



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER

10693

DAY RELIEF WELCOMED

A POOL of eight non-emergency staff has been set up to cover day relief duties throughout the county.

The move was made to end the situation where ambulance technicians and paramedics were covering for routine day patient work.

The new pool will work at stations throughout the county and, according to assistant director of operations Malcolm

Hinchley, the initiative has been widely welcomed by staff.

He said: "It has gone a long way towards solving the problem. It wasn't good use of resources to use our most highly trained staff on non-emergency duties.

"The variety of working at different stations suits many people and several of the new team see it as a way of broadening their experience."



■ Finance director Neil Konieczny: No crisis

BOARD WORKING FOR THE FUTURE

THE chairman of the Trust board has expressed his admiration for the staff's excellent patient service.

Peter Featherby was speaking on behalf of the other non-executive directors at the end of their first three months in office.

And he addressed several issues raised during the non-executive directors' ongoing fact-finding and 'get-to-know-you' visits to stations.

He said: "The visits are confirming that the Service is efficient and meeting quality targets set by the chief executive."

But he acknowledged that there had been some apprehension about the change to Trust status - "It has always been the intention of the Trust Board to maintain the management structures that have led the Service so efficiently."

"Day to day operational matters are still the responsibility of the management team."

"The role of the board is to understand and plan strategy for the longer term development of the Service as a whole. And until we all feel we've achieved a well balanced understanding of

how the Service operates, we shouldn't seek to implement any radical changes."

Peter Featherby also spoke of the restrictions in financial planning forced by the country's economy. "It has been particularly restrictive in improving the medium term financial package for the staff."

"It seems unlikely that things will improve sufficiently to unlock any fresh money in the immediate future, and we will have to continue to manage our existing resources to achieve the best results possible."

And the chairman went on to emphasise the severe financial pressures on the purchasers of the service.

"They will be seeking to buy a quality service for as economic a price as possible."

"It's the board's responsibility to work with the management team to manage any changes to the maximum advantage of patients and staff; and to make the most of any development opportunities which may arise."

And the chairman extended an open invitation to all staff to discuss any Service issue and raise any idea with any member of the board.



■ Trust Board Chairman Peter Featherby: 'The service is meeting quality targets'

TRUST'S FLYING START!

THE Trust has got off to an excellent start with the renewal of all the existing contracts.

These include: North Nottinghamshire and Nottingham Health Authorities; North Notts Healthcare NHS Trust; King's Mill Acute Unit; Bassetlaw Hospital and Community Hospitals NHS Trust; Nottingham Healthcare Services; Harlow Wood Hospital; Nottingham City Hospital NHS Trust; Nottingham University Hospital NHS Trust; Nottingham Community NHS Trust.

Director of finance Neil Konieczny, said: "These contracts are the bedrock of our business. It's a clear signal of our customers' confidence in us."

And Neil also nailed a misconception about Trust finances.

"We knew from the start of our planning for Trust status, that in the first few weeks we would have a temporary interruption to our cashflow, caused by the negotiating period for our new contracts."

"In anticipation, we arranged a short term advance from the Health Authority to cover our first two weekly wage bills."

"There was no financial crisis - simply a smooth, carefully planned financial transition to our new status."

PARAMEDIC CASES STAY ON BOARD

THE SERVICE is to stop issuing paramedic equipment to each individual paramedic.

The move will see cases issued to vehicles rather than individuals. It will mean that the Service can operate on the existing equipment, without any further purchases.

But it's being stressed that this change will have no effect on the efficiency of the paramedics.

The storage case and equipment - some supplied by public donation - cost around £1,000 each. The change will save a great deal of money - if the old system had continued each of the planned total of 130 paramedics

would have had an individual kit.

Assistant director operations Malcolm Hinchley said: "The catalyst for change was the contract negotiations with the two health authorities. The contract figure did not allow for individual issue."

Trials at two stations - Kings Mill and Arnold - are aimed at identifying any potential problems with the new system of "ownership".

