



# RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

34597

## THE THUMBS UP



### THE Patient Satisfaction Survey has turned into a giant pat on the back for staff.

Ninety eight per cent of 800 patients who returned questionnaires said the care they received was as good as expected. And over half said it was 'even better' than anticipated.

The annual survey covers expectations of levels of care plus the quality of vehicles

and staff – for both PTS and A&E ambulance crews as well as control staff.

Only five per cent of PTS patients felt the journey time was longer than expected. Almost all respondents said the ambulance staff were helpful, friendly, polite and well dressed. The only problem highlighted was personal communication, caused by hearing difficulties.

Over 97% per cent also rated the ambulances as

clean, comfortable and safely driven.

Control staff have been equally popular. Twenty one per cent of emergency patients called their own ambulances – and none of them had a single criticism. In fact, around 90 per cent said staff were polite, helpful, sympathetic and competent.

Ninety six per cent thought ambulance crews were professional, compassionate, polite and attentive. And of

the 68 per cent who received clinical treatment while 'on board', 93 per cent were very satisfied; six per cent were fairly satisfied; and only one per cent were dissatisfied.

Chief executive Mike Handy said: "I'm sure all our staff are proud to have had such a vote of confidence. Although there's always room for improvement, this is a great achievement. It's clear an excellent job is being done. Congratulations!"

## AIR WE GO!

NOTTINGHAMSHIRE'S new air ambulance – a joint venture with the Lincolnshire Ambulance Trust – was officially launched in a high profile ceremony at Wollaton Hall, Nottingham on 25 April.

The helicopter carried out a simulated accident and emergency incident (pictured) in front of BBC and Central television crews and a large turnout of the rest of the regional news media.

Nichola Vincent has been appointed as the Notts fundraiser and she will be in post at King's Mill by mid June.

**BOTTOM LEFT:** The road and air ambulance crews take the patient to the waiting air ambulance

**BOTTOM RIGHT:** The patient's stretcher is carefully loaded via the rear door and the crew prepare for take off

**TOP:** The helicopter lifts off and sets a course for hospital





# UPDATES

## RADIO SCHEME

THE radio replacement programme is on target. Headquarters staff will have noticed lots of wiring and cardboard boxes appearing in Control. This is the hardware which is rather technical to explain in detail. But it's currently being installed in a carefully co-ordinated programme by DOPRA technicians.



Lines of communication – installation proceeds

The new consoles have now been installed, and control staff will be able to use start-of-the-art technology like touch screen dialling to contact stations.

And to make sure everyone knows exactly how the radio system will work, a question and answer fact sheet has been issued.

It will be followed by further sheets on other important developments including criteria-based despatch, zonal cover and fast response paramedics.



How the new consoles compare with the old system

## CLINICAL AUDIT

THE new-look Patient Report Forms have been introduced, enabling the computer system to give an immediate analysis of outcomes. The views of staff will be taken into account when the design of the forms is reassessed in the near future.

## WORK PRESSURES AUDIT

FOLLOWING consultation with management and staff reps the overall questionnaire design – specially aimed at the Trust's staff – has been agreed.

The detailed design is now being drawn up and further consultation will then take place.

## ★★★★★ SPOTLIGHT

# HEARD THE ON

ARNOLD Ambulance Station has its very own in-house comedian. He tells a good "tail." But then, he would – he's a fish. And if you stare at him long enough, he'll do his party piece – roll over and "play dead."

The staff's sense of humour is everywhere: the rooms are covered with caricatures by leading ambulance paramedic Len Smith, their very own artist.

Arnold and Carlton have had a recent intake of recruits. Cherylene Camps came to Arnold in May as a care assistant, her first job with the Service. And Carlton has three new technicians, moved from other stations – Andy Gibson, Michael King and Mark Dawn.

And of course, new station officer Mick Rimington.

Mick (above right) took up this post 17 years to the day after he joined the Service at Newark. He moved from there to West Bridgford to begin his climb through the ranks.

Now he's settled in, Mick is enjoying the job and, so far, isn't missing life on the road. He said: "The day I joined the service, I told my wife Hazel I aimed to be a station officer one day. I'm very pleased to achieve my ambition and am really enjoying the job – all the staff have made me very welcome."

