



RESPONSE

NOTTINGHAMSHIRE AMBULANCE SERVICE STAFF NEWSLETTER.

191194

MYSTERY A&E SURGE

OVER the past three years there has been a steady increase in Accident & Emergency calls in Nottinghamshire.

The Service is now one of the busiest in the UK and a possible further increase of almost seven per cent is predicted this current year.

However, the Service is not alone. This phenomenon is part of a national trend which is shared with other ambulance services and accident and emergency departments.

Director of operational services Pat Slevin said: "We can only speculate what the causes are, there are no firm facts."

Skills

Possible reasons include:

★A change in policy for chest pain victims. Doctors call an ambulance immediately rather than visit the patient. This however, would only have a marginal effect.

SPECIAL REPORT

★The Patients Charter. The public are much more aware of their rights.

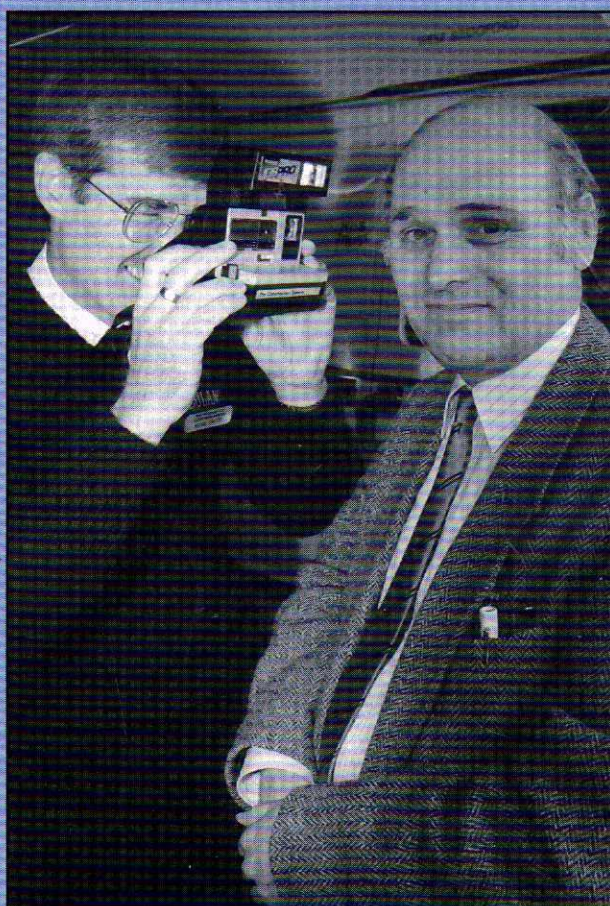
★Greater media interest in the ambulance service. Television programmes such as 999, Blues and Twos and Casualty, highlight the high skills of paramedics.

But thanks to the hard work and dedication of both operational and control staff the Service is maintaining standards.

In the summer the NHS

★ *Continued on page four*

STATION OFFICER GETS 'SNAPPY'



WEST Bridgford station officer Russ Smith gives a Polaroid camera a 'health' check.

Hundreds of members of the public answered a recent appeal for old Polaroid cameras, which were exchanged for new ones by the manufacturers.

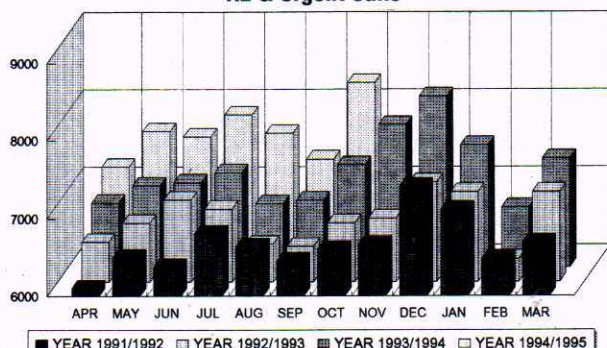
But Steven Morris (right), editor of Blood, Sweat and Tears, went one stage further – he dipped into his own pocket to buy a brand new camera.

