

Vol 17 Issue 12

December 2017

AMBULANCE *Life*

Digital Magazine

The Magazine for ambulance personnel throughout the UK

TRAINING
EMT on the school run plus Sepsis conference

AIR AMBULANCE
Awards and TVAA expands service

LIFESAVERS
NHS chief thanks heroes

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Welcome...

A worrying trend of violence towards ambulance staff has resulted in a recent custodial service for a criminal who left an WMAS paramedic unconscious after a vicious attack (p6). Unfortunately vicious attackers sometimes do not receive their just deserts. A separate attack has left the same trust (WMAS) appealing a very lenient non-custodial service after a man assaulted two staff (p13).

Violence and abuse is not restricted to frontline staff. On page 6 we report on a campaign by EEAST control room staff urging the public not to abuse them.

We enjoy sharing good initiatives and this month we carry a report on page 16 where patients who suffer a fall in Great Yarmouth and Waveney are set to benefit from extra support from a new initiative which launched last month.

The early intervention vehicle (EIV) trial will see the East of England Ambulance Service NHS Trust (EEAST) dispatch an emergency medical technician to patients

who have fallen. They will be accompanied by an occupational therapist or physio.

Starting on page 20 we have 4 pages of Lifesaver news with some happy moments highlighting survivors being reunited with ambulance staff. One of this month's stories is about an NHS chief who developed a life threatening infection and a suspected case of Sepsis has being reunited with the ambulance crew who saved his life.

Also in this issue we have a roundup of training news and report on the recent Air Ambulance Awards where the finest clinicians, aviators and fundraisers are recognised.

Finally on page 31, you see if any of your colleagues have won or been nominated for their great work in 2017.

Jill Bareham

Editor

Highlights in this month's issue



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Jail term for cowardly attack, Sepsis campaign, St John taxi partnership, EMS collaboration plus news from the UK ambulance services.



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Vital funds

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AMBULANCELife

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Published by:

Occucom Ltd

No 1 The Colchester Business

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Trust welcomes custodial sentence

JAIL TERM

West Midlands Ambulance Service has welcomed the custodial sentence that a court handed down to a man who head butted a paramedic leaving him unconscious.

The cowardly attack as they can't have my took place whilst full attention. I had the Coventry Paramedic shakes and don't want Neil Vann was part of to feel like I need to be a crew trying to treat concerned all the time a patient at a house in but it's always going to Nuneaton. be there at the back of

Last month, 33-year-old David Neal of Vale View, Nuneaton was sentenced to six months in prison at Warwick Magistrates Court.

Mr Vann said: "I have been doing this job for 30 years and I love it. I do it to help people but now I feel like I have to watch over my shoulder; this is unfair on me and the patient

my mind.

"I am pleased it's a custodial sentence and maybe, just maybe, people will think twice before assaulting us."

Trust Chief Executive, Anthony Marsh, said: "This was an abhorrent attack on a member of staff who was simply trying to help a patient in their hour of need.

"I am delighted that on this occasion, the



• **Coventry Paramedic Neil Vann who was attacked**

Magistrate has shown basis by the Courts so that such action will that people understand not be tolerated that attacking our staff is and handed down a not acceptable. Providing custodial sentence. protection for our staff The public find these is a must and this type of attacks unacceptable sentence helps to do that." so it right that the Neal was sentenced courts take a firm line. to a six-month prison "This is just the sort sentence for the assault of action we need on and told to pay £600 in a far more regular compensation.

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New winter scheme to help maximise ambulance availability

Minimising patient waits and maximising the ambulances available in the community is the aim of a new scheme launched on December 10th.

Patient Safety Intervention Teams (PSIT) have gone live across the East of England Ambulance Service NHS Trust region to keep ambulances on the road treating patients.

PSIT will be deployed to emergency departments across the east where handover delays are continuing past 45 minutes, where no immediate resolution of the situation is apparent and patients are waiting for an ambulance response in the community.

The aim is to minimise patient wait and maximise the availability of ambulances in the east of England, which is especially challenging during the winter period.

Teams will work collaboratively with emergency department staff to maintain the safety of patients in the department along with ensuring awareness of those 999 patients who are waiting for a response.

Matt Broad, Interim Deputy Director of Strategy and



Transformation, said: “These teams are only deployed in very certain circumstances, however, have already proven their effectiveness. We deployed a team on Monday, meaning six crews could immediately hand over care of their patients, to restock and be back out on the road. It should mean crews can get back on the road to help patients quicker.”

The winter scheme is aimed at supporting our staff and patient care and it is anticipated will run until March 2018. During this week five PSIT teams will be rolled out across the Trust.

PSIT staff will be clearly identifiable and will be dispatched to hospitals by a tactical commander as part of the Trust’s escalation procedures.

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Control room staff urge the public to DON'T CHOOSE TO ABUSE

“I have lost sleep over some calls.”

“I have been reduced to tears by the sheer venom that some callers can vent at me.”

“I have been threatened by a caller who said they would find me and kill me.”

“A caller has screamed at me calling me uncaring, nasty and useless.”

Emergency call handlers and control room staff are sharing their stories of the unacceptable verbal abuse they receive whilst trying to do their best for patients.

The region's ambulance service is urging people to not be mean to the team in green as part of its Don't Choose to Abuse campaign.

A survey of East of England Ambulance Service NHS Trust (EEAST) staff revealed that 78 per cent said they received verbal abuse every shift or regularly.

Many of those were control room staff who said they had lost sleep and that this type of abuse could impact their own health.

Gary Morgan, Deputy Director for Emergency Operations Centres (EOC) at EEAST,

said: “Our emergency call handlers help save lives every day and are a vital part of the ambulance service. They give cardiopulmonary resuscitation (CPR) instructions when a patient is not breathing and in cardiac arrest, they help assist with the birth of babies and are a reassuring voice when a vulnerable patient is having a crisis. It is unacceptable they experience abuse from callers when they are trying to their best for patients.

“If you call 999 it is really important to stay calm and listen to and answer the questions the emergency call handler is asking. The questions we ask over the phone will help us to help the patient and the call handler will give advice to help the patient before the arrival of ambulance staff.”

Jenny Coventry who has worked in EOC for 13 years said: “I enjoy the contact with the general public and the satisfaction of knowing I have done my best to help people when they most need it. However, I deal with varying degrees of abuse from callers nearly every working day. Some of the abuse does not affect

me as I can see the reason behind the abuse. The caller is having a reaction to a set of circumstances outside of their control and that comes out as anger.

