

Vol 18 Issue 4

April 2018

# AMBULANCE *Life* **Digital Magazine**

The Magazine for ambulance personnel throughout the UK

## AIR AMBULANCE

High praise  
for EHAAT

## PEOPLE

NWAS Chief  
retires

## RESCUE NEWS

BELL lifeline review  
plus water rescues

## NEWS

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ambulances on trial

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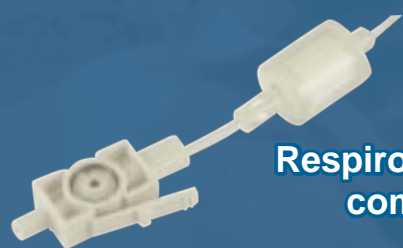
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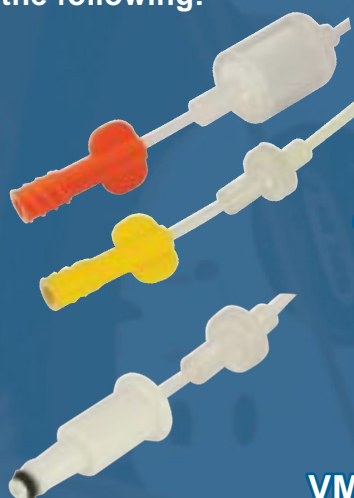
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# Welcome...

**Y**orkshire Ambulance Service NHS Trust (YAS) is driving down carbon emissions with new hydrogen-electric vehicles as part of its support services.

It is the first ambulance service in the country to introduce the support vehicles and has set itself the challenge of making the entire fleet as eco-friendly as possible over the next few years. See full story page 4.

Keeping on a fleet theme, we look into the future of autonomous ambulances where we report on a trial from Milton Keynes where SCAS participated in testing both autonomous and connected ambulances (page 6).

300 aspiring technicians attended the "Become a better Paramedic" at an event hosted by SWASFT. Find out more about this and other training news by turning to page 12.

The BELL lifeline has been used in many water rescues. Launched at the 1974 London Boatshow it's greater length compared with other lifesaving devices was recognised and it has gone on to sell thousands of units globally with one of the models being 40 metres in length. Find out more about by turning to page 22.

Our regular Lifesavers section starts on page 24 and has a roundup of remarkable stories with survivors including a mum and a granddad thanking Lifesavers- see if you can spot any of your colleagues.

Also in this issue checkout our Air Ambulance News (page 20) which includes a story about high praise for EHAAT and also take a peek at our People pages starting on page 26.

*Jill Bareham*

**Editor**

## Highlights in this month's issue



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*Outstanding result  
for Air Ambulance*

*See page 15*

**AMBULANCE**Life

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#### Published by:

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Essex CO1 2JS

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## YAS HITS THE ROAD WITH ECO-FRIENDLY VEHICLES

# Eco fleet challenge



• YAS hydrogen-electric vehicles

**Y**orkshire Ambulance Service NHS Trust (YAS) is driving down carbon emissions with new hydrogen-electric vehicles as part of its support services.

It is the first ambulance service in the country to introduce the support vehicles and has set itself the challenge of making the entire fleet as eco-friendly as possible over the next few years.

The vans, which do not produce any emissions, are powered by an electric motor using energy from both the battery and a hydrogen fuel cell. The battery recharges from a power supply and the hydrogen can be replenished at a refuelling station.

In addition to this, a vehicle from the non-emergency Patient Transport Service has been converted to run on both diesel and hydrogen. The harmful emissions from a conventional diesel engine can be reduced by up to 70% through a hydrogen injection system.

Meanwhile, YAS is working with

low emission technology company ULEMCo to build a prototype hydrogen-electric ambulance which will have zero emissions.

YAS has already introduced several other projects to reduce its carbon footprint, which include installing solar panels on more than 100 ambulances to keep their batteries charged. It has also won several national awards for its environmental initiatives.

Alexis Percival, Environmental and Sustainability Manager at Yorkshire Ambulance Service, said: "We are so excited to be the first ambulance service in the country, possibly the world, to have three hydrogen vehicles in our fleet. We are looking to expand our zero emission fleet, as more Clean Air Zones come in across the county. We also see the

health benefits of cleaner air, as well as reducing our impact on climate change through the essential work that we carry out."

YAS supported NHS Sustainability Day which took place on 22 March. The annual campaign celebrates the importance of sustainable development for the NHS in reducing its environmental impact and improving the health of employees, patients and the wider public.

Speaking about the national day of action, Campaign Manager Scott Buckler said: "It is very appropriate that the seventh annual NHS Sustainability Day should fall in the same year as the NHS turns 70. The two go hand in hand, as without sustainability, the NHS may not see its 100th birthday! Today is about celebrating our environment and how it helps us stay healthy."



# Welsh Ambulance Service control room staff to fly across the pond to be recognised for excellence



**A**MBULANCE control room staff are set to fly across the pond to be recognised for their achievements in front of colleagues from round the globe.

Five employees from the Welsh Ambulance Service's Clinical Contact Centres (CCCs) in Llanfairfechan, Llangunnor and Cwmbran will be travelling to Las Vegas on April 23 2018.

It comes as all three of the Trust's 999 control rooms have successfully been awarded Centre of Excellence status by the International Academies of Emergency Dispatch.

This accomplishment will be celebrated at the organisation's annual Navigator Conference for police, fire and medical dispatchers, which is being held at the city's ARIA Resort.