Now, this new camera will be used by West Bridgford accident and emergency crews to help them save lives.

Crews will photograph casualties and their vehicles at the scene. The pictures will give hospital doctors invaluable at-the-scene details which can indicate hidden injuries.

★See page four for another fundraising story.

Nottinghamshire Ambulance Service NHS Trust A&E Urgent Calls



QUALITY QUOTE

'I WOULD like to thank two of your emergency ambulance staff for their help and kindness. They came to my house where my father had taken ill. They were wonderful, so kind, and so considerate.

'My lovely Dad did in fact die the next morning, but I am so grateful and I know he was too, for their care and attention.'

L Bell, Nottingham

BETTER THAN ALL THE REST

A JOINT exercise between the fire and ambulance services has been described by a top government inspector as "the best I've seen in the country this year."

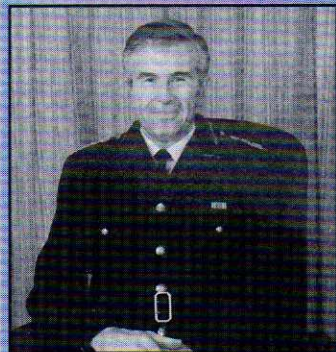
Role-Playing

The praise came from Her Majesty's Inspector for the Fire Service after he watched a road traffic accident 'role-playing' exercise.

It was the first time the ambulance service had taken part in such a joint exercise. And Nottinghamshire's chief fire officer Eddie Patterson said: "The role-play highlighted the close working relationship of the fire and ambulance services.

Expertise

"All crews taking part were a credit to their Service. We will certainly want to use the ambulance expertise again."



● ABOVE: Eddie Patterson

UPDATED TERMS & CONDITIONS OVER 50s AGREEMENT

THE over 50s agreement has been renewed.

The updated terms and conditions, linking the package with the Trust contract, has been approved and signed by the chief executive and the chair of the staff-side committee.

The agreement – originally set up in the late 80s – recognises the stresses placed on paramedics and technicians and gives them the opportunity at 50 to move to day-only shifts without affecting their pay and conditions.

Guaranteed

Of course there has to be a vacancy before someone can move onto the scheme but all staff are guaranteed a permanent duty line.

The number of placements has been reduced to 12 to take into account the non-emergency staffing reductions over the years.

Benefits

Director of personnel Bozena Benton said: "At present there are nine people enjoying the benefits of the scheme and both management and staff welcome the renewal of the agreement."



● ABOVE: Bozena Benton

SEE NEXT ISSUE FOR THE LATEST WILFO

ALISON'S 'HOLY' RIDE

ARNOLD ambulance technician Alison News is cycling round Israel for charity.

But Alison, 28, has to raise £1,500 for the British Heart Foundation by February if she is to take part in the 250 mile ride in April.

Joke

She said: "It began as a joke when I started cycling to work. But after some thought I decided to go for it. It's a unique opportunity to travel and fund-raise at the same time.

"I am now training hard to

improve my fitness!"

Alison will be cycling with 220 other people between 41 to 56 miles a day. She starts in the Golan Heights in the fertile North making her way to the Dead Sea - the lowest place on earth - in the desert of the South.

Sponsor

To help Alison, Arnold Ambulance Station has arranged an ambulance pull for Saturday 10 December at 12noon from the Old Spot pub, Daybrook. If you would like to sponsor Alison please contact her at Arnold Ambulance Station.



CONCERN FOLLOWS OUR TAXI SURVEY

THE latest 'mystery patient' survey has revealed inconsistencies in the service provided by a taxi company which regularly transports patients.

Now, the Service is taking action to try to eliminate the problems.

A CHC member – disguised as an out-patient – gave full marks to the inward journey driver but was less impressed with the outward journey.

She said, of her inward journey: "The driver was very patient and pleasant, even when delayed at a Nursing Home, due to a patient not being ready." However, she noted the driver exceeded the speed limit to ensure the patient arrived punctually at the Queens Medical Centre.

Failed

On the outward journey, out of 18 questions, the driver failed to meet the criteria in three major areas.