“What is more upsetting is where the abuse appears to be unfounded often from drunken callers or callers under the influence of other substances. The abuse becomes personal. In some instances threats of violence have been made for example “I’m going to track you down”. In other cases it is nearly impossible to help the patient as there is a prolonged stream of abuse and any attempts to calm the caller seem to fuel the fire. I find this upsetting and frustrating as it means I am not able to provide the level of care to the patient that I aspire to.”

Shelley Moore, who has worked as a call handler for two years, said: “I know that as call handlers we are not face to face with aggression and abuse like the frontline crews, but it can have a physical effect on you. It's horrible, and as an emergency service we should not have to tolerate it. We must not tolerate it.”

Promises to Children

The Welsh Ambulance Service has launched a list of promises to the children and young people who use its services.

Members of the Trust's Patient Experience and Community Involvement team spent the summer talking with hundreds of young people, aged eight to 18, to find out how they would like to be treated.

The feedback has been used to develop a list of promises which will be promoted among ambulance staff and volunteers to help them understand what is important to youngsters when caring for them.

The list called 'Our Promises to Children' was launched on Monday 20 November at an event held to coincide with United Nations Universal Children's Day

at Noah's Ark Children's Hospital for Wales in Cardiff.

It includes pledges to be kind and friendly to young people, listen to and involve them in decisions about their care and talk in a way they can understand.

Claire Bevan, Executive Director of Quality, Safety and Patient Experience for the Welsh Ambulance Service, said: "These promises are a clear commitment from us to putting children at the heart of our services.

"Our aim is for children to feel they are being listened to and their views are considered.

"These promises are also about empowering children so that they are better able to take advantage of their rights and to engage with our staff and volunteers."

The Trust is signed up to the United Nations Convention on



the Rights of the Child and is currently developing a Children's Rights Approach across the organisation.

Caption - Fiona Maclean and Leanne Hawker from the Welsh Ambulance Service's Patient Experience and Community Involvement team with Trust mascot Kim at the launch of Our Promises to Children at Noah's Ark Children's Hospital for Wales in Cardiff.

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Major Trauma Network

The public consultation on proposals to develop a major trauma network for South Wales (which includes South and West Wales and South Powys) is now underway.

The consultation period will run for twelve weeks, until 9am 5th February 2018. During this time the proposals will be made available for the public to review at a series of local public meetings across the region.

Whilst numbers of people suffering major trauma in the region are small, evidence shows that if you have a major trauma you have a better chance of survival, a better recovery and quality of life for the future, if you are treated within a major trauma network.

As part of the consultation period members of the public in the region are invited to submit their comments and opinions on the proposals.

The detailed proposals are contained in the public consultation document 'A Major Trauma Network for South and West Wales and South Powys' which will be widely available across the region and available to anyone who requests a copy.

The proposed major trauma network follows recommendations made by

an Independent Clinical Panel which recommended:

- A major trauma network for the region should be quickly developed
- The adult and children's major trauma centre should be on the same site
- The major trauma centre should be at University Hospital of Wales, Cardiff
- Morriston Hospital should become a large trauma unit and should have a lead role in the major trauma network
- A clear and realistic timetable for putting the trauma network in place should be set.

SOS Centre

South Central Ambulance Service NHS Foundation Trust (SCAS) is delighted to announce that the Oxford SOS Service will be operating once again on Friday and Saturday nights to 6 January 2018 in Oxford City Centre.

Launched in November 2014, the SOS project was unable to operate this year for a number of reasons. This resulted in growing concerns from Oxford Street Pastors, Thames Valley Police and Oxford University Hospitals NHS Foundation Trust about the lack of medical provision in the city centre which may have led to an increase in 999 responses and A&E presentations for alcohol related incidents.

Between August and December 2016, the number of patients seen by the SOS Service demonstrated that only 12% of patients seen needed to be transferred to A&E; 83% of patients were able to be treated by SCAS staff at the scene and discharged to go home*.

Craig Heigold, Paramedic Team Leader at SCAS



and Oxford SOS Project Lead, said: "The SOS Project provides a valuable service at a time of peak demand - Friday and Saturday nights - for all local NHS and emergency services in Oxford City Centre. I'm delighted that Oxfordshire CCG has once again agreed to fund the service. By doing so we can reduce the demand on our colleagues at A&E, as well as ensure that more Oxfordshire SCAS staff and vehicles are free to respond to non-alcohol related illnesses and injuries elsewhere in the city and surrounding areas. We can also provide a faster and more effective response to patients in the city centre who need us."

**The remaining 2% of patients were discharged to Thames Valley Police.*

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LICENCE TO KILL

A theatre production which educates Kent and Medway teenagers on the causes and consequences of road traffic collisions marked its tenth year last month.

Licence to Kill was first launched in 2007 as part of a road safety initiative between Kent Police, Kent Fire and Rescue Service, Kent County Council, Medway Council, the South East Coast Ambulance Service and the Kent and Medway Safety Camera Partnership.

Since then over 65,000 pupils aged between 16 and 19 years old have attended its annual shows, which travel across the county.

It marked its 10 year anniversary with a performance at Mote Park Leisure Centre, in Willow Way, Maidstone, on Wednesday 8 November 2017.

These shows consist of a film

and live talks from emergency service personnel and those who have suffered personal tragedies due to collisions.

Between 2014 and 2016 around 27% of 109 fatal collisions on Kent roads involved a driver aged between 17 and 24.

Further to this, they were involved in a total of 1,781 collisions where a person was either killed or seriously injured. In collisions where any kind of injury was reported, this number rises to 18,224.

Inspector Samantha Pearson, from Kent Police's Roads Policing Unit, said: 'Over the past 10 years a lot of brilliant work has been done as part of

this production and we are proud to support it today as we were when it started.

'Education is a hugely important way of changing young people's attitudes towards road safety.'

Denise Collett, a paramedic from the South East Coast Ambulance Service, said: 'The Licence to Kill events are extremely hard-hitting and always prove extremely popular.

'I'm pleased to continue to be involved in such an important campaign carrying such important messages to young people across the region.

'The feedback is always very positive and I know that many will benefit from this latest round of events.'


• Pictured above from left to right, are: Inspector Samantha Pearson from Kent Police, Denise Collett from the South East Coast Ambulance Service, Police Constable Mick Sayer from Kent Police, Marion Cornick, Spencer Aston, Nicole Newson who are all speakers at the event, Alan Faulkner, a road safety manager for Kent Fire and Rescue Service and Assistant Chief Constable Jo Shiner from Kent Police.



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EMS collaboration

Emergency and health services in Yorkshire and the Humber have committed to a deeper level of collaboration that aims to increase the quality of life for local people.

Launched on Tuesday 21 November 2017, the Yorkshire and Humber Emergency Services Prevention and Early Intervention Consensus Statement has been co-ordinated by Public Health England (Yorkshire and the Humber).