But, at the



lots of young sta towards the box in "In the early d television. We acti Dave is one of leading ambul who died suddenly in



Pete McGregor's stretcher

# OVER TO YOU

LINCOLNSHIRE Ambulance Service are taking over our role in providing cover for the Red Arrows. And considering our new close relationship through the air ambulance, it couldn't have gone to a better bunch.

Also on the contract front, we hope to have news soon on the Nottingham Healthcare Trust tender.

# SLEEPLESS IN S

TRAINING officer Gary Spiers has recently returned from a study trip to Seattle – birthplace of paramedics, first responders and citizen CPR. The two-week visit was an eye-opening experience of both the good and the not-so-good of the American way of emergency care.

In Seattle, criteria-based despatch has been in place for some time and is working well.

The Ambulance Service is an integral part of the Fire Department, with paramedics being trained fire fighters, and all fire fighters trained as emergency medical technicians.

Gary said: "Most of all the visit made me appreciate the NHS where continuing health care is there for all, irrespective of income. The immediate care for the acutely ill or injured was free until the patient was stabilised, but thereafter, continuing care was at a



IT ON ARNOLD AND CARLTON ★★★★★

# WE ABOUT ARNOLD'S FISH?

same time, Carlton has lost a valued member of staff – vehicle cleaner Ken Shipley. He'd been there five years. The person who takes over will have a lot to live up to, as Carlton's ambulances are always spotless.

Technician Dave Attwood has been at Arnold for 27 years, and is the last of the 'originals.' He's seen many changes, a new station being built, and off arriving. And the attitude at the corner has changed too – "days we weren't allowed a really had to hide it!"

many who remember fondly nceman Mick Hennessey,



1989. Mick was not only very popular, he had an extraordinary knack of turning up almost everywhere. He somehow managed to end up on the pitch, lending a hand at the Hillsborough disaster.

Mick's widow Maureen presented the station with a print of his favourite picture – an ambulance in the snow – which was used on a Service Christmas card. And in the station grounds, there is a memorial cherry tree which each year blossoms for Mick.

Arnold and Carlton are both very

active in social and charitable events. Carlton's Hoe Downs are 'legendary', and Arnold staff plunge recklessly where others fear to go. Example: riding the rapids at Holme Pierrepont together – or at least that's how they start out!

Both Arnold and Carlton are very popular with their community's school fairs and summer fetes and the diary is filling up fast. For these events, Pete McGregor takes along his very own 'fast response vehicle' – an old stretcher with large wooden wheels! Mercifully, for the Patient Charter Standards, it spends most of its time in the garage at Arnold.

Many staff received course certificates at the recent presentation evening at Notts County Football Club. Fittingly, they were presented by David Brown, who runs the company Business Post. David was revived by Arnold's Len Smith and Tracey Watson after his heart stopped last year.



ABOVE: Before and after taking to the rapids, the intrepid team of sailors Nigel Bailey, Don Wright, Andy Polkey, Tracy Smithson, Alison News and Richard Sleight with friends

LEFT: Wilf Prince, Mick Rimington, Tracey Watson and Paul Jeavons with the specially dedicated cherry tree



## HEY DOWN HOE DOWN!

**THEY got their ginghamms out and took their partners by the hand for the Spring Hoe Down – and raised money to the tune of £761.**

One hundred and sixty people joined in the fun at the square dance held at the John Player Social Club.

The event was organised by Carlton care assistants Sarah McCorkell and Carol Williams along with a little help from Carlton's favourite caller, Geoff Powell.

The money raised will help Nottinghamshire Young Carers Project send children to Drayton Manor Park and Zoo.

Sarah McCorkell said: "We chose this local charity because so many young people have

to care for one or more people in their homes.

"The Project gives them counselling and support, as well as occasional breaks from their caring role.

"We now plan to make the dance an annual event, and choose a different local charity each time."



PICTURED: From left, Nottinghamshire Young Carer Project's Sussie Daniel and Kirsty Aindow, with Geoff, Sarah and Carol and the giant cheque

## SEATTLE

cost to the insurance company or individual.

