighten staff awareness in particular.

Michael said: "Hucknall station is particularly vulnerable – there aren't any houses around from which the public can keep watch."

"When all the ambulances are out and the station is left unattended – particularly in the afternoon or the evening – problems can occur."

"I'm suggesting staff become more security conscious by taking straightforward, but vital precautions such as locking doors and shutting windows."

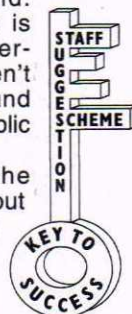
"I'm liaising with the local crime prevention officer. Hopefully, we'll be producing posters which will prime both staff and public alike into keeping a look-out on our stations."

Brian Rickards' suggestion involves the use of personal alarms issued to every employee.

He said: "I'd heard of a paramedic case being stolen from the scene of an accident."

"They're expensive pieces of equipment worth about £700, so I wondered if they could be alarmed in any way."

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MARGARET TO THE RESCUE!

LEADING Ambulance Paramedic Margaret Parker of Worksop put her skills to good use on a holiday ferry bound for Rotterdam.

Margaret was enjoying a drink with her husband when she heard an appeal over the public address.

She said: "They were calling for a doctor - I presumed one would respond. But when the fifth call came, it seemed there wasn't one on board, so I decided to offer my help."

Margaret made enquiries on the main deck and was "practically dragged" to the clinical room, and her waiting patient.

Screaming

"There was a man lying on the bed. He'd obviously had one too many, screaming abuse at anyone who approached him.

"He had a very deep gash down the left side of his face, where someone had cut him with a glass.

"It was obvious that those around him didn't know how to handle his aggression."

But Margaret did! After years of attending many accidents she had learnt when to be gentle and when to be firm. Now was definitely a time to be very firm.

Margaret said: "I put on my gloves, approached the patient and got on with it.

"The wound was very deep. After checking for glass, cleaning the cut and dressing it I realised the man would need hospital treatment.

"Unfortunately, he was still ranting and raving about wanting to get his own back on the man that had hurt him."

She added: "For his own safety, it was decided to lock him up in the brig. There was a risk that he could have been hurt even more."

Margaret returned to her husband but was in for one more surprise. A bottle of champagne was delivered to her cabin courtesy of the ferry company.

Margaret said: "I was glad to help and certainly didn't expect to get anything in return.

"We were en route to meet my son who had just returned from Bosnia - the champagne rounded off the celebrations nicely."

THE GHOSTBUSTERS

RUMOURS abound that our stations are haunted by ghosts.

David Darker who has recently joined Retford is certainly convinced he saw one.

He was alone at the station recently, with nothing but an ambulance for company, when he spotted a man near the vehicle. On approaching him, the man walked behind the ambulance and seemingly disappeared. Nothing new in this you may say. Aha, that's where you're wrong.

Apparently David is not the only staff member to have witnessed this benevolent spirit.

Can any other station top this story? Let us know.



● ABOVE: "Thank goodness it wasn't 101!" says Suzanne King from Worksop Liaison.

The spotty line-up - Suzanne's pet's first litter - includes seven bitches and four dogs.



Our congratulations go to ambulance liaison officer John Rose. He's getting married this year after getting engaged in romantic Florence, Italy.



THE NEXT STATION



THIS month see the first putting your station 'in the

Every month from this issue some Nottinghamshire ambulance people who work there and happening - well most things!

And for our first profile, we're going to visit Worksop and Retford stations.

Built in the 1960's, Worksop has a total of 34 staff - eight paramedics, 15 technicians, nine care assistants and two cleaners. It has six A&E and three PTS ambulances in operation.

Retford, built around the same time, is staffed by 20 people - four paramedics, eight technicians, six care assistants and two cleaners. It operates three A&E and three PTS ambulances.



● ABOVE: The three new recruits, from left, Gary, Angie and Darren.

quality quotes

I am very grateful for the prompt care and attention given by the crew, who came to our help. I have always held the Ambulance Service in high esteem, personally and professionally, for the excellent and hard work that they perform in very difficult circumstances, but have never been on the receiving end of the service until this weekend.

R Chisnell, Knebworth

I wish to express my sincere thanks to two of your officers who attended a 999 call. The officers exhibited skill, kindness and consideration far above the call of normal duty.

Mr G Milligan, Nottingham

Following the recent NHS reports we would like to say that the service we received from the Arnold Ambulance Station was efficient and of a high standard.

J. Flatt, Keyworth

THE new terms conditions for Trust have now accepted. The wishing to change over from White Council conditions must inform Personnel by end of January



it's a knockout

WORKSOP 'stung' the opposition when they joined eight other teams in raising funds for a number of charities.