Among the signatories are Chief Constable Dave Jones from North Yorkshire Police, Julia Mulligan, Police and Crime Commissioner for North Yorkshire, Chief Fire Officer Nigel Hutchinson from North Yorkshire Fire and Rescue Service and Rod Barnes, Chief Executive of Yorkshire Ambulance Service NHS Trust.

Police, ambulance and fire and rescue services share

a long history of effective collaborative working, and the signing of the new consensus statement to extend this partnership approach is the first such regional agreement in the country.

With demand for health and social care rising, the main focus of the emergency services is to use their joint intelligence and skills to support communities with ill-health prevention and early intervention where problems are identified.

This includes greater sharing and development of referral pathways into key services such as falls prevention and support for mental health, alcohol and drug problems, advice to keep homes warm and social support

to combat loneliness and isolation.

Chief Constable Dave Jones said: "Emergency service teams come into contact with vulnerable people every day and see health inequalities and social challenges first-hand. By tackling these issues jointly and more effectively, the main aim is to improve the quality of life for individuals and families. This new active prevention and early intervention approach in our region will also reduce demand on the already busy emergency and health services."

Rod Barnes, Chief Executive of Yorkshire Ambulance Service, said: "This is a great opportunity to work together even more closely and deliver greater support to the most vulnerable members of our communities. By coordinating our efforts we stand a better chance of addressing widespread health and wellbeing problems and improving the quality of people's lives."



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Trust appeals 'lenient sentence'



• Paramedic Amy Holtom

West Midlands Ambulance Service is so disappointed in the sentence handed down to a man convicted of assaulting two staff, that the Trust has written to the Attorney General asking for it to be reviewed.

It comes after one paramedic had her wrist broken and another suffered cuts and bruising to his lower legs after being kicked by the defendant, who was wearing steel toe capped footwear, while they tried to help him.

The unusual step of making the appeal was taken after Adam George James was sentenced at Birmingham Crown Court to a 14-month custodial sentence, suspended for two years; he was also ordered to carry out 150 hours community service and pay a victim surcharge to the courts of £140. He was charged with Actual Bodily Harm and Common Assault.

On 12th July 2016, James assaulted the ambulance crew that came to help him after he was found unconscious in a public place in Birmingham city centre.

The ambulance staff arrived on scene and started pre-hospital clinical support prior to transportation to hospital.

During the clinical assessment, the defendant regained consciousness and started to use foul language towards the crew. Despite this, they continued and persuaded him to have an ECG check and intravenous access be obtained for the administration of drugs if required.

With no warning, James struck both clinicians with his feet resulting in both crew members needing hospital treatment and were booked off sick from operational duties for 6 weeks to 2 weeks respectively.

Paramedic Amy Holtom, who suffered the broken wrist said: "I think this is appalling and shows how little the courts think of us. Anyone else would have been looking at time in jail, but yet again ambulance staff have been let down by the legal system."

WMAS Trust Chief Executive Anthony Marsh, who requested the appeal, added: "The sentence is extremely lenient given the traumatic injuries sustained and

emotional upset experienced; I find it hugely frustrating that so many of my staff have been let down by the sentences given.

"There is no question in my mind that this warranted a custodial sentence. As well as the pain, suffering and emotional scarring of these staff, the public lost the services of two highly trained ambulance clinicians for a total of eight weeks. Those shifts had to be covered which meant overtime and additional cost to the NHS at a time when budgets are already stretched.

"The legal system is there to protect emergency workers who risk their lives for others and it is their expectation that the courts will ensure the full force of the law is applied in such cases."

The Trust's Head of Security, Steve Elliker, said: "Whilst we welcome the new Private Members Bill to provide emergency workers with enhanced protection, the Ministry of Justice has made it quite clear that there is no reason why the courts cannot hand down custodial sentences based on current legislation."

Sepsis campaign



For a condition that takes 44,000 lives every year, it is astonishing how few people know what it is. That's one of the reasons West Midlands Ambulance Service want to help highlight the dangers of SEPSIS to the public."

These are the words of West Midlands Ambulance Service Chief Executive, Anthony Marsh, at the launch of a new campaign to raise awareness about Sepsis. Each of the 47 new ambulances entering service with WMAS this year will carry information about the condition.

Unveiling the vehicles was Melissa Mead, who has campaigned to raise awareness of the condition after her one-year-old son William tragically died after a range of health providers failed to spot the condition. She was accompanied by Dr Ron Daniels, Chief Executive of the UK Sepsis Trust.

The numbers are staggering - every year in the UK, 250,000 people are affected by sepsis;

44,000 people die and 60,000 suffer permanent, life-changing after-effects. It's more common than heart attacks and kills more people than bowel, breast and prostate cancer and road accidents combined!

Last year new guidelines on sepsis were issued to the NHS which were developed by the UK Sepsis Trust in partnership with NHS England, the Department of Health and Public Health England.

West Midlands Ambulance Service is the first Trust to put the messaging on its vehicles. Trust Chief Executive, Anthony Marsh, said: "I am delighted that Melissa and Dr Daniels have come along to help us unveil these posters. Our staff know

better than most just how important it is to recognise the condition and to act quickly to help save lives.

"We have issued guidance to all of our frontline staff on what to look out for, based on the work of the charity and its research. In many respects putting this poster on the side of our ambulances is one way that we can say 'thank you' for their help.

"If it saves even one life then it has been worth it, but because these vehicles will be based across the West Midlands we hope as many people as possible will see the information and take note of the warning signs, so that many more lives can be saved.

"We want everyone to know the phrase: 'Just ask; could it be sepsis? It's a simple question but it could save a life.'"

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Early Intervention initiative

Patients who suffer a fall in Great Yarmouth and Waveney are set to benefit from extra support from a new initiative which launched last month.

The early intervention vehicle (EIV) trial will see the East of England Ambulance Service NHS Trust (EEAST) dispatch an emergency medical technician to patients who have fallen. They will be accompanied by an occupational therapist or physio from East Coast Community Healthcare (ECCH) or the James Paget University Hospitals NHS Foundation Trust (JPUH).

The team will provide support to patients in their home with the aim of preventing a hospital admission or a trip to A&E, as well as making referrals for extra health and social care support where necessary. EIV staff will also provide equipment and offer help and guidance to avoid falls in the future, in turn improving people's quality of life and reducing pressure on NHS resources.