It recognises high standards of operating the Medical Priority Dispatch System, which is used by call handlers and all staff who receive, process and dispatch help to patients in Wales.

There are currently more than 3,000 emergency medical dispatch centres that use the system worldwide, and only 250 currently hold this accolade.

Stephen Clinton, the Trust's Assistant Director of Operations for CCCs, said: "Every day staff in our three 999 centres save lives through the advice that they give to callers and their attention to detail in getting help to patients when they need it.

"We are proud to be the first country worldwide which has achieved three Centres of Excellence simultaneously."

The conference is a three-day educational event, where the latest developments are discussed and examples of best practice are presented.

Those travelling from Wales will be Utilisation Manager Gill Pleming and call handler Codie Williams based in Llanfairfechan, MPDS Facilitator Michelle Perry and call handler Debbie Goldsmith, who work in Llangunnor, and call handler Danielle

Burrows from Vantage Point House in Cwmbran.

The visit has been funded by the Welsh Ambulance Service's Charitable Funds Bursary Scheme, which aims to help staff develop personally and professionally.

Stephen added: "This conference is a once-in-a-career opportunity for those attending to share and celebrate Wales' success in improving the quality of our emergency call taking services on a global stage.

"They will represent their colleagues as international ambassadors and also be able to learn from others to further improve the services we provide."

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# Autonomous AMBULANCES

**S**outh Central Ambulance Service NHS Foundation Trust (SCAS) has taken part in a ground-breaking UK trial of connected and autonomous vehicle technology in Milton Keynes.

SCAS was initially one of two emergency services approached by the UK Autodrive project team. The suggestions, challenges and commitment from Mark Begley, Head of Operations, and Steve Winfield, Clinical Operations Manager, for Milton Keynes and Aylesbury Vale, along with the local ambulance service team, during the planning stages made SCAS the obvious emergency service partner of choice for the Milton Keynes trial.

The project saw SCAS team up with Ford, Jaguar Land Rover and Tata Motors European Technical Centre to demonstrate a range of the latest vehicle technology including self-driving, self-parking and two connected car safety features.

The first safety feature involved an Emergency Vehicle Warning (EVW) system, which alerts drivers when an emergency vehicle is approaching and also indicates which direction it is coming from. The EVW sends a signal directly from the emergency vehicle (ambulance, fire engine, police vehicle) to nearby connected cars. The driver is then informed that the emergency vehicle is approaching and advised to make way for it.

The second trial demonstrated an Electronic Emergency Brake Light (EBBL) feature which gives a warning when another connected car further up the road brakes heavily - potentially giving drivers several additional seconds to avoid a possible collision.

Paramedic Team Leader, Lisa Pringle, who along with colleague Nigel Mason, Paramedic, took part in the trials over a five day period between

14-23 March in central Milton Keynes, said: "Some people do tend to panic a bit when they see or hear emergency vehicles approaching. As a result their vehicles can become very unpredictable and we have to adjust our driving to manage that risk. The system we're helping trial tells the driver not just how far away we are, but what direction we're coming from. This helps them plan ahead even before they can see us and sometimes, even hear us coming."

Nigel added: "As well as helping us get to emergency incidents that little bit more quickly, this technology also has significant benefits when we're then transporting a seriously ill or injured patient to hospital on blue lights. If that journey can be made smoother for the patient, then this also potentially helps improve their chances of making a good recovery."

Philip Astle Chief Operating Officer at SCAS, added: "We were delighted to have been approached by the UK Autodrive project team. As well as being an innovative ambulance trust, we have a strong commitment and focus at SCAS on safety - for our patients, for our staff and for the communities we serve. By being involved in trials of such cutting edge vehicle technology, we can provide valuable input from our frontline staff to the engineers, researchers and car manufacturers that will make our roads safer places for all users in the future."



• UK Autodrive Project



Electronic Emergency Brake Light (EBBL) feature



• SCAS tests connected and autonomous vehicle technology



• Paramedic Team Leader, Lisa Pringle with colleague Nigel Mason



# AAP qualification success

**C**ongratulations to Stuart Warsop and Adam Fardon, from Beechdale Ambulance Station, for being the first two East Midlands Ambulance Service (EMAS) Nottinghamshire staff members to qualify as Ambulance Technicians on the new Associate Ambulance Practitioner (AAP) programme.

The AAP qualification was introduced last year and replaced the IHCD qualification. It is a level 4 portfolio based qualification that involves several methods of assessment. Students are trained in house by EMAS Clinical Education Team and undergo OSCE exams, written examinations, observed practice and a 42 unit portfolio; which covers things such as anatomy and physiology, safeguarding, infection prevention and control, adult and paediatric assessment and management of trauma.

Under the new programme students also have to complete a minimum of 750 operational hours, and are supported by their colleagues and clinical support managers (CSMs).

Caroline Scott, Clinical Practice Tutor, said: "They have both worked extremely hard to achieve this new award and the dedication they have demonstrated throughout the last year has been second to none. I am very proud of both of them and wish them all the very best in their new role."

The Clinical Education Team work closely with divisional CSMs to deliver the new qualification. The course is modular, which means students spend time in the education centre learning the theory and practice and then several weeks back in division under supervision of the CSMs to consolidate their new skills.



• Stuart Warsop, Adam Fardon with Caroline Scott



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## Jailed for assault

A man has been jailed after assaulting ambulance staff in North Cambridgeshire.

