

RESPONSE



Friend in Need

CALL him a Friend In Need or a Good Samaritan, hero Adam Bettridge is certainly a lifesaver.

Adam, 14, was on his paper round when he found 91-year-old Freda Mitchell unconscious on the ground in Melville Court, Mansfield. He quickly covered her with his coat, put pressure on a bleeding head wound and placed her in the recovery position before calling an ambulance.

Now he's been awarded the Service's first Friend In Need award for providing vital assistance in an emergency situation.

He said: "When I found Mrs Mitchell I just acted straight away. I remembered what to do from watching programmes like 999 Lifesavers."

Adam came to the Service for work experience in June, getting a feel for the



real thing in the control room.

Control superintendent Bill Appleby said: "Adam did really well — he showed

all the maturity and skill to go far. He's a smart lad, very quick on the uptake. He became a real member of the team in the short time he was here. He's keeping his options open, but it would be a pleasure to work with him again."

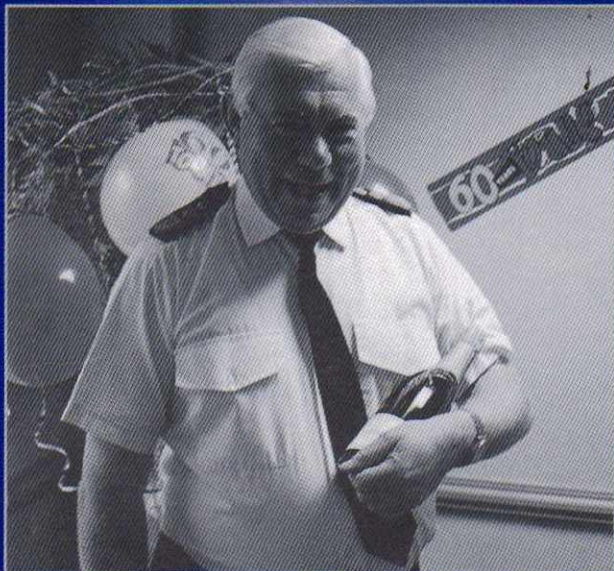
Copies of the Friend In Need certificate are now available to stations. It's aimed at people, like Adam, who help out in emergency situations.

They could have discovered an injured person, or helped crews when they arrive. They could be a stranger being a Good Samaritan, or a member of the family saving a life — there are no limits.

Further information is provided in Staff Information Bulletin number 67/98.

LEFT: Kings Mill station officer Rhuari Pike presents Adam with his certificate

Party time for Mike



SIXTY years young — chief executive Mike Handy had a bit of a shock when staff threw a surprise birthday party, just before he went on leave. It looks like the bubbly's put a smile on his face — and it's not even open yet!

ALL CHANGE FOR KATHY



SUPPORT services manager Hillary Pillin, who is on maternity leave, has been replaced on secondment by Kathy Smith, station officer at Worksop and Retford.

Kathy had a three-week induction from Hillary before starting officially at the end of July.

While training, Kathy said: "I'm on a very steep learning curve, but everyone has been really helpful."

She is now working with supplies officer Justine Payne and clinical advisor on manual handling Brian Collins. Her focus has changed from the day to day problems of managing a station to identifying and

preventing problems that might occur in the future.

Kathy added: "I've been a station officer for over five years, so it seemed like a good time for a fresh challenge."

"I've been interested in supplies since I was acting supplies officer for six months in 1991. I've also developed an interest in risk management, particularly the Fitech fitness testing equipment."

"I hope I can make my mark on the future of the service."

Paramedic David Moore has replaced Kathy as acting station officer during her absence.

Shaping our future

PARAMEDICS across the country are being given the chance to shape the future of their profession by voting for state registration.

The Ambulance Service Association (ASA) is considering registration of paramedics following cases of people falsely using the title to treat people.

In one case, con-man Paul Corney set up an infusion on an unconscious traffic accident victim using out of date equipment.

Equipment suppliers have tightened-up credentials checks on customers. But little can be done legally to stop bogus paramedics.

Throughout July paramedics are being balloted on the proposal for state registration.

The result will be announced at Ambex.

★ Phil's on

THE public relations team is still on the look out for interesting news stories.

Paramedic "birdman" Steve Palmer showed how it should be done.

The first call he made after his spectacular crane-assisted high rise rescue of a building worker was to — Phil Morris at HQ, of course!

New work pressures policy

THE work pressures audit carried out last year has led to the development of a new policy on stress at work.

The document, agreed by both the Trust board and the management staff-side committee, will be located in station and department Personnel Policies and Procedures Manuals.

It confirms the Trust's commitment to working with staff to minimise avoidable stress in the working environment and help where adverse effects of stress are experienced.