The trial has been funded until 31st March 2018 with £130,000 from the Norfolk and Waveney Sustainability and Transformation Plan (STP). It comes following the success of similar schemes taking place elsewhere in Norfolk, and has been developed by EEAST, ECCH, NHS Great Yarmouth and Waveney Clinical Commissioning Group (CCG),



JPUH, Great Yarmouth Borough Council, Waveney District Council, Suffolk County Council and Norfolk County Council.

Terry Hicks, EEAST Sector Head for Norfolk and Waveney, said: "We are delighted to be expanding this service to help patients in Great Yarmouth and Waveney. One in five of all 999 calls to the ambulance service are to patients who have suffered a fall and an emergency ambulance is not always required as a response. This project puts an alternative pathway in place so that they can stay at home by putting measures in place such as handrails, removing trip hazards and reviewing a patient's medication.

It will help to reduce unnecessary A&E admissions, helps to keep a patient at home where they feel comfortable, and reduces the likelihood of falling again in the future."

Cath Byford, Director of

Commissioning with NHS Great Yarmouth and Waveney Clinical Commissioning Group, said: "Not only will the EIV ensure that people who have suffered a fall receive the best possible care, but will also mean they get the right help and support to stay in their own home wherever possible."

"The team will also be able to offer vital help and guidance, onward referral and specialist equipment to help prevent repeat falls in the future, which is great news for patients and their families as it will improve their outcomes and quality of life. At the same time, it will also help reduce pressure on the NHS by minimising unnecessary hospital admissions and A&E attendances, and making best use of the ambulance service's resources. I am confident that this new initiative will help prevent falls over what we know will be a busy few months over winter."

Better protection advice

Public Health Wales is urging anyone from the age of six months upwards with a long term health condition to get protected against flu with a free NHS vaccination.

People with chronic medical conditions are more at risk than others from complications of flu, including pneumonia.

Conditions that can put people more at risk include diabetes, heart and kidney disease, neurological conditions such as stroke and mini stroke and respiratory problems like COPD.

People whose spleen doesn't work properly, and those who are morbidly obese, are also more vulnerable. Flu can be very serious and every year people in Wales end up in hospital or intensive care units with flu.

The influenza viruses that circulate and cause illness each winter change and therefore each year the flu vaccine is changed to try and match the circulating strains, in order to give best protection. That is why it is important to have a flu vaccine each year.

Most NHS flu vaccines are given in GP surgeries, but the vaccination is also widely available for adults in many community pharmacies across Wales.

Morbidly obese adults (those with a BMI over 40) are eligible to have a free NHS



flu jab and Caroline Bovey, Chair of the British Dietetic Association's Wales Board is keen to encourage them to take advantage of it: "Influenza is a serious illness caused by a virus that affects the lungs and airways.

"Symptoms generally come on suddenly, and can include fever, chills, headache, cough, muscle aches and fatigue. For those with severe obesity, the immune system can be affected and as a result influenza can be very serious and can sometimes be deadly."

The influenza virus is spread via droplets which are sprayed into the air when an infected person coughs or sneezes. Direct contact with contaminated hands or surfaces can also spread infection. It can spread rapidly, especially in closed communities such as hospitals, residential homes and schools.

Dr Richard Roberts, Head of the Vaccine Preventable Disease Programme at Public Health Wales, said: "Each year influenza viruses circulate, causing many people to be ill and some to face life-threatening situations. Last year in intensive care units in Wales there were 74 patients with confirmed influenza.

"The influenza viruses that circulate and make people ill each winter change regularly, and vaccine protection fades over time, so if you are in a risk group and had the vaccine last year, it is still important to get vaccinated this year to best protect yourself.

"Influenza can be serious, particularly to those with long term health conditions. Getting vaccinated offers the best protection, so make sure it is top of your to-do list this winter."

Educating children

It began when Steve Wainwright overheard a phone call asking for the ambulance service to visit a Peterborough school.

Five years on, the emergency medical technician (EMT) has attended almost 90 community events and has spoken to thousands of children and young people about his job.

The award-winning ambulance worker visits schools, colleges and community events in his spare time and 50 colleagues from the East of England Ambulance Service NHS Trust (EEAST) have supported over the years.

His visits involve showing children the medical equipment the ambulance service uses and gives them a behind the scenes tour of an ambulance, as well as demonstrating its blue lights and sirens.



• **EEAST Steve Wainwright**

Steve said he hoped to hand over the baton to a colleague when he reaches the 100 mark.

"It was only by chance that this happened when I overheard a phone call where someone requested an ambulance to attend their school. It has been a blast. A lot of the schools organise 'people who help us weeks' and the children really enjoy it. Hopefully it will

encourage the next generation to become ambulance workers!"

"I have been stopped by parents in the street who said that when their son or daughter sees an ambulance, they think it is me!"

Steve won an award last year from the Association of Ambulance Chief Executives (AACE) at the Ambulance Leadership Forum.

Sepsis awareness conference

South Western Ambulance Service NHS Foundation Trust (SWASFT) together with support from the UK SEPSIS Trust ran a sepsis awareness conference in Exeter on Monday 13 November 2017. Attended by over a 100 health care professionals the conference was to raise further awareness and training for pre-hospital clinicians, nurses and medics.

Consultant Paramedic, James Wenman, who organised the conference, said: "We brought together leading experts in the field to discuss the importance

of what sepsis is, the education and training needed for health care staff, together with infection and prevention control as well as sepsis in paediatrics."

There was also a preview of the acclaimed true story film 'Starfish', a survivors' story and a parent's personal account by sepsis campaigner Melissa Mead, the mother of William Mead.

Melissa Mead bravely shared her experiences of sepsis with the delegates to raise awareness and to empower parents to look out for and know the signs of this serious condition. "I was delighted and privileged to be able to share

William's story with so many health professionals. It is so important that health professionals and the public alike think of sepsis when they are poorly. It is always hard to reflect back upon William's death, but in doing so allows me to be his mum; and I'm incredibly proud of the lives he's saved with the campaign."

Sepsis could occur as the result of any infection. There is no one sign for sepsis.

• **For further details on the symptoms please see the UK Sepsis Trust website: <https://sepsistrust.org/news/what-is-sepsis/>**



Taxi partnership

St John Ambulance and mytaxi have partnered together to develop the Knowledge +

The Knowledge + programme was launched last month and will equip 17,500 mytaxi drivers with essential first aid skills, and knowledge of how to handle emergency situations. For example, acid attacks, terrorist incidents, and medical crises.

A survey of 1,300 drivers revealed that more and more of them are first on the scene in emergency incidents.

The survey showed:

- half of respondents had been booked as an alternative to an ambulance
- 14 respondents had women give birth in their cabs
- 24% of drivers had come to the aid of the public in a terrorist incident.

