



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

22595

ON FAST TRACK FOR RAIL CRASH RESCUES

THE Service's latest emergency equipment could help save lives in any future rail crash.

The unique Res-Q-Rail stretchers – each capable of carrying up to three seriously injured patients – are designed to be easily slotted on to railway tracks near the scene of a major crash.

Swiftly

Life-saving equipment can be pushed along the tracks to the crash site.

Then, seriously injured patients will be transported smoothly and swiftly back along the rails to the ambulance loading point.

The four stretchers – each costs £1,300 – are part of the Service's latest £41,000 investment in state of the art equipment. The stretchers

have been strategically placed at Retford, Worksop and Newark stations plus the Trust's major incident support unit.

Assistant director operations Malcolm Hinchley said: "The Res-Q-Rail is extremely versatile and maintenance free. It's easily assembled and can be adjusted with minimum disruption."

Full Standard

The Service has also invested £36,000 in purchasing additional life-saving equipment for the 14 reserve A&E vehicles, bringing the entire emergency

fleet up to full standard.

Malcolm explained: "Reserve fleets only have to carry a minimum amount of equipment.

"Our investment is part of our commitment to our core public service role."

● **BELOW:** An example of Res-Q-Rail in action.

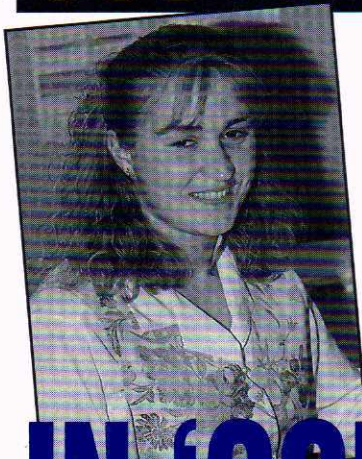


NEW CONTRACT MAPPED OUT!

AT the official signing of the new three-year contract between the Service and Bassetlaw NHS Trust, ambulance care assistant David Turner was on hand with a map defining the areas covered by the contract. The contract – won by competitive tender – covers the transportation of approximately 25,000 non-emergency Bassetlaw patients a year. The service will be provided from Worksop and Retford ambulance stations.

● **LEFT:** From left, Trust chairman Peter Featherby; Bassetlaw NHS Trust chairman Valerie Dickinson; and David Turner.

JUSTINE TIME!



JUSTINE Payne is the new supplies officer.

Her one year secondment from purchase ledger will include implementing a new computerised stock control system. Computerisation will radically cut waste and provide accurate information on stock levels.

Justine said: "It's a challenge but will give me excellent experience and a better understanding of the Service."

IN 'CONTROL'

WILLIAM Appleby has been promoted to control superintendent.

His duties include the management and development of the Service's highly sophisticated control and communication centre which oversees the deployment of ambulances for all '999' and non-emergency calls.

William, 41, joined the Service 22 years ago as an ambulanceman at Eastwood Station and was appointed control officer 10 years ago.

William, who lives in Brinsley near Eastwood with his wife and two teenage children, said: "There are some very important communication projects in the pipeline and I'm delighted to be at the forefront."

● **RIGHT:** In control - William Appleby.



Newark's New Man

NEWARK has a new station officer.

Kevin Mable, 44, has been promoted from leading ambulance paramedic and will head a team of 31.

He has over 21 years' experience with the Service and has worked his way through the ranks.

Kevin - who fought off tough competition for the post - said: "I am obviously delighted and it's an honour to take over one of the most efficient stations in the county." I now aim to continue to build on the excellent quality care already provided by the staff."

He lives in Cherry Holt, Newark with his wife and four sons.



● **ABOVE:** Kevin Mable.

COMPLAINTS

TAXI complaints were down for the first time in April. There are two reasons. The Service has cut back its use of external taxi firms and brought this part of the service back in-house.

But most of the credit must go to the successful introduction of the contract review meetings.

Ambulance liaison officer John Adkin said: "Since we've introduced regular meetings, taxi firms are now taking complaints very seriously. They understand that we set our own high

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THE PARAMEDIC ENTRANCE POLICY

THERE has been some confusion regarding external paramedic recruitment.

All paramedics are to be trained and appointed from within the Trust. Only if demand could no longer be met internally would external candidates - NHSTD trained - be appointed.

And external candidates with suitable qualifications - such as nurses - can enter the Service at stage one or two of ambulance technician training only if they pass appropriate examinations.

STAFF M

THE Trust's first Man was a great success.

