



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

20195

BRIGHT FUTURE FOR NEW HQ

THE recent launch of the new ultra-efficient £750,000 headquarters and training centre was a great success.

A large number of existing and potential purchasers were amongst the guests and the event generated high profile, positive coverage in the news media, including television and radio.

Best Facilities

The new layout streamlines the management of the service which now employs over 500 highly skilled personnel and deals with around 75,000 emergency and urgent calls a year.

The training centre has the UK's best facilities including computerised training aids for expert diagnosis of injuries. It provides training for all ambulance staff from recruits to paramedics.

Chief executive Mike Handy said: "We now have the ability to do the majority of our training in-house and we're applying for accred-



itation with the NHS Training Directorate. This will allow us to train other NHS units and gives more income generation possibilities."

He added: "The centre puts us at the forefront of training.

We are recognised as one of the most efficient ambulance services in the UK - this new facility is going to help keep us at the top."

● **ABOVE:** Training officer Gordon Faulds (centre) shows a computerised

HAPPY NEW YEAR

DURING 1994 we made steady progress towards fulfilling our business plan. We've completed the Training Centre and improved planning arrangements for our PTS business and a continuing sound financial position.

We must assume that the rise in demand will continue. So, we're pleased we've been able to recruit extra staff, particularly at the sharp end. We welcome them.

Improvements to our communication network this year will help crews achieve maximum efficiency. We'll also introduce a pay strategy designed to reward those who give so much to the support and care of our patients.

On response times, we're first in Trent Region and very high in the national placings. Let's hope that by next year all our improvements will have lifted our National rating even higher.

*Mike Handy &
Peter Featherby*

training mannequin to Bassetlaw NHS Trust's business manager Daksha Patel; director of quality Helen Wells and deputy director of corporate development Malcolm Thomas.

OUR NEW VIDEO

THE Service has produced its first professional corporate video.

It will spearhead the Trust's marketing drive over the next year. And copies will be made available for use as a public relations tool.

The video was produced and directed by the Trust's PR consultant Bruce Myles, a former BBC film-maker.

It features both A&E and patient transport, and there's a strong emphasis on the key role of the new

training centre.

Control room, planning and an emergency sequence featuring Kings Mill are included. Clinical audit is covered and there's high praise in an interview with an A&E surgeon.

Mike Handy said: "It puts across a very strong message of professionalism and caring. The intention is to reinforce our messages with existing purchasers and introduce the Service to potential customers. We intend to gain maximum benefit from the video."

POLICY MATTERS

1 Disclosure of criminal convictions: It's now policy that all new applicants must declare any previous criminal convictions. Police checks – required by law – will be run on individuals applying for posts that have substantial access to children. Discussions are currently taking place with the police to agree which posts will be checked.

2 Job Share Policy: The first job share is up and running in the Liaison Department. It's ideal for individuals who have outside commitments eg children, a dependent relative or even part-time degree course.

Owing to the nature of the Service not all posts may be suitable for Job Share. However, all requests will be looked at with individuals and discussed. Anyone considering the Job Share option should contact Bozena Benton or Amanda Hickey in the Personnel Department or discuss the possibilities with their manager.

3 Personnel Policies Manual: All the Trust's policies are now in a manual and copies have been issued to every station/department.

4 Controlling Absence: The updated absence policy has a new 'graduated' return to work clause. If staff are absent for three months or more owing to ill-health they can be eased back into their job. Staff may be given lighter duties or reduced hours for an initial two-week period. Advantages include - minimises risk of relapse and stress; encourages early return to work; and gives staff time to re-build self confidence.

BMS STARTS

INSTALLATION work has begun on the Building Management System (BMS).

Seven stations – Arnold, Eastwood, Hucknall, Kings Mill, Newark, Retford and Worksop – have had the heating, ventilation and air conditioning control system installed. And all stations should be fully operational by mid-February.

TOP TEAM

EVERY Nottinghamshire leading ambulance technician and paramedic is to take part in a unique leadership and team building training initiative.

The exciting, three-day course – devised by a team of serving and former RAF senior training officers – is designed to enhance team-building and leadership skills.

Assistant director of operations Malcolm Hinchley said: "This course has been specially designed for us. We have worked closely with Top Team to provide a tailor-made course that will be of enormous benefit to those taking part."

Delegates will find themselves leading various tasks outside and within the confines of the team room.

Malcolm added: "I am confident that our leading technicians and paramedics will feel a greater sense of belonging to the station management team and will be able to develop management skills in a more positive and confident way."