St John Ambulance is providing group training, and a series of first aid training videos as part of the programme. Drivers will have training in vital first aid, covering emergencies such as choking, acid attacks, CPR, and severe bleeding.

In time, the cabs will be

equipped with first aid kits and defibrillators.

"St John Ambulance is delighted to be working with mytaxi to develop life saving skills amongst their network of drivers. Taxi drivers are increasingly first on the scene in an emergency, and we know that administering first aid in those crucial first few minutes can be the difference between life and death", said Michelle Kerrigan, St John Ambulance National Partnerships Manager.

Pensioner rescue

A woman who selflessly jumped into a marina to save an unconscious 91-year-old pensioner from drowning has been presented with a prestigious Bravery

Award.

Sarah Cunnington, who works part-time at Mercia Marina in Willington, leapt into the water when Dennis Oates collapsed and fell into the marina.

Sarah, who called for help and held Dennis' head above water to stop him from drowning, was presented with an East Midlands Ambulance Service (EMAS) Bravery Award.

At the surprise event at Mercia Marina, she was also reunited with Dennis, 999 call handler Georgia Culligan who took the call and the Ambulance Technician Christa Calladine who came to help him.

On receiving the award, Sarah said: "This is so surreal. I didn't really do anything out of the ordinary; I was only doing what anyone would have done."

Dennis, who has lived on a house boat at Mercia Marina for five years and previously worked for the National Coal Board as a mechanic, spent four days at Royal Derby Hospital receiving treatment.

He has made a full recovery and was delighted to have the opportunity to thank Sarah for saving his life, and to thank the ambulance crew for caring for him.

Following the incident, Sarah has now become a team leader of the First Aid Team at Mercia Marina so she can help even more people who need medical assistance.

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• Hannah and Paul at Spalding Ambulance with John Webster



Chief thanks lifesavers

An NHS chief who developed a life-threatening infection and a suspected case of Sepsis has been reunited with the ambulance crew who saved his life.

John Webster, Accountable Officer for Norfolk Clinical Commissioning Group (CCG), was at his home in Stamford on 12 June 2016, when he suddenly became unresponsive and his wife had to call 999.

The 52-year-old had been battling cancer and had been receiving regular chemotherapy, but he became seriously unwell while at home and believed he was going to die.

Shortly after John's wife rang 999, Paramedic Hannah Fardell and Technician Paul Wand from Spalding Ambulance Station arrived to help John.

Hannah and Paul assessed John and queried that he may have sepsis. John had been unresponsive, had a high temperature and heart rate - all indicators of sepsis.

John needed to go to hospital, but Hannah and Paul had difficulty in getting John downstairs and out of the house as John is a heavy-set man. Family and friends assisted to slide John down the stairs and get him into the ambulance.

John said that he felt so unwell that he believed he was going to die, but was grateful the ambulance crew arrived when they did.

"I really didn't know much of what was going on but Hannah and Paul were amazing at helping me and reassuring my family, they are absolutely brilliant people."

Upon arrival at hospital John was diagnosed with an infection in his Hickman Line used for feeding as part of his cancer treatment. He

spent a week in Peterborough hospital on IV antibiotics.

Last month John was reunited with Hannah and Paul at Spalding Ambulance Station to say a personal thank you.

Hannah said: "I remembered John so well; it's lovely to be reunited with him and see his recovery going well."

"We have recently completed a pilot study on Sepsis in partnership with North Lincolnshire and Goole Hospitals Trust. The pilot saw 20 paramedics trained in administering an antibiotic injection to their patients who were assessed as having 'red flag' sepsis at the scene of the emergency.

"Following the success of the pilot all paramedics across Lincolnshire will be trained in administering the antibiotic injection and all vehicles will carry the antibiotic."

Doc gives thanks



Excellent life-saving treatment from bystanders and ambulance crews saw a retired Guildford GP make a stunning recovery from a cardiac arrest to walk his daughter down the aisle at her wedding just 12 days later.

Dr John Williams, his wife Jane and daughter Helen, made an emotional visit to Guildford Ambulance Station to thank the ambulance crews who helped save his life when he collapsed suddenly on August 20. The visit provided John and his family with a chance to thank the crews in person and fill in a few of the blanks from the day.

The last thing the active 70-year-old remembers is enjoying a Sunday cycle ride on his own in Guildford before waking up in Frimley Park Hospital's cardiac suite.

"I couldn't understand why I was there," he said. "I hadn't had any of the classic symptoms of any heart problems and actually felt very well but fate was on my side that day."

Luckily for John a passing driver saw him fall and immediately called 999 where SECamb Emergency Medical Advisor Hayley Philps took the call who quickly provided instructions and gathered the necessary information from the scene.

A second stroke of good fortune was the arrival of bystander Craig Ryall, a highly-trained helicopter medic with the United Nations from Wales, who was in the town to visit the university.

Craig, who only came across John because he chose to ignore his vehicle's sat nav instructions, was giving excellent cardio pulmonary resuscitation (CPR) when the first

SECamb crews arrived at the scene.

The vital early CPR kept John alive to allow the ambulance team of paramedic Adam Blackshaw, associate practitioner Sam McGowan; recently arrived Australian paramedic Ellen Kemp and response car paramedic Sam Vickers to administer a shock which restarted his heart.

They were quickly backed up critical care paramedics Kenny O'Driscoll and Nathan Ward, who sedated John for the journey to Frimley Park, where he was quickly given stents to open a completely-blocked coronary artery. The team was also well supported throughout by Operational Team Leader Lesley Jamieson.

"It was a traumatic time for us," said John's wife Jane, who usually would have been out riding with John.

"The first we heard of what had

happened was when the police called round. They were tremendous rushing us to the hospital to be with John but also we were right in the middle of preparing for Helen's wedding with my one son already on a flight over from Australia.

"But John made a quite amazing recovery and was in hospital just five days. He was then well enough to walk Helen down the aisle, although I am quite sure who was supporting who.

"We are just so grateful to everyone who came to John's aid on the day of his accident, from the people who stopped, to the ambulance crews who rushed to his side and of course all the hospital staff. It made the wedding just that little bit extra special for all of us."

SECamb Team Leader Lesley said: "It was fantastic to see John again looking so well, meet Jane, his daughters Helen and Sarah and the grandchildren. It is a big boost for the crews to meet patients who have made a good recovery from such a dramatic collapse in the street. It is part and parcel of our work but we don't often get the chance to celebrate our successes. On behalf of the team we wish them all the very best for the future."

Drama at the dogs



A father-of-two praised his "heroes" in green after being reunited with the ambulance staff who helped save his life.

Luke Chapman, who lives on the Essex-Hertfordshire border, was watching the greyhound racing at Yarmouth Stadium, in Norfolk, with his family on 29th April when he collapsed.