The defendant was sentenced to 10 weeks in custody and was ordered to pay compensation to two ambulance staff at a hearing at Peterborough Magistrates' Court on 14th March.

It follows an incident on 8th December when the East of England Ambulance Service NHS Trust (EEAST) was called to an unconscious man in Cathedral Square, Peterborough.

The patient was intoxicated and was assisted into the back of an ambulance by two members of staff.

However, he became aggressive and started swearing and was asked to calm down on a number of occasions.

The crew were taking the patient to a place of safety when he started touching a female member of staff's leg and trying to hold her.

He then took off his seat belt and walked towards her in the ambulance and grabbed her arms and forced himself onto her and tried to pin her down.

Luke Squibb, EEAST Senior Locality Manager for North Cambridgeshire, said: "This was a very distressing incident for our staff and we are grateful for the police and the courts for taking this seriously.

It is unacceptable that ambulance staff are subjected to violence when they are trying to do their best for patients. We hope this custodial sentence will stop this man and others from being aggressive towards our staff in the future. EEAST will always support staff in pursuing any acts of violence or aggression towards them and will push for the highest possible action to be taken."

## Royal seal of approval



A national scheme that encouraged military leavers and veterans to join the ambulance service has received a royal seal of approval.

The East of England Ambulance Service NHS Trust (EEAST) is one of the first 30 Trusts to sign-up to the Step into Health initiative, which is aimed at encouraging people from a military background, or their dependents, to embark on a new career in the NHS.

The Duke of Cambridge officially launched the programme during a ceremony in London in January, which was also attended by the EEAST's Director of Service Delivery, Kevin Brown and Armed Forces Champion, Terry Hicks.

Terry said: "We are proud to be part of

a scheme which is supporting the people who have put their lives on the line for this country, and their families. It was great to be part of the official launch of the Step Into Health Programme, which we know will make a big difference.

Members of the armed forces with health-related skills and qualifications will be encouraged to take part but there are also a host of other opportunities available within EEAST and across the wider NHS that don't require any formal clinical qualifications.

Step Into Health was developed by the Norfolk and Norwich University Hospital NHS Foundation Trust, Walking with the Wounded, and The Royal Foundation, which is the Duke of Cambridge's charity.

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# NWAS match

A charity football match organised by a British Transport Police officer has raised thousands of pounds for victims of the Manchester Arena Bombing.

PC Paul Owens, based at Liverpool, organised the charity game with British Transport Police first responders playing against the North West Ambulance Service at Manchester Regional Arena last month.

Paul came up with the idea of the match with his colleagues who had responded to the terrorist attack which claimed the lives of 22 people.

He said: "Football is very therapeutic and in the weeks and months after the bombing it was a good way of being able to talk about our feelings so the idea of a charity match seemed the perfect way to support those affected by what happened.

"We were all thrilled by the support we received; by the amount of people



• PC Andy Richardson and PC Paul Owens with match mascot Lily Harrison – Photo courtesy of Greylock Photography

who turned up on the day to cheer us on, the items that were donated for the raffle and the donations we received. Everyone had a great day."

Special guest at the event and match mascot was Lily Harrison. The eight-year-old suffered shrapnel wound and a bruised lung in the blast.

British Transport Police PC Cath Daley was one of the first at the scene and saw her colleague tending to an unconscious Lily as her parents looked on.

She decided they could not wait for an ambulance so drove the family to hospital.

Cath and Lily have since become

firm friends and she invited Lily along to the event.

Paul added: "It was incredibly special to have Lily as our mascot on the day. Her courage and bravery at such a young age is really humbling and we were all so pleased to see her and her family."

The majority of the £4,000 raised from the event will go to the Manchester Emergency Fund set up by the British Red Cross.

Proceeds will also be donated to MIND and COPS, to support BTP officers and NWAS staff affected by the traumatic scenes they faced on 22 May last year.

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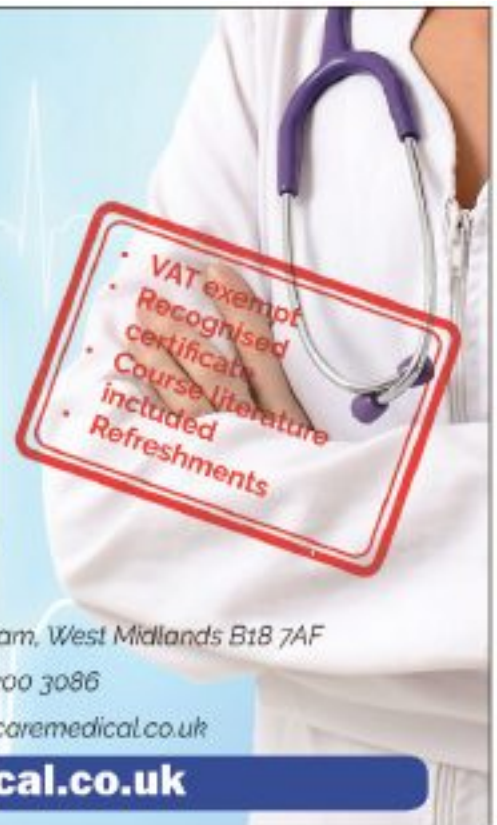


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# Paramedics represent EMAS at Emergency Services Championships in Copenhagen



**F**our experienced EMAS paramedics went head to head with ambulance crews from Denmark, Papua New Guinea, Portugal, Switzerland and Sweden at the Emergency Services European Championship in April.