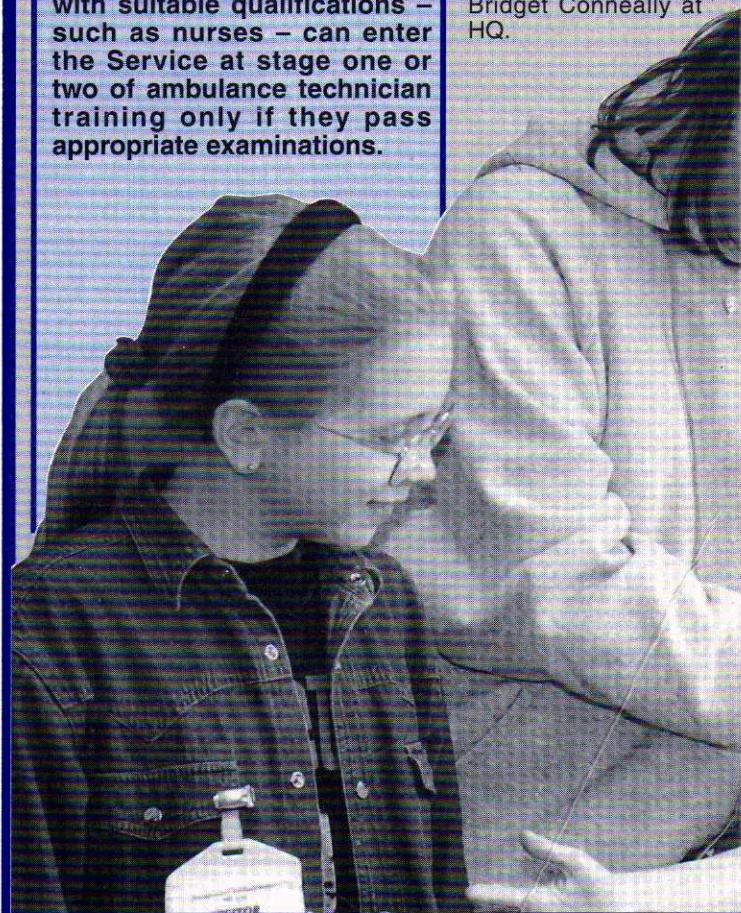
This was mainly thanks who attended the April me

As a result the Board h meetings twice a year - t to the public meeting - in the region.

It will give staff a c 'burning' issues, followed personally with senior me the Board.

The first meeting is to t the Rufford Room at HQ.

If you have any ques would like to be address please send them to Bridget Conneally at HQ.



S GET A GOLD STAR

NEWS UPDATE

ds and expect the same from our
rs."

result of providing a personal response to
s, a GP accepted an invitation to visit HQ
at first hand how patients' journeys are

plaints co-ordinator Ann Richards said: "The
staff were impressed by our efficiency and
understand why we need information from them
it's used to provide the right service for the

MEETINGS

field public meeting

to the enthusiastic staff
eting.

ave decided to hold staff
following a similar format
the south and north of

ance to discuss any
by an opportunity to chat
managers and members of

ake place on 26th July in

ions or issues that you
ed

patient."

And the personal and human face of the Service
was highlighted when a carer complained.

He had some special needs which the Service is
putting a great deal of effort into solving. He has
been given no cast iron guarantees but is confident
and very appreciative that the very best is being done
to help him.

The Service must be getting the complaints
procedure right because a recent visit by a BSI
Assessor – probably better known for highlighting the
down side – said: "It's excellent – what a good job."

And non-executive director Jean Varnham, who has
a special interest in complaints, said: "I'm extremely
impressed with the way complaints are handled."

'SHALOM' ALISON



ARNOLD ambulance
technician Alison Newns
has just returned from a 250
mile cycle round Israel.

And the plucky 29 year old
raised £1,900 for the British
Heart Foundation. She cycled
with 99 other people between
41 to 56 miles a day in soaring
temperatures which reached
40 degrees. And the total
money raised by the group
was a staggering £375,000.

Alison said: "It was
incredibly hard work but the
best thing I've ever done. I
want to go back - but this time
without my bike."

● LEFT: Alison sets off in
the Golan Heights.

TAKE OUR DAUGHTERS TO WORK DAY

TRAINING officer Pete Robinson is pictured
teaching daughter Lisa, 15, of Sandiacre how to
carry out a glucagon injection for a diabetic
patient.

Looking on is training officer Terry Doherty's
daughter Joanne, 11, of Long Eaton.

The girls spent the day looking behind the
scenes of the Service as part of 'Take Our
Daughters To Work Day.'

The aim was to show the varied career
opportunities on offer for women within the Trust.

In Brief

Pay & Conditions

The reward package is
currently under review and the
pay spine is being further
evaluated. Consultation within
the negotiating committee is
continuing and the new
package will be ready for full
negotiation at the earliest
opportunity.