The 43-year-old's heart had stopped and he urgently needed life-saving treatment.

Thankfully, Luke's sister-in-law Rebecca Chapman, a physiotherapist, knew how to do cardiopulmonary resuscitation (CPR) and paramedic Harriet Sutherland and University of East Anglia (UEA) student paramedic Sophie Murgatroyd were minutes away in a response car.

Following three shocks from a defibrillator, Luke was resuscitated and was sitting up and talking to medics and his family within 20 minutes of his heart stopping.

Luke, who remembers nothing of the event, returned to Yarmouth Stadium on 6th November to thank staff from the East of England Ambulance Service NHS Trust (EEAST) and staff from the venue who helped him.

He told them: "The fact that I am here today is because of you. You are real

heroes and you do this every day and rarely get thanked. Thank you is not enough."

"The care I received was superb and I am very lucky. I could not fault the whole service from start to finish."

The East Anglian Air Ambulance was also dispatched to Luke who was taken by land ambulance to the Norfolk and Norwich University Hospital where he had an implantable cardioverter defibrillator (ICD) fitted in his chest.

Luke added that he never claimed his £21 winnings from that night at the races. However, he plans to return with the family near to the anniversary of his cardiac arrest.

Harriet said that she was "shell-shocked" that Luke was sitting up and talking so soon after his heart stopped.

"From getting the call we were at the stadium within three or four minutes and 15 minutes later he was sitting up. Good early CPR and early defibrillation was the key. It is good to see him looking so well."

One of Luke's sons sold sweets at school and raised £150, which has been donated to the East of England Ambulance Service Charitable Funds.

Air Ambula



• All the winners with Sophie Long and Rav Wilding

The nation's finest clinicians, aviators and fundraisers were celebrated at the Air Ambulance Awards of Excellence 2017 in November.

Almost 300 guests celebrated the best and brightest from the air ambulance community.

Awards hosts, BBC News reporter and presenter Sophie Long and Helicopter Heroes presenter Rav Wilding handed out 12 Awards to outstanding individuals and teams, whose stories were inspirational, astounding and humbling. The awards, which

are independently judged, went to pilots, paramedics, doctors, fundraisers and volunteers who collected their trophies at a ceremony held at The Chelsea Harbour Hotel.

An enthusiastic audience listened to the remarkable stories of each shortlisted nominee, all of whom demonstrated excellence and commitment well above and beyond the call of duty.

Chair of the Judging Panel, Jim Fitzpatrick MP, said: "Every year at these Awards, we hear about ordinary people doing simply

extraordinary things and this year was no exception. Whether it's pensioners raising

hundreds of thousands of pounds, clinicians performing major surgery out in the field or pilots showing nerves of steel to land in difficult conditions, it's clear that those working in the air ambulance sector are

among the most courageous, talented and determined people around. I'd like to offer my most sincere congratulations to all the nominees but especially the winners."

nce Awards



The winners:

Air Ambulance Campaign Award

WINNER: **Midlands Air Ambulance**

Sponsor: Lottery Fundraising Services

Charity Staff Member of the Year

WINNER: **Frank Chege, London's Air Ambulance**

Sponsor: Bayards

Charity Volunteer of the Year

WINNER: **Jill & Don McLaren, Lincs & Notts Air Ambulance**

Sponsor: Tower Lotteries

Air Ambulance Doctor of the Year

WINNER: **Dr Syed Masud, Thames Valley Air**

Ambulance

Sponsor: Leonardo Helicopters
Innovation of the Year Award

WINNER: **Essex & Herts Air Ambulance**

Sponsor: Sloane Helicopters
Lifetime Achievement Award

WINNER: **Christine Margetts**

Sponsor: Specialist Aviation Services

Air Ambulance Paramedic of the Year

WINNER: **Adam Carr, Essex & Herts Air Ambulance**

Sponsor: BMW Government and Authorities Division

Air Ambulance Pilot of the Year

WINNER: **Neil Airey, North West Air Ambulance**

Sponsor: Safran UK

Special Incident Award

WINNER: **Wales Air Ambulance**

Sponsor: Airbus Helicopters

Air Operations Support Staff Member of the Year

WINNER: **John Power, London's Air Ambulance**

Sponsor: Allianz

Outstanding Young Person Award

WINNER: **Josh Bright, Magpas**

Sponsor: Babcock MCS Onshore

AAA Chairman's Award

WINNER: **Caroline Creer**

Vital funds



Staff from Hampshire Constabulary's Driver Awareness Training Team celebrated a new milestone last month by raising a total of £115,000 for the Hampshire and Isle of Wight Air Ambulance fund.

For the past five years it has raised money each year for the air ambulance as its chosen charity since May 2012.

The money has been raised by having collection pots within the training rooms and highlighting the invaluable work of the Air Ambulance at the appropriate times during the awareness course, with the contributions coming directly from the course attendees.

The Driver Awareness Training team is part of the Roads Policing Unit that sits within the Joint Operations Unit (JOU) for Hampshire and Thames Valley Police. They look after the driver awareness courses that drivers could be offered as an alternative to a fixed penalty after being detected committing a road traffic offence.

In addition, the team donated an iPad for the Air Ambulance to use as a raffle prize during their own

fundraising.

Bob Nicholas, Senior Trainer, Driver Awareness Training said: "We are often shocked by the generosity of those that come on our driver awareness courses.

"It has been staggering, when we first started I don't think any of us expected to collect as much as we have.

"On the course there is a natural link to highlight Hampshire and the Isle of Wight Air Ambulance's invaluable work. At the start of course we talk about road death figures, the general trend is predominantly down and we often ask the course attendees why they think that is?

"We introduce them to the fact that there's better medical care and that the Air Ambulance makes a huge difference to those crashes that happen remotely, where often a road ambulance could be travelling to and from the scene and that crucial 'golden hour' is gone.

"Whereas the air ambulance could be there within 8 - 10 minutes and bring an awful lot more to the scene quite often. You don't know how important the Air Ambulance is until you need it, and

you never know when it could be you that needs help.

"We make it clear that the pots are there, that it's our chosen charity and we leave it to their discretion if they'd like to donate.

"Often DAT courses are prone to negative comment but the feedback we get in Hampshire from those attending courses is really positive."

Rachel Leaman, Head of Income Generation for Hampshire and Isle of Wight Air Ambulance, said: "We are incredibly grateful to the Joint Operations Unit for the Hampshire and Thames Valley Police for the phenomenal sum that they have raised for us to date through their Driver Awareness Training Courses."