The competition, which was part of a three-day medical conference, will see our crews demonstrate their skills during a multiple-patient major incident scenario – all under the spotlights and in front of several judges and a live audience.

Ricky Harrison from Derbyshire, Ross Ludford from Leicestershire, Rosie Sears from Northamptonshire and James Harness from Lincolnshire will represent EMAS at the event which this year is themed 'It takes a system to save a life'.

EMAS is one of just two NHS ambulance trusts in the UK to qualify for a spot at the European EMS2018 Championship, with Scottish Ambulance Service taking the other place.

Anne Spaight, Head of Clinical Governance, Audit and Research at EMAS and who submitted the application for EMS2018, says she is confident we can take home the trophy this year as a UK team has

won previously.

She said: "I am delighted that our team have been invited to take part in the competition, I am so proud of them.

"We would love them to get through to the final round, and I would be over the moon for them to win EMS2018. If London Ambulance Service can do it, we can do it."

While all ambulance services across the world can apply to take part in the EMS2018 competition, only 12 organisations are selected to take part in the first round which involves two scenarios.

Only four teams will qualify for the final round which will be a full scale simulated scenario with more complex challenges and will take place in the congress hall in front of a live audience of medical professionals.

Anne explained that as our crews have such a wide variety of skills ready to help save lives in a major incident, EMS2018 is a great opportunity for

our paramedics to demonstrate what they can do and hone their skills even further.

She said: "From potential air crashes, multi-vehicle pile-ups on fast motorways and coastal disasters our clinicians learn to be proficient in a number of different and difficult circumstances.

"Their enthusiasm for improving their skills and learning is evident and demonstrated by their keenness to be involved in our many research programmes, and in their interest in this application.

"By applying for this opportunity the team will have a chance to test their considerable skills against other like-minded colleagues, on this international stage, sharing and learning from others from all over the world."

EMS2018 will take place from 16 April to 18 April in Copenhagen.

More information about the event is available by visiting: <https://emseurope.org/european-ems-championship/>



# LAS donation

The kickboxing coach of teenage boys who were killed by a speeding drunk driver in Hayes has presented the London Ambulance Service with a cheque for £1,000.

Dave Gentry taught George Wilkinson and Josh McGuinness, both 16, who died at the scene alongside their friend 17-year-old Harry Rice.

A week after the accident in January, Dave held an event at his Rock Solid Kickboxing club in Uxbridge to raise money in memory of the sporty teens.

Dave said: "We lost three cheeky, beautiful and funny boys and we had to do something. We held a minute's silence – the whole leisure centre came to a standstill – then lit candles in the corner where the boys used to train.

"This has been a devastating loss to the community but we wanted to do something. I felt for the ambulance crews who have to deal with terrible

scenes like this.

"People are grateful for what the ambulance service does. That night and every night."

Hundreds of past and present students turned up for the special fundraising kickboxing class where all the fees – and more – were donated.

The money raised will go towards the London Ambulance Service Voluntary Responder Group.

Ian Johns, assistant director of operations for London Ambulance Service, said: "The tragic event that unfolded in Hayes on the night of the 26th of January changed countless lives forever – not least the parents of George Wilkinson, John McGuinness and Harry Rice.



• Dave Gentry and Ian Johns

"From time to time, we receive kind donations from members of the public but this is generous in the extreme. It is very humbling to receive and the money will help to save lives."

The boys were on their way to a 16th birthday party with a group of friends when they were killed.

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The following Ambulance, Fire & Rescue and Police sector meetings and exhibitions run alongside the Emergency Fleet Exhibition:

- The National Strategic Ambulance Fleet Group Meeting**
- Fire Fleet and Equipment Conference & Exhibition**
- 45<sup>th</sup> NAPFM CONFERENCE**  
National Association of Police Fleet Managers Conference

Please be aware that pre registration and vetting for these events is essential, and should be completed through the appropriate organising body.

Registration to attend the Emergency Fleet Exhibition as a visitor, or to attend the NAPFM Conference & NSAFG Meeting as a delegate, can be done via [www.napfmevent.org.uk](http://www.napfmevent.org.uk)

# Front line taster

The next generation of paramedics were given a taste of emergency frontline work during two highly successful events run by South Western Ambulance NHS Foundation Trust (SWASFT) in March.

Around 300 aspiring clinicians attended the 'Be a Better Paramedic' Student Conference and the 'Become a Paramedic Taster Day' for A Level students where they were shown how to respond to medical emergencies.

Those who attended the events in Bristol were taught how to deal with various situations, ranging from a minor head injury to a major live incident.

SWASFT University Liaison Officer, Jennings Mitchell, who was the main organiser, said: "We wanted to give the students and young people a real flavour of what it's like to be a SWASFT paramedic. We also wanted to showcase our clinical and educational excellence - and why we're regarded as one of the best trusts in the country to work for.

"We are really pleased with how the events went, and the feedback has been very positive. There was a vibrant atmosphere and positive energy throughout, which is



• SWASFT Taster Day event

really encouraging for the future."

The Critical Care Team led a masterclass demonstrating how they would treat a patient with a traumatic brain injury.

The Hazardous Area Response Team acted-out a scenario in which a vehicle had driven down a High Street and collided with pedestrians, causing serious and fatal injuries.