These were:

- ★ No appropriate assistance was given to help her to the vehicle.
- ★ The driver was not wearing a name badge.
- ★ She was not seen safely into her home by the driver on

return from hospital.

The CHC member said: "The driver was pleasant, but not helpful to two patients who were having difficulties."

Although waiting time for transport after treatment was only 20 minutes, she also noted that the driver exceeded the speed limit and that he should have offered more assistance and seen the patients safely into their homes.

Concerned

Scheme co-ordinator and ambulance liaison officer John Adkin said: "We have to be concerned if our Patient Charter standards and our contract terms and agreements are not always being met."

"I am meeting the firm's director to discuss how we can work in partnership, and address the points raised."

QUALITY QUOTE

'WOULD you please accept on behalf of Chief Superintendent Stapleford OSD, sincere thanks for your efforts connected with this year's Goose Fair.'

The extension of the Fair's duration and its increased size served only to increase the levels of work and responsibility for all concerned.

The smooth running of the operation was in no small way due to the high levels of professionalism and dedication shown by all concerned.

Thank you again and please pass on our thanks at OSD to all your staff who were involved in this very major operation."

**Bob Walton,
Superintendent OSD(P)**

STAFF INVOLVED WERE:

- ★ Jean Cragg (Headquarters)
- ★ John Clarke (Carlton)
- ★ Graham Ross (Carlton)
- ★ David Cole (Carlton)
- ★ Mark Sanderson (Carlton)
- ★ John Allen (Carlton)
- ★ Simon Clunie (Arnold)
- ★ Alison Newns (Arnold)
- ★ Don Wright (Arnold)



LET'S GO MAY-BO

MAY-BO Mabel Chung beat tough competition to land the new position of Rota Manager.

Her responsibilities are to manage and develop the new centralised rota management system.

Complex

The system which was installed by Arthur Jamison has now been up and running for a few weeks.

Arthur explains there have been some initial teething problems – "The system uses an extremely complex programme and initial hiccups were expected. We've had serious problems relating to staff movement but this should now have been solved."

Urgent

"We need staff feedback on anything that happens so that we can overcome any gremlins early on. Staff can also help by phoning urgent rota changes through immediately. Non-urgent changes – holidays, for example – should be sent by post."

There were over 60

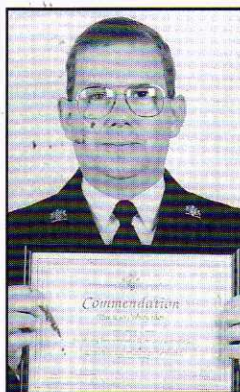


applicants for Rota Manager but May-Bo's qualifications and experience meant she "shone like a beacon".

May-Bo, 26, has two degrees – in Business Studies and Information Systems & Management. Previous work experience includes a year in New York where she worked for a clothing chain store.

She lives in Sheffield and is getting married in the New Year.

ALAN SAVES BABY



● ABOVE: Alan Marwood

LEADING Ambulance Paramedic Alan Marwood who saved the life of a week-old baby, has received a Chief Constable's Commendation.

The baby's airways had been blocked by milk and it was only the quick actions of Alan, a Special Constable, and colleague Jason Callaghan that saved its life.

Alan and his colleague were called to the scene after a distraught mother reported her baby had stopped breathing during breast feeding.

Alan used his life-saving skills and managed to get the baby breathing again by pumping its stomach to clear the airway.

The entire local community joined with the Chief Constable in praising the actions of Alan and his colleague.

MARGARET MAKES A MOVE

MARGARET Stokes has moved from Forest House to take on her Pay Services role at Beechdale HQ.

Margaret was formerly employed by the Health Authority. There, she was responsible for ambulance payroll and was taken on by the Service when it became a Trust.

She is married and has three grandchildren 'with t'other one on't way - thou knows!'



COPING AGAINST ALL THE ODDS

★ Continued from page one

performance table showed the Trust's accident and emergency service to be the best in the entire Trent Region, and joint sixth in the UK.