The course at Clumber Park has been trialed by all station officers. Kathy Smith said: "It was excellent. Projects vary from construction and movement of people and equipment, to solving mental problems."

The course also highlights individual abilities, and Eric Staley added: "I'm looking forward to taking my staff. It'll be the longest time we've spent together."

See next issue for staff feedback.

NEWARK STATION

NEWARK Station is the best in the county.

And as part of their prize as the Service's 'Top Station,' Newark will be given the chance to turn the tables – by reviewing the efficiency of the headquarters if they wish!

Newark scored near perfect marks in every area of operations from personnel and training to fleet management.

Fourteen of the departments countywide – 12 stations, the engineering workshops, control & liaison – are reviewed annually. This ensures standards and effective management are maintained. But this is the first year a competitive scoring system has been introduced.

Chief executive Mike Handy said: "All the reviews were very impressive but Newark was clearly



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STAFF 'PULL' IN £680



THE 'muscle' of Arnold station raised over £600 for the British Heart Foundation.

Thirteen volunteers from the Service pulled a three ton ambulance over three miles through the streets of Arnold.

And generous Christmas shoppers gave £680 bringing the total raised by the ambulance station for the charity to £1,200.

Event organiser, ambulance technician Alison Newns said: "I would like to thank everyone for their fantastic support."

● ABOVE: Pulling the ambulance are from left (back), ambulance technician Simon Clunie and paramedic Wilf Prince. From left (front) paramedic Steve Robinson and leading ambulance paramedic Don Wright.

ID

MORE than a quarter of photos taken for their new ID cards are running out!

Staff without a new ID card will lose access to ambulance services by March.

A total of 120 are still imperative that these people get their officer or personnel ID cards immediately.

Sue said: "I would like to give them their full co-operation. I'm extremely anxious that they arrange a suitable date and

SINGLE

THE use of external taxi firms as part of the service is being brought in.

As a result a new 'Single Crew' has been introduced. The Service already has two other non-emergency vehicle crews.

Excellent

Director of personnel and training said: "We're aware that external taxi firms are providing the high quality service. We also want to avoid any problems with firms."

The number of new recruits – first aid training – are still to be introduced. Job centres have been excellent

LEADS THE COUNTY



ABOVE: Newark station officer Brian Barber (front right) receives the Top Station Award from Peter Featherby and Mike Handy.

st. The competitive element is an excellent motivational motivator."

added: "The Service is consistently the best in Trent region and one of the top in the country but we only maintain that position by constantly striving to improve."

HI!!

staff still need to have new ID cards. And time is

ard - which has a 'swipe' '95 won't be able to gain access to premises.

outstanding. And it's people contact their station assistant Sue Woodward

thank those staff who've contributed. However, I am sure those outstanding urgently need time."

CREW

is being reduced. And this brought back in-house.

'V' grade has been introduced. London-style taxis in operation. All vehicles will be manned by 'single'

Response

aining Bozena Benton said: "If firms haven't always been able to give us the service we expect from our staff, we're being too dependent on these"

who will be given emergency cover. Responses confirmed but responses from

NEW TERMS & CONDITIONS

THE new pay terms and conditions of employment are almost finalised.

The package has been agreed by the directors and is now with the Trust Board.

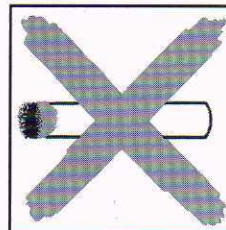
Once the details have been confirmed, discussion groups will be organised with staff-side representatives and visits arranged to all stations.

Queries

In addition, there will be a special edition of Response explaining the details and addressing staff queries.

For existing staff on Whitley contracts, the move to the new pay terms and conditions will be entirely voluntary. All new staff will automatically be employed on the new Trust contract. This will also apply to anybody taking a promotion or changing posts.

UP IN SMOKE



THE Service has become a 'no smoking' environment.

The initiative is part of the Government's Healthy Employer policy which aims to have all health authority premises designated no smoking areas.

And there's full support and help available to staff who may wish to give up or reduce their smoking habits.

Stressful

Director of personnel and training Bozena Benton said: "I fully understand that some staff may find it stressful at first to stop smoking at work. That's why it's very important people are aware that help is available from a variety of sources."

★ Quitline is a national charity to help smokers stop - Telephone: 0171 487 2858.

★ The Trust's Occupational Health departments can also offer one-to-one counselling and they'll soon be providing a telephone helpline. Meanwhile contact your local department between 9am-4pm.

★ Occupational Health at the QMC will be arranging 'Quit Smoking' groups. For further information call Amanda Hickey or Sue Woodward in the Personnel Department.