Both events took place at the University of West of England (UWE). The Student Conference built on the success of previous events in 2016 and 2017 for those studying towards a Paramedic Science degree. Meanwhile the Taster Day was the first of its kind run by SWASFT.

# CENTRE OF EXCELLENCE

London Ambulance Service has successfully completed the intensive 20-step process to reaccredit as an Accredited Centre of Excellence (ACE). The communication centre is the 76th emergency dispatch centre in the world to attain the International Academies of Emergency Dispatch(r)(IAED) status as an ACE for its use of the Medical Priority Dispatch System(tm) (MPDS(r)). This distinction places it among the very highest-performing emergency dispatch agencies worldwide.

ACE inspires agencies to perform superior, up-to-date public care and to employ efficient use of resources when handling all emergency call situations. An accreditation lasts three years. In order to achieve reaccreditation, agencies must meet or exceed the same standards required in the initial accreditation, which requires participation from everyone in the department. Because ACE agencies abide by these standards and have fulfilled these requirements, callers can have peace of mind knowing their needs will always be appropriately addressed and that they will receive the help they need.

This is London Ambulance's fourth medical accreditation. It was first accredited in 2002, and it is one of three ACE agencies in England. It is also one of the busiest emergency dispatch

centres in the world.

Senior Quality Assurance Manager of London Ambulance Service Lyn Sugg said that while reaccrediting as an ACE required sustained, focused effort, it was well worth the time and work. She appreciates the way this accolade acknowledges what these professionals do under demanding circumstances.

"ACE recognises the professionalism and hard work of our Emergency Medical Dispatchers in these challenging times," she said. "This has taken a lot of hard work. We looked at where we are performing well-and not so well-and made sure we have made improvements to meet the required standards. Accomplishing this goal is testament to the hard work of Emergency Medical Dispatchers, managers, training, and Quality

Assurance."

Just as it does for the initial accreditation, the IAED's Board of Accreditation reviews the centre's application and documentation of the Twenty Points.

"There's a tremendous amount of work that goes into reaccrediting as an ACE," said IAED Chair of Accreditation Christof C. Chwojka. "We're certainly proud of London Ambulance Service and its dedication to this process."

Not only does the ACE distinction hold significant value for London Ambulance Service management and staff, but Sugg said it should mean a lot to the residents they serve as well.


Maintaining ACE standards indicates a high level of patient care and demonstrates our commitment to patient safety," she said.

There are currently more than 190 centres throughout the world that have the Medical ACE distinction among the 3,500 centres worldwide using the fire, police, medical, and nurse triage protocols for safe and efficient response to the wide variety of emergency situations.






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# Dr Maria proud to be working with Wiltshire Air Ambulance

**E**xperienced Pre-hospital Emergency Care Doctor Maria Smith is delighted to be working in her home county training Wiltshire Air Ambulance's Paramedics.

Maria was born and brought up in Wiltshire and in her role as the Base Doctor at Wiltshire Air Ambulance she oversees Clinical Governance, trains the service's Paramedics to develop their critical care skills and undertakes operational shifts on the helicopter and Rapid Response Car.

Since joining Wiltshire Air Ambulance in her part-time role last year Maria, who has a home in Melksham and relatives living in the county, said: "I'm really proud to be working with Wiltshire Air Ambulance and I'm very lucky to be doing a job that I really enjoy. For me, it's about wanting every patient to get the care you would want your mum or dad to get.

"Wiltshire Air Ambulance is a great team, from the pilots and paramedics to the charity staff. It's such a well supported charity and we couldn't do what we do without the support of the public who fundraise for it. The new airbase at Semington is really exciting and it will be nice for the crew and charity team to be on the same site.

"The paramedics are all outstanding. They are really good people and are very keen to learn and develop their skills to benefit patients. Their specialist skills mean they can assist their land ambulance colleagues by giving pre-hospital blood transfusions, additional drugs and other interventions to patients who are critically ill or injured."

Maria was born at Bradford-on-Avon Maternity Hospital and was brought up in Atworth, where she attended the village junior school.

At the age of 11 she joined St John Ambulance and attended groups in Atworth, Melksham and Devizes before she became the divisional superintendent for Devizes, a voluntary



role.

When she left St Mark's School, Bath, Maria wanted to become a paramedic but at that time applicants had to be aged 21. Instead she worked at Chippenham College in the finance office and during this time she enrolled at night school to study A levels to enable her to get into medical school to train to become a doctor.

After graduating from University College, London, as a doctor in 1999 she worked in various hospitals, including the John Radcliffe at Oxford.

She has worked in Pre-hospital Emergency Medicine (PHEM) since 2007 and previously worked at Essex and Herts Air Ambulance and London Air Ambulance.

In 2009 she became a consultant and her full-time job is as an Accident & Emergency Consultant at Addenbrooke's Hospital, Cambridge. This also involves her working with

Magpas Air Ambulance.

Maria, 48, said working on air ambulances gives her a unique insight when treating patients.

"I like seeing patients early and trying to make a difference early," she said. "There's something very different about seeing patients where incidents happened and understanding how they happened. The air ambulance world is really good at training to ensure the safety of crews and governance and I take that back into my hospital work."

David Philpott, Chief Executive at Wiltshire Air Ambulance, said: "Experienced clinicians like Maria are few and far between and we count it a great privilege to have her as our Base Doctor. Her roots in this county means she has become deeply embedded in our team and we look forward to many years of partnership working with her."