An Air Ambulance helicopter landed at Hampshire Constabulary's Training and Support HQ in Southampton, when staff, crew and volunteers from the service received a presentation from the Joint Operations Unit's (JOU) Assistant Chief Constable Dave Hardcastle, the JOU's Road Policing Unit Superintendent Simon Dodds and staff from Hampshire's Driver Awareness Training.

Expanded service



Thames Valley Air Ambulance is to introduce a new operating model for the provision of its advanced medical care in 2018.

Next year will be a pivotal year in the history of Thames Valley Air Ambulance as they take responsibility for their clinical governance and provide an expansion to the provision of advanced critical care across the Thames Valley.

Over the last few years, the specialism of Pre-Hospital Emergency Medicine (PHEM) has developed both regionally and nationally. The development of PHEM has changed the access all patients receive to healthcare, be it acute, chronic or immediate. TVAA has worked with South Central Ambulance Service (SCAS) to enhance the care provided to

its most immediate and critically injured patients who often require specialist interventions and actions. These include the formal addition of doctors, on scene blood transfusions, rapid diagnosis and the ability to perform emergency surgical procedures on the roadside.

TVAA and SCAS have worked hard to improve access and availability of this acute service and are committed to continuing to enhance this provision to meet the needs of the public that they serve. However, this is becoming an increasing challenge in times of heightened financial pressure on NHS organisations. Over the last few months TVAA have worked to identify a solution that will allow them to continue to expand and enhance the vital service they provide across Berkshire, Buckinghamshire and Oxfordshire.

Amanda McLean, CEO TVAA explains: "Thanks to the generous support TVAA receive from the public, we are now in a position to move to a new operating model and assume responsibility for clinical governance and the delivery of advanced critical care across the Thames Valley. We will continue to work in close collaboration with SCAS to deliver the highest level of care to patients by bringing the expertise of the hospital to the roadside to enhance patient outcomes".

Dr Syed Masud, Medical Director TVAA, said: "TVAA are delighted to have been able to reach this point and are confident that this future model and our close working relationship with SCAS will allow us to continue to enhance the critical care service to meet the need of the public that we serve."

Awarded for dedication

Long-serving paramedic Cliff Powis from Abertillery has been presented with the British Empire Medal by the Lord-Lieutenant of Gwent.

Mr Powis was named in the Queen's Birthday Honours earlier this year and was presented with his medal during a ceremony hosted by Blaenau Gwent Council at the Civic Centre in Ebbw Vale.

The Lord-Lieutenant, Brigadier Robert Aitken CBE presented the medal watched by Cllr Malcom Day, Chair of Blaenau Gwent Council, and Mr Powis' proud family and friends.

Mr Powis has worked in the NHS for the last 43 years, including with the Gwent Ambulance Service, the Gwent Health Authority and most recently the Welsh Ambulance Service. Since 1973, the 67-year-old has taken on various roles ranging from ambulance man to his current role of paramedic.



• *Cliff Powis receives the British Empire Medal*

He has been instrumental in the development of the profession, from its early purpose of providing transport for the ill and injured, to the clinically-led emergency medical service which now operates in the country.

Mr Powis said: "I feel deeply honoured to have been awarded the British Empire Medal in

recognition of my contribution to the Welsh Ambulance Service."

Brigadier Robert Aitken commented: "The British Empire Medal is a fitting reward for Cliff's years of service. It is a medal which recognises the outstanding service by Cliff who has made a real difference for the local community."

National recognition

Bishops Waltham Community First Responders (CFRs) were crowned 'Community Responder Scheme of the Year' at the UK Heart Safe Awards on Friday 3 November.

The Bishops Waltham CFRs were shortlisted alongside East Neuk First Responders, Greater Manchester Fire & Rescue Service, Trossachs Search & Rescue Team and Yorkshire Ambulance Service Community First Responders.

Jake Balcombe, Bishops Waltham CFR and Emergency Care Assistant for South Central Ambulance Service (SCAS), represented the group at the gala awards evening and said: "It was a brilliant evening and good to see all the amazing nominees. We are honoured to receive this award and would like to thank everyone in our local community who helps the CFRs in Bishops Waltham for their support. We couldn't keep doing what we're doing without

their help."

The Bishops Waltham CFR scheme has been running for over 15 years in Hampshire and the volunteers respond to over 500 medical emergencies in the medieval market town and surrounding villages of Upham, Durley and Swanmore.

Nic Morecroft, Lead Community Responder Manager for South Central Ambulance Service NHS Foundation Trust (SCAS), said: "This is wonderful recognition

Pride of Britain Awards

The paramedic who was first on the scene of the devastating attack in Manchester brushed shoulders with the stars at the Daily Mirror Pride of Britain Awards where he was praised for his heroic actions.

Paddy Ennis, Advanced Paramedic for North West Ambulance Service joined a team of medical professionals from NHS Trusts across Manchester to represent all the medics who worked tirelessly to provide treatment and care to the hundreds of people injured in the blast.

The team were presented with a Special Recognition award by Prince William and

Ed Sheeran. Judges commented on the courage of paramedics rushing into the aftermath, as well as the astonishing skill of the doctors and nurses, and the sheer love at the heart of it all which they said is "truly inspirational."

Paddy said: "It was fantastic to be able to attend the event and represent all my colleagues at the ambulance service who did so much that night to provide care and compassion to those injured. It was incredible to hear how much support we have for the work we do."

"It was extremely humbling to speak to so many inspirational people and hearing their



• **First Paramedic on the scene, Paddy Ennis**

stories, I was even able to speak to some of the victims so that was a brilliant experience too."

Paddy and the team were treated like stars for the evening with a red carpet entrance and VIP treatment.

Derek Cartwright,

Chief Executive for NWAS, said: "I couldn't be more proud of the exceptional work of the 300 members of staff who worked tirelessly that evening to give the best possible care to every single person who was injured."



for the efforts of our amazing volunteers in Bishops Waltham and I felt incredibly proud at the awards ceremony when they were announced as the winners. Their award will go some way to

saying thank you for the lifesaving difference they make to their local community, everything they do for us and how highly thought of they are by the public, by SCAS and by their peers across the UK."

• **L-to-R Alison Niven, UK Heart Safe Awards Judge and Regional Centre Director of intu Trafford Centre; Jake Balcombe, Bishops Waltham CFR and ECA**

QAM for Robin

The Welsh Ambulance Service's Frequent Caller Lead says he is 'very humbled' after being awarded the Queen's Ambulance Service Medal.

Robin Petterson was presented with the medal by Prince Charles during a ceremony held at Buckingham Palace on Thursday 16 November 2017.

It comes after he was recognised in Her Majesty's Birthday Honours List in June for distinguished and meritorious service.