Absence

All other areas of the Healthy Employer policy will be looked at, starting this year with stress at work and staff injury.

Bozena said: "Initially, we'll be concentrating on back injury - the main cause of staff absence. We have now received the Health and Safety Executive report and actioned the issues raised which we hope will help reduce the problem."

TAKING SHAPE



● Builder Wayne Hickling gets stuck in!

THE new £390,000 Wilford station is rapidly taking shape.

The re-building is ahead of schedule and the new state-of-the-art station should be fully operational by the end of March.

The internal block work is completed and the front doors are already in place. Now work has started on the facade brick work.

The new station will be larger, increasing from a four-bay to a six-bay operational base.

STAFF NEWS

WELCOME to new staff:

Cleaner – Derek Smith (Cowley Street)

Liaison Assistant – Angela Glover (Kings Mill)

Planning Assistant – Wendy Brown (HQ)

CONGRATULATIONS on achieving:

Trainee Technicians –

Elizabeth Topps (Wilford); Nigel Prince (Wilford); Andrew Scott (Carlton); Sheila Mitchell (Hucknall); Carl Smith (Worksop); Ian Reynolds (Beechdale).

Paramedic status –

David Clarke (Newark); Wayne Smith (Wilford); Nigel Bailey (Arnold); Philip Simpson (Carlton); Roy Everitt (West Bridgford); Stephen Robinson (Stapleford); Jayne Charles (Kings Mill).

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

William Adamson (Carlton); Alan Hutchinson (Wilford); John Cheetham (Kings Mill); Robert Carhill (Beechdale).

QUALITY QUOTE

'I would like to congratulate your staff for the most efficient service provided when they conveyed my wife to hospital for a scan. They were most caring and such devotion to duty mustn't pass without mention. Their professional standards were excellent.'

Mabel and Alec McCarroll, Brough, Nr Newark

NEWS IN BRIEF

★ **FIVE** volunteers helped answer the phones for the BBC's Children In Need campaign. They were: Dave Attwood (Arnold); Gary Whalley (Eastwood); Trish Pole (City liaison); Bridget Conneally (HQ); and Jean Cragg (HQ).

★ **WORKSOP** ambulance station enjoyed a five-a-side football match against doctors from Bassetlaw Hospital. The team - Des Finch, Brian Wilkinson, Melvin Turner, Dean Kay and Mick Entwistle - drew five all against the Casualty team headed by A&E consultant Dr Salamani.

★ **ROB** Woodward and Neal Cuthbertson of Retford attended Bassetlaw District Council chairman's civic reception.

NO MORE WAITING AT ASHFIELD

AMBULANCE crews and volunteer drivers specifically dedicated to Ashfield Community Hospital have cut day care waiting times.

The 'no wait service' ensures patients – mainly elderly – arrive within 15 minutes of their actual appointment time.

The initiative – in operation since June – works by dedicating crews and volunteer drivers to the hospital.

And hospital staff – including volunteer 'welcoming hosts' – work in a combined operation with the crews to ensure that over 98 per cent of patients are seen by the consultant within 30 minutes of their scheduled appointment.

Assistant divisional officer Philip Morris said: "Staff and hospital management are very pleased and we hope to develop the initiative with other NHS providers."

WHAT A SPIN JEFF'S IN



A Mansfield Woodhouse man who took part in a Radio Nottingham charity auction ended up in an ambulance!

For Jeff Sale, of Brookside Avenue, outbid many other listeners in the 'Moneyspinner' auction, with a generous bid of £200. And his reward was a VIP day with the Service.

Tour

The annual charity fundraising event was in aid of Macmillan Nurses.

Jeff's day included a tour of the new hi-tech headquarters and training centre, executive lunch at Queen's Medical Centre and a shift on the road with a paramedic crew from Kings Mill.

Jeff said: "It was brilliant – I can't wait to do it again. I was extremely impressed with the whole organisation from the planning to the actioning of 999 calls."



● **ABOVE:** Moneyspinner man Jeff Sale gets a health check from Kings Mill paramedics Gary Brown (left) and Dave Johnson.



PRACTICE MAKES PERFECT

CONGRATULATIONS to leading ambulance paramedic Pete Robinson who has passed his National Health Service Training Directorate exams.

He is now on a three month secondment from West Bridgford to the new Training Centre as an ambulance aid instructor.

Pete – who has been with the Service for 10 years – will be involved in all aspects of training from paramedic to income-generating first aid instruction.

● **LEFT:** Pete Robinson.