"I witnessed a number of incidents where patients were not considered to warrant an emergency ambulance, these patients were subsequently transported by private ambulance, at a cost to the patient

"Another experience was the sound of gunshots outside the bedroom window in the small hours of the first night. This kept me awake for a little while."



## QUALITY QUOTES

IT was very pleasing to observe our services working together in such a meaningful and constructive manner; the liaison and cooperation was second to none. The casualty care was also of the highest order.

**Crew: Matt Emmonds and Steve Robinson; Stapleford from Notts Fire and Rescue Service divisional officer Phil Turley**

I CANNOT express our appreciation enough, but "THANK YOU BOTH" once again.

**Crew: Peter French and Michael Place; Kings Mill**

THEY took control in such a kind and calm manner. Nothing was too much trouble for them, and it made me realise just how grateful you are to these kind of people when you need them.

**Crew: Len Smith and Jonathan Beadling; Arnold**

IF they are anything like the rest of the paramedics you have, you have very good staff working with and for you.

**Crew: Albert Taylor and Michael King; Carlton**



## TED'S ON TOUR!

PARATED has been cultivating his star status in the USA. Here he is in the Capital-Journal newspaper of Topeka, Kansas, with some of his local Trauma-Teddie friends.

## BUGS 'N' STUFF



SOME of you good souls who attend PR events like school visits, shows and displays, have pointed out that to keep the attention of children - or just to keep them quiet - you really need a few 'give-aways.'

### NOTTINGHAMSHIRE AMBULANCE SERVICE CARING FOR LIFE

Well, hey presto! There's now a selection of fun items including bugs, pencils, pens, key rings, badges and coasters. We've also produced a children's first aid book aimed at 8-9 year olds, which will be available in June.

Stocks are limited, and will be divided equally amongst stations. Most 'giveaways' should have been received by now. But don't pander to greedy children or some will miss out - the kit has to last for an entire year.

## STAFF NEWS

### APPOINTMENTS

#### Ambulance Care Assistants

Samantha Moodley, Beechdale  
Anna Bowcutt, Wilford  
Anne Goodwin, Kings Mill  
Mark Froggatt, Hucknall  
John Clark, Retford  
Katheryn Dawes, West Bridgford  
Stephen Shore, Eastwood  
Anthony Haslam, Stapleford  
Cherylene Camps, Arnold

Marina Hall, Assistant Information Officer, HQ  
Sarwat Fayez, Domestic Cleaner, HQ  
Christopher Jacklin, Stores Clerk, Cowley Street

### PROMOTIONS

To Trainee Ambulance Technician

Darren Sleigh Kings Mill

Richard Casson

Sarah Webb  
Sharon Rickett  
Glenn Tinsley  
Michael King  
Andrew Gibson  
Mark Dawn  
Martin Judson  
Claire Windsor  
Dennis Stephenson

To Ambulance Technician

David Turner

To Ambulance Paramedic

Mark Stafford  
Carl Smith  
Paul Kelley  
Steven Toon  
Simon Clunie

To Domestic Supervisor

Dawn Drakeford

Kings Mill  
Kings Mill  
Stapleford  
Stapleford  
Carlton  
Carlton  
Carlton  
Beechdale  
Wilford  
Eastwood

Newark

Newark  
Workshop  
Workshop  
Eastwood  
Arnold

HQ

### Terminations (retiring or leaving)

Michael Tomlinson, Vehicle Cleaner, Retford  
Alison Newns, Ambulance Technician, Arnold  
Kenneth Shipley, Vehicle Cleaner, Carlton  
Stephen Andrews, Leading Ambulance Paramedic, Beechdale  
Peter Westmoreland, Ambulance Technician, West Bridgford  
Jean Banton, Domestic Cleaner, Kings Mill  
Lesley Taylor, Ambulance Care Assistant, Newark  
Peter Allcock, Transport Driver, Arnold  
William Lansdowne, Ambulance Technician, Kings Mill  
Karen Cropley-Stewart, Liaison Assistant, City Liaison