# Outstanding result for Air Ambulance



**E**ssex & Herts Air Ambulance (EHAAT) has been highly praised by independent healthcare regulator, the Care Quality Commission (CQC).

Following an inspection earlier this year, the CQC highlighted areas of outstanding practice at the Charity's two airbases – in North Weald and Earls Colne – with no recommendations for further improvement.

Inspectors said: "The staff's passion and commitment for the work that they did, from the most senior to the most junior post, was exemplary."

Stuart Elms, Clinical Director at Essex & Herts Air Ambulance, welcomed the report's findings.

He said: "The report reflects the outstanding effort and hard work shown every day by EHAAT staff, whatever their role. It also highlights the dedication, professionalism and passion that we all have for delivering an outstanding service to our patients, whatever our roles in EHAAT."

Stuart added: "As a Charity, Essex & Herts Air Ambulance have been voluntarily registered with the CQC since 2011 to ensure the Pre-Hospital Critical Care we deliver to our patients is of the highest quality. We are immensely proud of these

outstanding inspection reports which reflect the professionalism, passion and dedication of all the Charity staff as well as the amazing Pilots, Co-Pilots, Pre-hospital Care Doctors and Critical Care Paramedics that work so hard to deliver a world class service to the people of Essex and Hertfordshire."

CQC Inspectors measure effectiveness by asking the same five questions of all services – is the service safe, effective, caring, responsive to people's need and well-led? In all cases the CQC inspectors found EHAAT to be meeting the criteria.

Inspectors looked at all areas of the Charity, from its clinical expertise, operations, staff support, customer service, feedback from patients and their families and work with other medical organisations.

It continued: "Staff treated patients with kindness, dignity, and respect. Feedback comments were 100% positive."

Jane Gurney, Chief Executive Officer at EHAAT, said: "The Trustees and myself are very proud of the incredible commitment and hard work of all of our staff, in delivering the highest possible clinical care to the people of Essex and Hertfordshire. We are delighted that this has been clearly reflected in the

CQC report. We would like to thank the people of both counties for their continued generosity and support of our life-saving work."

The report praised the Charity's Clinical Governance Days (CGDs) – workshops to improve clinical knowledge and to share best practice that is open to internal clinical staff and external emergency services staff for their inclusive learning opportunities.

It applauded how the Charity uses the forum to open its missions up to scrutiny and audit by external healthcare partners, including the NHS and other emergency services.

It went on to highlight the passion of the Charity's Patient Liaison Managers (PLMs), who offer support to patients and their families following treatment. The report said: "The introduction of the Patient Liaison Manager role enabled patients to gain important information about the treatment they had received and provided support and signposting to both patients and families."

EHAAT's annual free-to-attend Aeromedical Conference for professionals and students in the medical industry, was also praised, with inspectors acknowledging the fully positive feedback from delegates.

# A new landing



• Wiltshire Air Ambulance and aircrew after the helicopter's first landing (l-r) Paramedics Steve Riddle, Jo Gilbert and Pilot Nicky Smith.

**W**iltshire Air Ambulance carried out its first landing on the helipad at the charity's new airbase at Semington, near Melksham, on Tuesday 20 March.

This exciting milestone was followed by the official handover of the airbase to Wiltshire Air Ambulance. The building will now be fitted out before the charity's fundraising, administrative and operational teams move in by this summer.

David Philpott, Chief Executive of Wiltshire Air Ambulance, said: "This is a significant day in the history of Wiltshire Air Ambulance with the handover of our new airbase. We are now in the final phase of the building work as we undertake the fitting and equipping of it before it becomes operational.

"Our primary contractors, Rigg Construction (Southern) Limited, and our architects and project managers, CMS, have ensured that our new home has the best possible facilities for our helicopter, our pilots, paramedics and our charity team to enable us to continue to save lives in the future."



• Handover at Semington are (front left) Chris Lear, Chairman of Trustees at Wiltshire Air Ambulance, and Jon Price, Commercial Director of Rigg Construction (Southern) Limited, watched by staff and aircrew from Wiltshire Air Ambulance, Rigg Construction and CMS Architects.

The new airbase has a Flight and Operations Centre for its aircrew, a hangar for the helicopter and medical equipment, offices for the charity team, training suite and a visitors' viewpoint.

The fly in and handover of the new

airbase took place a few days after Wiltshire Air Ambulance marked its 28th anniversary. During that time its highly trained aircrew have undertaken thousands of missions and saved countless lives.



# London's Air Ambulance mission stats



• London's Air Ambulance at Buckingham Palace

**L**ondon's Air Ambulance's mission data reveals stabbings and shootings were the most common reason for dispatch in 2017

London's Air Ambulance, the charity that delivers an advanced trauma team to critically injured people in London, released its mission statistics for 2017 last month to raise awareness of the work the service does day and night to help save lives in the capital.

Analysis of the data has revealed that for the first time penetrating trauma (stabbings and shootings) was the most common reason for London's Air Ambulance to be dispatched.

In previous years London's busy roads have meant road traffic collisions were the biggest mechanism of traumatic injury, but in 2017 London's Air Ambulance was called to 560 stabbings or shootings - 31% of the total callouts, and up 12% from 2016. It comes in a year which saw 80 fatal stabbings in London, and UK knife crime at a 6 year high.