Uniform

A working group is being set
up to discuss the topic.
The team will review the
dress code and uniform
requirements from squad suits
to caps. Points for discussion
should be made to your
station officer or Bridget
Conneally at HQ.

Executive Stretch

Following the success of the
pilot management training
course, a team of 11
volunteers will be attending
this year's main event on June
2. The team are a cross-
section of operational staff
from care assistants to
paramedics. Weekend
activities – arranged by the
Army – vary from assault
courses and firing small arms
to living on field rations and
cooking their own food.

Press Cuttings

If staff see press cuttings
about the Service can they
please cut and send them –
with name of paper and date –
to Bridget Conneally at HQ.
Thank you.

Contracts

All the Trust contracts with
purchasers have been signed
for the next year. This is
excellent news and should not
be taken for granted as it's not
been common practice
around the country.

QUALITY QUOTE

'I would like to thank the crew
who fetched my father for their
kindness and dedication to their
work. They were very
sympathetic and a credit to the
Service.'

**John Lowrie, chief engineer,
Nottingham City Transport**



AMBULANCE technician Malcolm Clifford saved a man who threatened to jump from a roof at the QMC.

The depressed man – who had been taken to the hospital after gashing his leg on the central barrier of the M1 – fled casualty and clambered onto a roof over a 20 ft-high parapet.

Malcolm and a porter pulled the man back to safety and took him to casualty for treatment.

Jean Fights On!

OPERATIONAL liaison officer Jean Cragg has just returned from another mercy drive to Bosnia.

She was part of the Nottinghamshire Police aid convoy, driving a vehicle loaned by the Trust and packed full of essential food, toiletries and clothing.

She said: "The fighting may have almost ceased but the people are still suffering enormously. Supplies are in great demand and I'd like to thank everyone for their wonderful support."



TOP TEAM PRESENTATION



OVER 50 leading ambulance paramedics and technicians enjoyed a special presentation evening to mark their success in a unique leadership and team building training course.

The three day course – run by Top Team – was specially designed for the Service.

Assistant director operations Malcolm Hinchley said: "Its aim was to teach important new skills that could be translated into better performance back at the station. And it's working."

Trust chairman Peter Featherby said: "The Board is particularly keen on training of this kind. It will now become

an important part of the promotion and recruitment process."

Top Team managing director Mike Stewart told the 'graduates' – "The high calibre of everyone that took part reflects very well on Nottinghamshire Ambulance. It was a pleasure to work with you." **And the leading ambulance technicians were delighted too:**

'It was very good. I now think differently – I take my time before saying something and as a result I'm more logical.'

**Geoff Walker
West Bridgford**

'I've become more involved with junior staff and we're all making an effort to create greater team spirit on the station. I am also better at delegating work to junior staff.'

**Richard Sleight
Arnold**

'Mutual respect and discipline of the course was enjoyed by everyone – even those with a civilian background.'

**Don Wright
Arnold**

SIX good men recently said goodbye to the Trust.

They had an incredible combined 181 years' service. And their dedication was recognised at a special reception hosted by chief executive Mike Handy and chairman Peter Featherby.

The men from left are, Barry Gordon, Newark; Brian Wilde, Kings Mill; Len Johnson, Control; George Hollichead, Supplies; Brian Barber, Newark; and John Simons HQ.



STAFF NEWS

WELCOME to new staff:

Ambulance Care Assistant – Lisa Jamison (Wilford)
Ambulance Care Assistant – Steven Howard (Stapleford)
Ambulance Care Assistant – Martin Judson (Arnold)
Ambulance Care Assistant – Geoffrey Powell (Arnold)
Ambulance Care Assistant – Frank Shelton (Carlton)
ACA Single Crew – Michael Place (Hucknall)
Vehicle Cleaner – Trevor Barkway (Worksop)
Transport Driver – Christopher Marshall (Hucknall)

CONGRATULATIONS on achieving:

Station Officer – Kevin Mable (Newark)
Control Superintendent – William Appleby
Supplies Officer – Justine Payne
Control Assistant – Mandy Pritchett

BEST WISHES to the following who are retiring or leaving the service:

Beryl Simmons – QMC Liaison
David Holmes – Control Assistant
Fiona Farnsworth – Vehicle Cleaner (Retford)
Keith Sinclair – Care Assistant (Arnold)
Martin Walker – Care Assistant (West Bridgford)
Tony Cheetham – Transport Driver (Stapleford)
Tracey Clarke – Transport Driver (Stapleford)
Roy Lovett – Transport Driver (Stapleford)
Bozena Benton – Director of Personnel and Training

MATERNITY LEAVE:

Joolz West – secretary to Finance Directorate

OBITUARY:

The trust is sad to announce the recent death of Newark domestic cleaner Muriel South who will be sadly missed.