In many cases, stress can be a positive asset. The Health and Safety Executive say: "Every job brings its own set of tasks, responsibilities and day to day problems, and the pressures and demands these place on us are an unavoidable part of working life... it is often the tasks and challenges we face at work that provide the structure of our working days, keep us motivated and are the key to a sense of achievement and job satisfaction."

Staff working for an emergency service have chosen an environment many people see as stressful, and will recognise the importance of taking positive action for their own health and well-being. However, the Trust also accepts its responsibility to prepare staff for their role and work with them to address problems and concerns. If an individual does suffer from the effects of stress at work, in the home or both, they can work with colleagues to recognise the problem, and seek support.

Managers and work based trainers will attend training on the policy this autumn.



50TH BIRTHDAY



THE NHS 50th anniversary bankment were a great

Phil Morris said: "I'd like to see the particularly enjoyed looking at the

CLOCKWISE FROM TOP LEFT

- Peak Practice star Gary Maver and Dennis Purbrick
- Sam Prince, Trevor, Mark Sta and Alan Chetwynd) get the chance to
- The mock up accident is well
- Who is that man? Dennis gives
- The vintage ambulances already in Nottingham's Old Market Square
- ParaTed poses with representatives
- Ann Richards (centre) and Dennis
- ParaTed lets a visitor try out a
- The ambulance service continues



Satisfaction — with a difference

PATIENTS gave the Notts Service a resounding thumbs up in last year's satisfaction survey.

This year there will be another survey of satisfaction — but with a difference.

The research will review the opinions of customers — outpatient and day care managers, and accident and emergency personnel who deal with ambulance staff on

a daily basis. Contracts and marketing manager Durston, who heads up the services quality programme, said: "Information provided by patients has been useful and led to several changes in operations. Feedback from the new group will help further our quality."

Results are expected in the New Year.

the case ★

Phil was on the case straight away. The result? Steve featured in local and national press as well as Response.

If you are involved in an unusual incident, or hear of one, please contact Phil, or Joanne at Myles Communication Group on 0115 969 1692. Keep in touch.

TESTING..ONE TWO..TESTING

AS reported in the last Response, the revolutionary new vehicle designed jointly by Notts Ambulance is near completion by the manufacturers.

In addition to other developments, it will have a

new 'white noise' audible warning device fitted.

This directional siren, developed after extensive research by Leeds University demonstrated improved awareness of the direction of approach. This inevitably helps other



The Volvo ambulance

drivers to move out of the way more quickly, which should cut both response times and the risk of accidents.

After going on display at Ambex at the start of August, the vehicle will go to Newark Station for trials.

The Notts Service is also trialling a new ambulance developed by Volvo. It's based on an extended and reinforced Volvo 960 chassis. A sliding door on the side can be used for access if the rear door is blocked and the driving seat has been redesigned to reduce back strain during long shifts.

The patient care area at the rear is fully equipped for advanced care during transport, and has separate air conditioning.

Views of staff who use the vehicle will be eagerly awaited.



Y BASH

ersary celebrations on the Victoria Em-
success, with over 17,000 visitors.

o thank everyone who came along to help.
when health minister Frank Dobson came along —
ng around the vintage vehicles."

ers meets Paula Pickard, Trevor Handley, Steve Lees and

fford, Tony Goodman, Steve, Dennis and ParaTed (aka
ce to chat with Frank Dobson

underway with help from the police and fire brigade
es his number to a curious police officer

ady gathering a crowd in the early morning sunshine in
are

tatives of sponsors Nottingham Building Society
ane Sales on one of the stands with a visitor

an old-style stretcher for size
ngent at Health Fest



IN THE RED

THE British Red Cross Society is looking for first aid trainers.

They need people to work flexible hours, running first aid courses for businesses throughout Nottinghamshire.

The jobs would suit retired staff. The Red Cross provides training as required, hourly rates of pay, expenses and all course materials and equipment.

Anyone interested must be presentable and have a good sense of humour. They also need to be a car owner willing to cover all of Nottinghamshire.

If you are a retired reader, or know of a retired staff member who may be interested, contact Joe Connor on 0115 9789222.

A match made in... Stapleford??

TECHNICIANS Chris Allum and Jo Steel tied the knot on 12 June at St John's, Stapleford.

The relationship blossomed after they worked regularly on PTS at Stapleford together, before Chris moved to Beechdale as a technician.

Family friends Ian and Jane Jowett of 'Crafty Cakes' decorated the cake with a special design of ambulances and medical kit with two technicians standing proudly on top.

Jo said: "Chris and I would like to thank everyone who shared the day."



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Yes!!!!!!!!!!!!