Robin, from Cardiff, has dedicated 30 years of his life to the ambulance service after joining as part of the original cadet scheme in Wales with South Glamorgan Ambulance Service in 1986.

He said he felt humbled to hear about the achievements of other honours recipients at his investiture.

Robin said: "The day was fantastic and it was a wonderful experience. When you're in the holding room with all the people who have been honoured, and you talk to them about their achievements and they ask about yours, it just brings it all home what an honour it is to have been recognised."

Robin currently spearheads the Trust's frequent caller work, aimed at reducing the number of people who regularly dial 999 inappropriately, and providing them with more suitable services for their needs.

During his career he has progressed through a number of roles, including Patient Care Services operative, Emergency Medical Technician, Paramedic and Clinical Team Leader, to his current position of Clinical Support Officer.

In recent years he accepted the challenge of setting up the new Clinical Desk function for the Trust, which supports staff in its three Clinical Contact Centres.



• WAS Clinical Support Officer Robin Petterson with his Queen's Ambulance Service Medal outside Buckingham Palace.

Robin has now taken on the role of the Frequent Caller Lead for the Trust, heading up a team who share data with local health boards on people who use the ambulance service more than five times in a month.

A multi-agency group then meets to identify and provide support to them, which could involve providing increased care packages, or community support via third sector or voluntary agencies.

Doctor of the Year

Thames Valley Air Ambulance Medical Director, Dr Syed Masud was named Doctor of the Year at a national awards evening for leading the introduction of medical governance within Thames Valley Police.

Lynn Cleaver, First Aid Training Lead for Thames Valley Police explains: "It is my absolute pleasure and honour to have nominated Dr Masud for this award, because it is thanks to his guidance and support, his wisdom, leadership and selfless dedication, that Thames Valley Police (TVP) and Hampshire Constabulary are able to provide the very best outcome for patient's whilst in our care."

Police Officers are frequently required to administer first aid in extreme and challenging environments. It is vitally important that they are skilled and confident in their role and abilities. Although it is appreciated that police officers are not 'medical professionals', they are still profoundly involved in the medical care of colleagues and the public.

Thanks to the support and guidance of Dr Masud, who also introduced a similar project to the Metropolitan Police; TVP have established appropriate medical governance. This encompasses all aspects of the policy, training and equipment given to officers, and means that police officers can provide both basic and enhanced First Aid care.

Dr Masud has helped to make a significant difference to improving the standard of care police officers



• **Dr Syed Masud wins Doctor of the Year at this year's Air Ambulance Awards of Excellence 2017**

are able to give in a medical emergency. A few examples include; placing AEDs and resuscitation equipment onto police vehicles, equipping and training Specialist Unit medics including Counter Terrorism Officers in enhanced bleeding control, and management of casualties in different environments.

An example of the excellent standard of care, now provided by TVP officers was seen following a helicopter crash at Wycombe Air Park in May 2017. TVP were first on scene and found three patients, one of which was in cardiac arrest, with a bystander who had started CPR. Police officers took over and led the resuscitation effort, working alongside the Fire service. Police officers were also able to lend support to personnel from

South Central Ambulance Service in securing and clearing the airway under supervision.

Thanks to the actions of the attending police officers and the joined up team work of the emergency services, Thames Valley Air Ambulance was able to further stabilise the patient's condition to prepare them for the flight to the John Radcliffe hospital in Oxford.

The Air Ambulance Awards of Excellence took place on Monday 13 November at the Millennium Chelsea Harbour Hotel in London.

SCAS honour



The annual staff and volunteer awards, known as the Ambies, were held by South Central Ambulance Service NHS Foundation Trust (SCAS) at Heythrop Park Crowne Plaza, on Friday 24 November. The Ambies showcase those members of staff and volunteers who epitomise the Trust's values of teamwork, innovation, professionalism and care.

It was an evening to remember for the winners below:

NHS III South Team Leaders

and Shift Managers, won the Team of the Year - Operations Award - sponsored by Ortivus.

Non-Emergency Patient Transport Service Team Leader, Lenore Mulford, based at the Trust's Southern House in Otterbourne, won the Commercial Services Contact Centre Person of the Year Award.

NHS III Clinical Service Manager, Nicola Harper, based at the Trust's Clinical Coordination Centre in Otterbourne, won the III Person of the Year Award.

Recruitment Advisor, Laura

Farrow, based at the Trust's Bicester Headquarters, won the Support Person of the Year Award.

Paramedic Team Leader, Caroline Edwards, based at the Trust's Wexham Resource Centre, won the Governors' Ambassador Award.

Senior Emergency Call Taker, Michelle Barford, based at the Trust's Bicester Headquarters, won the Clinical Coordination Centre 999 Person of the Year Award - sponsored by Hexagon Safety & Infrastructure.

Senior Operations Manager,



• **Joint Winners - Partners and Stakeholders' Award for Innovation**
L-to-R: Kirsten Willis, Clinical Operations Manager, West Berkshire (representing Spencer Winch & the RBH OT Team), Chris Tarrant OBE, Lisa Brown and Vikki Stockley (Demand Practitioners), Nick Chorley and Julie Crombie (from award sponsors Hexagon Safety & Infrastructure), SCAS Chief Executive, Will Hancock

Simon Boshier, based at the Trust's Bicester Headquarters, won the Commercial Services Operations Person of the Year Award.

HEMS Paramedics Neil Plant and Andrew Colledge, along with Dr Oliver Hawksley, based at RAF Benson on the Thames Valley Air Ambulance, won the 999 Person of the Year Award.

Education Manager, Paul Grant, based at the Boars Hill Education Centre, Oxfordshire, and Paul Haly, Hazardous Area Response Team (HART) Team Leader, based at Winchester & Eastleigh Resource

Centre, were Joint Winners of the Educator of the Year Award.

The Patient Experience Team, based at the Trust's Southern House in Otterbourne, won the Team of the Year - Support Award. Scheme Co-ordinator and Community First Responder for New Milton, Penny Smith, won the Volunteer of the Year Award.

Reading-based paramedic, Spencer Winch and the Royal Berkshire Hospital Occupational Therapy (RBH OT) Team, along with the Demand Practitioner Team (who operate across SCAS)

were joint winners of the Partners and Stakeholders' Award for Innovation, sponsored by Hexagon Safety & Infrastructure.

The Demand Practitioners were nominated for: "showing great innovation not only for SCAS but country-wide.

Specialist Paramedic, Gary Toohey, based at the Chipping Norton First Aid Unit, won the People's Pride Award - sponsored by O&H Vehicle Conversions.

All the winners received their awards from award-winning broadcaster, Chris Tarrant OBE.

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