Pat said: "We are coping well against the odds. But in certain areas we are finding it continuously hard to meet national standards. For instance, in Nottingham

Health Authority's district we should be reaching 95% of calls within 14 minutes, but we are actually reaching 95% within 15 minutes."

Positive actions are being taken to keep the situation under control. Purchasers recognise the problem and talks are taking place with them.

"We have increased deployed resources by 27 shifts a week as a result of the ORH Report. And we have built on this by adding a further 20 shifts a week, funded by Nottingham Health Authority," said Pat.

The Service is also looking at ways, from

within its own resources, of immediately reinforcing operational cover on a temporary basis.

On a more permanent basis, the Service is negotiating to introduce additional resources to deal with the sustained increase.

A national investigation is going ahead into the rise in emergency admissions. And the Trust's management executive are considering whether the Service should initiate its own research and development project with the aim to identify the root causes.



FIT FOR THE FUNDRAISING ROAD

HUMAN "MOTs" on customers at a Nottingham pub have helped raise money for the Service.

Regulars at The Clinton Arms on Radford Road presented Beechdale ambulance station paramedic David Butler and technician Malcolm Dean with the proceeds which will go towards buying a pulse oximeter.

Malcolm Dean said: "An ambulance crew visited the pub and carried out "MOTs" on

some of the regulars to see how healthy they were – most still seem to have a few miles left in them!"

As well as the health checks, raffles and auctions were held at the pub to raise the money.

Malcolm Dean added: "We're extremely grateful to everyone at The Clinton Arms."

● **ABOVE: David (centre) and Malcolm with Julie Dean, daughter of the landlady of The Clinton Arms, on the cheque presentation evening.**

GANG ON THE RUN

BEECHDALE'S 'Over the Hill Gang' have been on the run to raise funds for charity.

Several members – all over 40 years old – took part in the Robin Hood half marathon. They were raising money for their Paralympic fund and hoped to top £3,000 with this final initiative.

'Gang' member Bob Arberry said: "We are using the money to sponsor a local athlete for the Paralympics in 1995."

NEWS IN BRIEF

★ **THE Business Plan** has been submitted to the Trent Provider Unit ahead of schedule. Work will now begin on the Business Plan Summary.

★ **MEMBERS** of the media and purchasers are being invited to the launch of the training centre on Monday 5 December.

★ **JEFF SALE** from Mansfield Woodhouse gave the highest bid for a day with the Service when he pledged £200 during this year's Radio Nottingham Money-spinner. All money raised is going to the Macmillan Nurse Appeal.

★ **CONGRATULATIONS!** Secretary Joolz West is 'blooming'. She's pregnant with number two – due next May.

★ **ALSO congratulations** to Gary 'Gizmo' Simons (Wilford) and Tracy Clarke (Stapleford) on their engagement.

STAFF NEWS

WELCOME to new staff:

Finance Assistant – Darrel Gough (Finance Placement)

Control Assistant – David Holmes (Control)

Liaison Assistant – Suzanne King (BDGH)

Clerk Typist – Erica Hotchin (Training)

Personal Secretary – Nicola Attenborrow (Personnel)

Personnel Assistant – Nicole Welsh (Personnel)

CONGRATULATIONS on achieving:

Trainee Technicians – Malcom Storey (Stapleford); Duncan Booth (West Bridgford); Robert Little (West Bridgford); Ann Booth (Arnold); Ann Veasey (Arnold); David Brown (Stapleford); Steven Hopkinson (Arnold); David Darker (Hucknall); Richard Russo (Hucknall); Matthew Freer (Stapleford); Lynn Rutland (Hucknall).

Paramedic Status – David Wright (Stapleford)

Ambulance Care Assistants – Alan Holt (West Bridgford); Kevin Pearson (Arnold); Pauline Shepherd (Stapleford); John Dowsing (Newark); Paul Sherwood (Kings Mill); David Turner (Newark); Mark Caudwell (Worksop); Lisa Stafford (Stapleford); Malvin Greenfield (Eastwood)

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

Jonathan Beck (Cowley Street); Colin Pimperton (Worksop); Roy Seagrave (Hucknall); Shirley Pikett (Training)