Malcolm Hinchley added: "Paramedic kits are evolving all the time. There is a working group evaluating what's on offer. Without sacrificing quality, we hope to buy any replacement equipment at a more competitive price."

QUALITY QUOTES

'I would like to thank all ambulance crews for the way they look after me.

They have always been so considerate and helpful in every way. Nothing is too much trouble for them and they really cheer me up when I feel down.

I would like to pay a special thanks to ambulance technicians Dennis Toon and Chris Underwood.

Keep up the good work - you're the best ambulance service in Britain!

Mrs M Smith, Mansfield

'I WOULD like to thank a Retford ambulance crew Ray Shaw and Rod Woodward. They were very considerate and professional towards my mother who was in great pain. They obviously take great care in their duties.'

Ms M Swallow, Retford

Staff keep up peak quality

THE Service is performing at almost 100 per cent efficiency under BS 5750.

The BSI auditors made a two-day visit at the end of May and found only nine minor 'non-conformities'. And a planned programme of corrective action has already commenced.

They inspected the headquarters site as well as Hucknall, Eastwood, Stapleford, Beechdale, Arnold and Carlton stations.

Business manager Pat Durston who has responsibility for the maintenance of BS 5750 standards, said: "It was an excellent audit which demonstrates the high level of commitment by all staff."



Crucial crew in action

FOR the first time Nottinghamshire Ambulance Service is taking part in 'Crucial Crew'.

Children from all over the county have been invited to learn how to save lives through role play.

All three emergency services are involved and one of the centrepieces of the 'Crucial Crew' initiative will be the ambulance service's training in mouth-to-mouth resuscitation after a 'drowning accident.'

Operational liaison officer Jean Cragg said: "We will teach children, through role play, how to identify someone who is not breathing and how to apply mouth to mouth resuscitation."

"We also want to observe how they react to the emergency and whether they take the vital step of dialling 999."

'Crucial Crew' is being staged at Epperstone Police Training School from 12-23 July



■ **AMBULANCE STAFF IN ACTION:** Most patients are 'very satisfied' with the service they receive

ALMOST all patients service Nottingham Service per cent are 'very

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ORH REPORT READY SOON

THE ORH review of emergency cover is nearing completion.

And the final draft report will be presented to the management executive team at the beginning of July.

Consultants, ORH, visited every station and sought the views of almost 60 qualified ambulance staff who made valuable contributions.

The main point expressed by staff was their wish to be involved in design options for any future shift patterns recommended by the report.

As a result five staff representatives have now met ORH director Mike Vicary to discuss viable options for change. Their views will be reflected in the final report from the consultants.

Director of operations Pat Slevin said: "It has been a very worthwhile exercise which has produced valuable information for future planning. The results of the report will be shared with staff very soon after its completion."

COUP

■ **Everest here we come: TV star Brian Blessed presents Pat and Edward Good with a copy of his book 'On Everest' during a recent meeting to plan their big trip**

PATIENTS BACK SUPER SERVICE

AT 100 per cent of
are satisfied with the
they get from
hamshire Ambulance
. And more than 85
think ambulance staff
helpful.'

are two of the main conclu-
patient survey carried out in
gham Health District.

stal survey covered mainly
ho used transport organised
service including ambulances,
volunteers' cars. And most
ended praised the staff very

70 per cent of those sur-
ved assistance to get into
e that collected them and
them were very frail and

nce patients rated the ser-
per cent 'very satisfied' and
cent 'quite satisfied'; taxis
cent and 38.1 per cent; and

Staff are praised in survey

the ambulance car service 73 per cent
and 27 per cent.

Asked about the promptness of
arrival for urgent accident and emer-
gency cases, almost 70 per cent
thought it was very prompt and 22.6
per cent prompt. Only 6.5 per cent
thought it seemed to take a long time
and no one thought it took a very long
time.

Some concern was registered
about length of non-emergency jour-

neys and waiting times to and from
hospital. This area has been identi-
fied as one requiring attention and dis-
cussions are taking place with receiv-
ing units to jointly resolve the problem.