Key statistics include:

- 1797 critically injured patients were treated in 2017, plus patients treated at Major Incidents.
- Of the 1797 patients treated, the mechanisms of injury were;
- Stabbings and shootings: 560 (31% of total)
- Road Traffic Collisions: 533 (30%)
- Falls from height: 412 (23%)
- Other (including incidents on

the rail network, hangings and drownings): 292 (16%).

- Top three busiest boroughs were Hackney (107 patients treated), Newham (103 patients treated) and Westminster (99 patients treated).
- Busiest postcode areas were SE1, CR0 and NW10.

Dr Gareth Grier, Lead Clinician at London's Air Ambulance, said: "Our mission as a service is to provide our patients with the world's most innovative and effective pre-hospital care.

"Sadly, through 2017 the number of missions where a patient has been stabbed or shot has risen. It is not unusual now for our teams to perform open chest surgery for stab wounds twice in a single day. This would have been unheard of a few years back. But our world leading treatments means that we can give these and other patients we treat the best possible chance of survival. Procedures such as open chest surgery at the scene have been undertaken by our service for nearly 20 years. Our new interventions such as REBOA (where a balloon is fed into the major blood vessels through the leg to prevent blood loss) delivered at the roadside have undoubtedly saved lives in London. We try and deliver this type of advanced care to patients, wherever and whenever a call for help comes. The challenge we have is to innovate further

to help our patients even more.

"We are grateful to all of those who support our work, and hope that people in London will continue helping us to realise our mission so we can be there for them if they ever need us."

Since its inception in 1989, the team has treated over 37,000 patients and attended the majority of major incidents in London, which in 2017 has included the Westminster and London Bridge terror attacks and the Grenfell Tower fire. Providing the 24/7 service for London costs £10 million per year, which is mostly funded through charitable donations.

Jonathan Jenkins, CEO of the London's Air Ambulance charity, said: "Whilst we all hope that it will never be us, trauma can sadly happen to anyone. It is important for London to know that should the worst happen, our advanced trauma team can be at a patient's side within minutes, performing vital and often life-saving interventions. We hope that by releasing these statistics, people in London will be able to see the scale of our work across the capital, and the way we have helped in their community.

"We did our best for 1797 people last year, yet with our annual costs now at £10 million, we have never been more reliant on the generosity of London to ensure our service can keep running."

# River rescue



**A** brave teenager from Ilkeston, Derbyshire who called 999 and helped to pull a woman from the River Erewash has been recognised with a Laverick bravery award.

Guy Sharp, who was 17 at the time of the incident, was cycling along the River Erewash with some friends at 10.20pm on 12 July when he spotted a woman struggling in the water.

Guy, now 18 and an apprentice for Toyota UK, said: "We heard a splash in the river which didn't sound normal.

"I could see a woman in the water and she was floating in and out of consciousness."

Guy immediately took charge of the situation, rang 999 and worked with his friends to get the woman out of the river. One friend shone a light into the water and the others worked together to pull her from the water.

Guy stayed on the phone to 999 call handler Rachael Ife and answered all

her questions so she could arrange the help the patient needed.

However, once out of the water, the patient was determined to leave. Guy worked hard to calm her down and convinced her to wait for the ambulance.

He said: "I didn't want her to go because she needed help, and so I kept telling her the ambulance was on the way.

"I was relieved when the ambulance arrived and I knew she was in safe hands.

She couldn't have gotten herself out, we could have been the last people to see her and she could have died."

East Midlands Ambulance Service crew Vicki Hopkins and Beverley Guyatt arrived soon after Guy's 999 call, wrapped the patient in a blanket and took her to Royal Derby Hospital.

Last month, Emergency Care Assistant Vicki presented Guy with a Laverick Bravery award which

recognises young persons of courage.

She said: "You did a great job and made our lives easier. You really did save her life that day.

"The patient's temperature was low when we arrived so if you hadn't pulled her out of the water and called 999 when you did, she could have developed hypothermia."

Nick Sharp, Guy's dad, also attended the award presentation and said he was very proud of his son.

The Laverick Award, which recognises children and young adults who have gone above and beyond to help another, is in memory of Nick Laverick - a paramedic team leader who died of cancer on his 37th birthday in September 2013. Nick's friends and colleagues decided to continue his legacy through this award.

The presentation took place on Thursday, 22nd March at Ilkeston Ambulance Station..



# Road accident training

It's the stuff of nightmares, but for professionals dealing with the aftermath of a major road accident, it's an all-too-regular part of everyday life.

Knowing what to do after such an event can be the difference between life and death.

That's why the University of South Wales (USW) held a blue light exercise at its Glyntaff Campus so that dozens of its student nurses could work together with other emergency service personnel to manage the aftermath of a mock-up road accident.

Also involving probationary officers from Gwent Police, South Wales Fire and Rescue Service personnel, specialist paramedics from the Welsh Ambulance Service's Hazardous Area Response Team (HART), and a team from St John Cymru-Wales, the event was designed to give those on the front line an understanding of what could happen.

"The event is based on a real-life scenario which can involve a lot of casualties," said organiser Caroline Whittaker, who is academic manager in USW's Faculty of Life Sciences



and Education, and senior lecturer in occupational health.

"We set up the scene of a road accident, in which the driver of a stolen car, travelling along an A road at 60mph in wet conditions, loses control and the car collides with a minibus.

The passenger side of the car hits near the front of the minibus, before both vehicles come to a stop."