AFTER much hype in the last issue of Response, when Carlton A seven-a-side football team had given Stapleford a sound thrashing 8-0, they've now had to eat their words.

Beechdale took up their all-stations challenge — and beat them 2-0.

The goals came from David 'Ravanelli' Seaton and Lee 'The Whippet' Smith. David said: "We knew Mark Dawn was the danger man, so we effectively marked him out of the game. It was a great match."



Roger and Mark

Top dogs at training

HUCKNALL'S Roger Watson and Newark's Mark Stafford have both successfully qualified as seconded training officers.

Roger, who thanks his Alsatian Kelly for getting him through his interview presentation said: "I'm very pleased to have completed the programme. There was a lot of coursework — I can finally catch up on my sleep now!"

Mark added: "We now have a great role. We're still operational paramedics so half of the time we're on the road keeping up our skills, and the rest we're training staff."

The Training Centre now has seven qualified training officers who run courses throughout the year. They have to requalify every five years.

Roger added: "Kelly's got a job as a trainer too — for our new puppy Yogi. She is coming on well — a real credit to her."

Birth, books & bouquets



COWLEY Street mechanic Chris Bramley is the proud father of a son. Partner Michelle gave birth to 8lb 3oz Jack on 6 June, and fleet engineer Mike Crosby said: "Rumour has it he was born with a spanner in his hand!"

PUBLISHERS McMillan-Scott are to produce this year's child safety books. They have begun a sponsorship campaign among local businesses and the community to raise the required money to produce 5,000 books by the end of the summer.

WORKSOP station crews have said thank you to cleaner Eileen Lilley for 20 years' service.

Chief executive Mike Handy hosted a surprise party where he presented Eileen with a plaque and bouquet of flowers.

Eileen said: "I've loved working here and I'm very fond of the staff. But I'm still going strong — at 57 there are a few years left in me yet!"

Bravo for Speeds

SPEEDS of Nottingham have provided a second year of air ambulance support by supplying a brand new Fiat Bravo.

Fundraiser Steven Roberts will use it to travel to talks and cheque presentations throughout the county.



It will also carry merchandise to fairs and fetes.

Steven said: "Last year Fiat provided a Marea Weekend.

"I'm glad they're continuing their valuable support".

Steven needs volunteers to run in the Robin Hood marathon to help raise money.

He is putting together a 'Blade Runners' team for the fun run (2.5 miles) and half marathon (13 miles), which start from the Victoria Embankment at 10am Sunday 27 September.

For more information on taking part or supporting the runners, call Steven on 01623 460460.

STAFF NEWS...STAFF NEWS

Appointments

Nottingham Emergency Medical Service Drivers, Stapleford
Jonathan Henson, Barry Pudney, Raymond Bates, Christopher Stevens, Ian Forbes, Heather Blair, Daniel Evans, Brian Barker

Ambulance care assistants
Peter Rushton, Wilford
Christopher Baker, Kings Mill
Mark Buckley, Kings Mill
Rachael Hazleton, West Bridgford
Paula Pickard, Kings Mill
Ian Sinski, West Bridgford
Stephen Drever, Retford

Dorothy Hagen, liaison assistant, Kings Mill
Russell Turner, transport driver, Arnold

Promotions

To ambulance care assistant
Patricia Pole,

Stapleford
Philip Brown, West Bridgford
Debbie Swales, Stapleford

To ambulance technician
Martin Judson, Beechdale

To trainee ambulance technician
Alan Morley-Davies, West Bridgford
Paul Gilbert, West Bridgford
Anita Moncaster, Stapleford
Charlotte Smith, Carlton
Jane Mitkova, Stapleford
Beverley Caldwell, Newark

Retiring or leaving

Alan Harvey, ambulance technician, Kings Mill
Anita Hines, control assistant
Andrew Bowley, senior transport driver, Carlton
Jim Crawford, mechanic, Cowley Street
Margaret Hawkins, domestic cleaner, Arnold

Quality Quotes

The way the crew dealt with me was superb. Friendly, joking yet caring, they treated me in a most professional manner. Even later at the Queens in the queue they popped back for a friendly word.

CREW: Jim Leggatt and Phil Green, Stapleford

My officers were unstinting in their praise of your staff who did their absolute best to resuscitate the man for some 20-25 minutes in cramped surroundings. Police Sergeant Goodall said in his report: "I was thoroughly impressed by their professionalism and commitment."

CREW: Ian Cowley and Alan Marwood, Beechdale, from Chief Inspector (Business/Quality Assurance) John Bell

The operator who dealt with my call was very caring, efficient and very helpful to me in my distress. At the time I rang off quickly without thanking her, so please could I pass on my grateful thanks for all her help.

Control assistant Sam Perrin