The comments from patients will be
a valuable resource in planning
improvements to services and dis-
cussing quality issues with pur-
chasers.

Chief Executive Mike Handy said:
"This is invaluable feedback. It shows
that we are getting most things right,
most of the time but it also highlights
some areas where we can fine tune
our service."

The Service now wants to follow up
with a similar survey in North
Nottinghamshire.

This will also investigate the views
of wheelchair users - who made up
22 per cent of respondents - to test
plans for further investment in
London-style taxis and tail-lift
vehicles.

Standing Orders revised

THE Operational Standing Order
system has been streamlined
and made user-friendly.

Hundreds of individual orders
have been reviewed, revised
and consolidated into a man-
ageable, A4 ringbound book
form for ease of amendment.

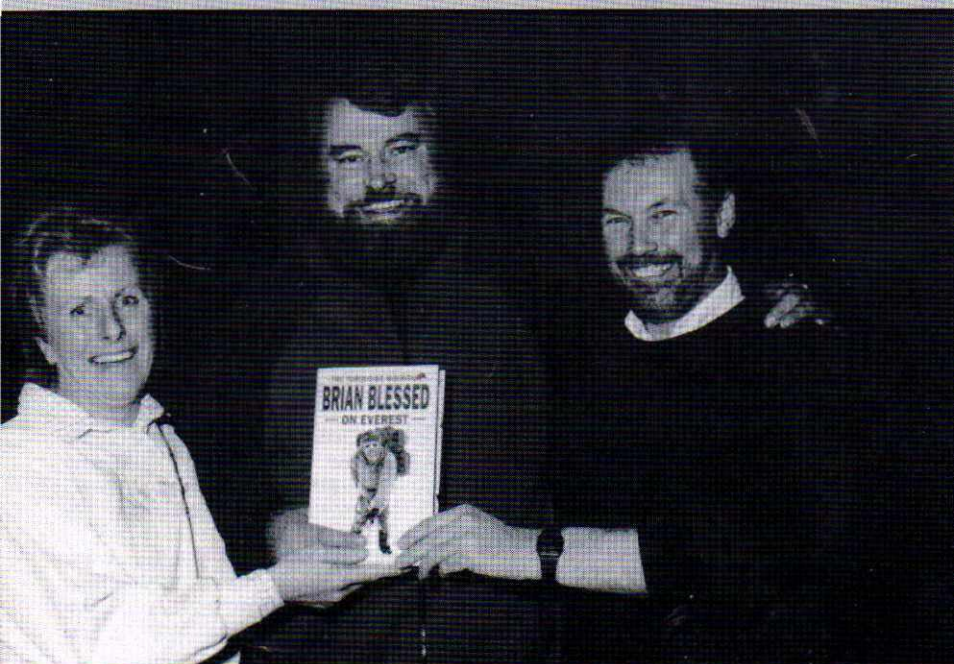
And the book - which will be
updated every January - will
be issued to all stations and
departments in early July.

Director of operations Pat
Slevin, in consultation with
other managers, has
reviewed orders dating back
as far as 1974.

He said: "Standing orders pro-
vide the basic procedural
framework of our organisa-
tion. Until now, if anyone
needed to refer to an order,
often there was no clue as to
when it was issued, and try-
ing to find it was a nightmare.

"It has been a big task, but we
have produced a book for the
'90s. It has been re-written
and condensed into user-
friendly language. There are
subject sections, a proper
index and reference is sim-
plicity itself."

PEOPLE JOIN STAR BRIAN IN EVEREST BID



RETTFORD ambulance couple Pat and
Edward Good have a 'sky high' ambition.

For they are joining actor Brian Blessed in
his bid for the summit of Everest.

The couple first met the actor at a show in
Sheffield and, explained Pat: "We found we
were all interested in mountaineering and had
the same dream to climb Everest. Brian invit-
ed us to join him on his expedition."

"We've spoken to Brian several times since
and discussed technicalities such as how the
altitude will effect us during the climb."

Pat and Edward married in April and spent
their honeymoon camping in Derbyshire, and
beginning their gruelling training schedule
for the rigours of the Himalayas.