For the ten members nicknamed 'The Wasps' came second in an 'It's a Knockout' event organised by Cresswell Leisure Services.

The event involved eight different games using lots of inflatables, costumes and water. And according to the team, a lot of fun – and bruises – were had by all!

● **ABOVE:** Back row from left, Paul Stasi, Paul Kelley, Carl Smith, Mark Caudwell and Trevor Slater. Front row from left, Anne Stasi, Jayne Middleton, Mel Turner, Tracey Turner and Steve Munro.

PAUL Daly is on the lookout for bike enthusiasts to form a motorbike club.

Paul, who owns a BMW K100RS, would like anyone who "has two wheels and an engine!" to contact him at Worksop.

So, if you want to talk bike, go out on bike runs and possibly roar off to the Isle of Man TT races, you know who to call.

And now for a more gentle hobby! Calling all budding Nick Faldos and Sandy Lyles, the golf society is looking for new members.

The society travels around the country playing at a variety of different golf clubs, offering you the chance to pit your skills and handicaps against other services.

For further information contact Peter Federenko, Jim Elliott or Brian Wilkinson at Worksop station.

UNDER THE SPOTLIGHT WILL BE NEWARK

POINTS NORTH

of a regular new series spotlight'.

on, Response will be profiling ce stations, introducing you to d finding out everything that's

ing to the north of the county to



Station officer Kathy Smith is in overall charge of the two stations and has been with the Service for 14 years. She was the first station officer when she was appointed to her current post in April 1992.

She began her service career at Worksop and Retford, and before moving to her present post, was a leading ambulance woman at Arnold station. Before joining us, she served as a WPC in the police force.

Kathy said: "We've got a great team at Worksop and Retford. Everyone works hard for each other to make sure we give the best possible service."

The Worksop team was recently strengthened with the arrival of three new recruits – and for Gary Marsden, it was the realisation of a long held ambition.

Determination

Gary (31) from Clowne, Derbyshire, first applied to join the Service some nine years ago. And his success came – as it so often does for recruits – through sheer, dogged determination.

Gary said: "I know this may sound like a cliché, but I've always wanted to be in a job that helps people. I'm under no illusions. I

know it's going to be very hard, sometimes thankless work. But at the end of the day, I'll go home knowing that I've helped people. For me that's satisfaction enough."

Darren Sleight (29) has had a complete change of career. Before joining the service, he had been a miner for ten years.

Darren said: "It's in my nature to put other people before myself, which makes the Service ideal for me. The patients I meet really seem to appreciate what you're doing for them."

"My new colleagues have been great – nothing's too much trouble. They made us all feel part of the team from the start – it's the first time, for a long time, that I've looked forward to coming to work!"

The third new recruit, Angie Connolly worked as a nursing

auxiliary for seven years, so is used to looking after patients – and she demonstrated her skills when attending an accident on her second day on the road.

She comforted a woman in a state of shock, and helped her to keep calm whilst waiting for an A&E crew to arrive.

Angie said: "I feel really lucky – working with the service is a natural extension of what I've already been trained to do. The only real problem I've had so far is getting lost out on the road – but I'm sure I'll get the hang of that."

NEW INITIATIVE

THE LA teams at Worksop and Retford have established a new work index system to help LA staff seconded to their stations.

The system, which details a daily work routine, provides an essential reference point to help keep the established work pattern going.

Kathy Smith said: "Every station has its own daily jobs, and problems can occur when somebody is seconded from a different station."

"They tend automatically to follow the specific routine of their own station, meaning some jobs may be missed out altogether."

"The index system sets out clear work rotas for each day, so there are no mistakes. It's proved very successful and we think other stations could also benefit from it."

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MAYOR IN 'HOT SEAT'

THE mayor of Broxtowe, cllr Tom Martin hit the 'hot seat' when he called in at headquarters.

He was met by chairman, Peter Featherby and chief executive, Mike Handy and made a tour of the control and training centre, and Beechdale ambulance station. Impressed by the commitment of staff, the Mayor also visited Stapleford ambulance station.

● **ABOVE:** The mayor of Broxtowe cllr Tom Martin with Mike Handy and control assistant Diane Smith.



ON THE MOVE

Congratulations to all our staff who have been promoted to:

AMBULANCE PARAMEDIC STATUS

Stephen Smith (Carlton)
Michelle Jenner (Stapleford)
John Stokes, Simon Harris,
Andrew Turner (West Bridgford)
Lynn Rutland (Hucknall)

LEADING AMBULANCE PARAMEDIC STATUS

Roger Linnell (Wilford)
Jayne Charles (Eastwood)
David Wintler (Newark)

AMBULANCE CARE ASSISTANT (DOUBLE CREW)

Martin Judson (Stapleford)
Mark Dawn (West Bridgford)
Andrew Gibson (Eastwood)
Thomas Evans (Beechdale)

AMBULANCE CARE ASSISTANTS

Angela Connolly, Darren Sleigh,
Gary Marsden, Peter Fedorenko
(Worksop)

Joanne Steel, Glenn Tinsley
(Stapleford)
Dennis Stephenson (Eastwood)
Jonathan Crosby (Carlton)
Karen Smith, Tracey Green
(Newark)
David Stone (West Bridgford)
Anthony Pickersgill (Kings Mill)
David King (Single Crew) (Arnold)

AMBULANCE TECHNICIAN STATUS

Sheila Mitchell (Hucknall)
Carl Smith (Worksop)
Andrew Scott (Carlton)
Ian Reynolds (Beechdale)

TRAINEE AMBULANCE TECHNICIAN STATUS

Michael Place (Eastwood)
James Bickley, Mandy Bradley
(Kings Mill)
Michael Wright, Nicholas Driscoll
(Hucknall)
Jonathan Reading (Beechdale)
David Turner (Newark)

Alan Holt (West Bridgford)
Mark Caudwell, Jayne Middleton,
Melvin Turner (Worksop)
Kelvin Horriben (Stapleford)

TRANSPORT DRIVER

Gordon Meats (Stapleford)
Keith Botham, Anthony Fowling
(Hucknall)

RECEPTIONIST

Gloria Ward (HQ)

And best wishes to: RETIRED OR LEAVING

Mark Sims - Ambulance Care
Assistant, Retford
Anthony Jones - Ambulance
Technician, West Bridgford

Congratulations to Karen Croyley-Stewart on the birth of her baby daughter, Jasmine; and to Maybo McAllister on the birth of her baby son, Declan.

QUALITY QUOTES

MANY letters have flooded into HQ from the public, thanking staff for help, support and comfort given. Here are a few examples:

I am writing to convey the appreciation of all concerned for the exceptional conduct of the ambulance men who attended my father-in-law. You must be very proud to have such dedicated staff.

Mr M Henzell, Nottingham

I have been told that the response to my wife's 999 call was rapid, and that on arrival the paramedics had to work hard and exercise much skill to revive me. It is my belief that I owe my life to the prompt and efficient efforts of those paramedics, so I ask that you convey my grateful thanks to them both, so that they are aware that their dedication to saving life is much appreciated.

Mr W Andrews, Nottingham

We would like to thank the two gentlemen paramedics from Beechdale who responded to the 999 call this morning at 2.34am, when my daughter collapsed. My daughter, who has a phobia about ambulances and hospitals and everything to do with them, was very afraid. Therefore the calm way that you two gentlemen handled her was marvellous, even, or should I say especially, though they didn't know the reason behind her fear.

Laura Thorpe - Billson

Approximately two months ago I fell ill at home and had to be taken into King's Mill Hospital by ambulance. I would like to place on record my thanks for the kindness and consideration shown to me by the crew at this time. Their obvious skill and knowledge of the administration of oxygen, and the gentle and caring way I was carried out to the ambulance was more reassuring than most people could imagine.

Mrs Worthing, Mansfield

STAFF SUGGEST CHANGES

Continued from page 1

Indeed they could. His suggestion of attaching the paramedic case to the alarm by a simple cord has proved successful.

If the case is pulled without disarming it first, the alarm is activated - and we all know how loud that is!

All new vehicles are due to be fitted with the device, and, for his suggestion Brian is now £25 richer!

Well done to you both.

CAN YOU HELP US TO HELP

DO you know anyone who has free time during the week, the use of a four door saloon car and fully comprehensive insurance?

The Trust is seeking volunteer ambulance car drivers county-wide. Volunteers form an important part of the non-emergency side of the Service, providing transport to a wide range of patients.

Work is varied, involving both regular and non-regular passengers.

Some long-distance driving may be required, with all petrol costs reimbursed.

So whether young or old - the newest recruit is in his 20s, one of the longest serving drivers is 67 - give John Adkin a ring at the Queens Medical Centre on 0115 9249924 ext 42380.

SAY NO!



THE Trust have joined the Nottinghamshire Constabulary in 'Daring to say no!' All ambulances will display the special stickers supplied by the police, urging young people to say 'no' to drugs.