"It was hard work. We went walking and
cycling to build up leg strength to start our
preparation for the climb.

"Although Brian is hoping to reach the
summit, Edward and I are planning to go to
18,000ft."

They hope to raise funds for the trip and
also hope to collect money for conservation
charities, such as Greenpeace. Anyone in-
terested in sponsoring the couple can contact
them on Gainsborough (0427) 788709.



■ **SUCCESSFUL** candidates receive their management training course certificates - see below

STAFF PASS NEW TRAINING TESTS

STAFF who passed the first Open College supervisory management training course received their certificates at a special ceremony.

Guests included chairman Peter Featherby and Open College director Dr Christopher Brookes who thanked the Service in a letter for "a very entertaining and interesting day".

Back row from left are Arthur Jamison, Peter McGregor, John Shaw, Kathy Smith, Michael Dannett and Roy Corringham.

Front row from left are Jean Cragg, Peter Featherby, Mike Handy, Dr Chris Brookes and Wendy Tomlin.

Unfortunately Alan Marwood and Brian Baldwin were unable to attend.

■ **OVER 200** hours of studying have been paid off for training officer Gary Spiers.

He's passed the second module of his Professional Certificate in Management which can lead to an Open University master's degree in Business and Administration (MBA).

Understanding

"I've only one more module to complete in accounting and personal computers before I receive my certificate," said Gary.

He added: "I plan to take a break this summer so I can spend more time with my family - they've been very patient and understanding."

The course - which is mainly home-based - has been jointly devised by the Institute of Health Service Management and the Open University.



■ **Gary (centre)** receives his certificate for managing customer and client relations from Mike Handy and chairman Peter Featherby (right).

ROTARY RAISES £750



LOCAL Rotary Club fundraisers raised £750 to purchase a new paramedic kit for Carlton Ambulance Station.

From left: Station officer Brian Collins; Carlton Rotary Club president Ken Smith; paramedic Graham Ross; and leading ambulance paramedic Albert Taylor.

Squad suits on the way

AMBULANCE technicians could be wearing the popular 'squad suit' by the end of 1994.

Other staff have expressed interest in adopting the uniform, now being worn by paramedics.

Director of support services John Simons said: "We'll consider the option of squad suits for ambulance technicians with their full agreement next year. In the meantime we want to make sure the change in uniform runs smoothly for paramedics."

Paramedics are to order a minimum of two squad suits which will be deducted from the uniform point scheme.

John added: "If anyone has a problem obtaining other items of uniform they should consult their line manager."

STAFF NEWS

WELCOME to Sunita Sharma (Liaison Assistant, QMC)

CONGRATULATIONS on achieving Ambulance Technician status to: David Clarke (Newark); Peter Longdon (West Bridgford); Christopher Smith (Hucknall).

CONGRATULATIONS on achieving Paramedic status to: Peter Boughtwood (Newark); John Culpin (Newark); Peter Smith (Kings Mill); Kevin Charles (Kings Mill); Gary Pearce (Stapleford); Wilfred Prince (Arnold); David Allen (Worksop).

CONGRATULATIONS on achieving Trainee Ambulance Technician status to: Roger Watson (Hucknall); Annette McFarlane (Newark); Graham Needham (Worksop); Robert Davis (Worksop); John Mills (Kings Mill); Paul Jevons (Eastwood); Michelle Jenner (Stapleford); Gary Simons (Stapleford); Simon Everington (Carlton); Simon Clunie (Beechdale); Leigh Smith (Beechdale).

BEST WISHES to the following, who are retiring or leaving the Service: Reg Lake (Worksop); Peter Naylor (Beechdale); Tina Dwyer (Stapleford); Bill Underwood (Arnold).

QUALITY QUOTE

"I **WOULD** like to compliment two of your staff namely, Pete and Gary, from Kings Mill station who took my wife and I to Nottingham City Hospital.

Their care and attention were excellent and they couldn't do enough. Congratulations to the Service for employing such good caring staff."

Dave Hancock, Retford