As well as responding to the accident,

those involved had to manage the nearby fictional Dewi Sant Hospital - based in USW's clinical simulation suite - which was already filled with 'patients' undergoing treatment.

To add to the stress, the 'hospital' was due to close its services in the following week and move to a new facility 10 miles away. As a result, there was a reduction in its capacity and capability.

# Redcar sea rescue

Four people at Redcar were dragged into the freezing rough sea are recovering in hospital - and lucky to be alive.

The incident occurred over the Easter break when a man fell from the slipway and was battered by large waves close to the sea wall, others stepped in to try and rescue him.

But they found themselves in difficulty too, after being dragged into the water by the breaking surf in a chain of events that "is only good fortune that nobody died".

A man who was with the first person to fall in tried to assist him

first, but when he was unable to stand and needed help, two passers-by - a man and a woman climbed over the barrier of the wall to attempt saving them.

When they were also dragged in, more passers-by came to their aid, one with a life ring.

Both Redcar RNLI's lifeboats were called to assist but did not launch and the volunteer crew brought all four people back to the station and began casualty care until NEAS ambulance crews arrived and took them to James Cook University Hospital in Middlesbrough for treatment of

injuries and cold water immersion. The Great North Air Ambulance and the NEAS HART team were also tasked but were stood down.

Dave Cocks, Lifeboat Operations Manager at Redcar, said: "This was a sequence of events which could so easily have led to multiple deaths.

"The sea at Redcar is very rough as a result of the combined effects of strong winds and a particularly high tide, and the situation ended up with four adults in trouble in the sea, all needing rescue.

"It is only through good fortune that all four were rescued alive."

# A LIFELINE FOR WATER RESCUERS

## How Does the BELL Compare?

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**BELL**  
PROVEN  
40m  
REACH

**BELL 25**  
PROVEN  
25m

**Throwbag**  
BETWEEN  
12-15m

**Lifebuoy**  
BETWEEN  
5-8m



For over 40 years Horncastle based company Balcan Engineering Ltd has been manufacturing an innovative throwline which has saved many people from drowning.

The company slogan "Safety First Every Time" summarises the ethos of the company and Managing Director Julian Rinfret is passionate and determined to raise awareness of the credentials of this life saving device.

The Balcan Emergency Life Line (known as the BELL) is a quick and effective throwing line, weighing only 6-8oz (200-250g) with a reach of up to 40 metres, a staggering 20 meters further than any other line and the company believe that it should be available to more people working within the emergency services.

### Saving lives for 40 plus years

Launched and first trialled in the pool at the 1974 London Boat Show, it was quickly recognised as a vast improvement on all traditional types of lifesaving equipment, due to its greater length, and has since sold thousands of units globally and remains superior to other modern throwing lines which reach only 20 metres.

Mr Rinfret explained that it has been used in a wide variety of water rescues and remembers quite clearly the surge in interest in the BELL life line when it saved two lives in a dramatic rescue at Niagara Falls.

He added: "The variety of rescues reported to Balcan have shown (all in

excess of 20 metres) that the distance a line can be thrown is the vital aspect of effective lifesaving equipment and proves that BELLS make all other throwing devices obsolete. It raises the moral question as to who has the right to decide to issue and use equipment that cannot achieve the simple rescues that could otherwise be achieved with the proven, much longer, reach of the BELL.

"A drowning victim's life depends on proven length, accuracy and performance of rescue equipment and issuing lines with limited distance is imprudent when you could be using one with a longer range. When currents and temperature take their toll and time becomes of the essence, you need to quickly and effectively reach a casualty.

"Without the right equipment, this is unachievable. With this in mind, I'm calling for rescue services across the country to think about their rescue kits and ask the question - can I reach a casualty quickly, effectively and safely using my standard equipment? If the answer is no, maybe the time has come to change practices and look towards different apparatus to safeguard correct and proficient rescue procedures.

"Its principle is simple - the faster and easier the person in the water can be connected to a rescuer in a place of safety, the greater the chance of a rescue being achieved."

• For further information please visit [www.throwlines.com](http://www.throwlines.com)



# BALCAN

## EMERGENCY LIFE LINE

The superior water rescue device



LIFEBUOY  
BETWEEN  
5-8M

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BETWEEN  
12-15M

BELL 25  
PROVEN  
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BELL 40  
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# Grandfather meets lifesavers



• Keith Wheatstone (centre) thanking Cwmbran Centre health and safety compliance manager Richard Mason (left) and security team member Neil Eley (right), who came to his aid with a defibrillator when he suffered a cardiac arrest.

**A** grandfather has thanked the people who saved his life after he suffered a cardiac arrest.

Keith Wheatstone was out shopping in Cwmbran one morning, when he suddenly collapsed outside the Mr Chippy takeaway in the town centre.

The 74-year-old was spotted by quick-thinking passer-by Elizabeth Price, who called 999 and was talked through performing CPR by Welsh Ambulance Service call handler Chelsie Holbrook.

Staff at the nearby Cwmbran Centre were also alerted, and quickly came to Keith's aid to continue CPR and deliver two shocks with a defibrillator to get his heart back into a normal rhythm.

Paramedic Sharon Thorpe arrived in a rapid response vehicle in less than two and half minutes to clear his airway, and thanks to the efforts of all involved, he began to start breathing again.

Elizabeth, who lives in the town, said she was waiting outside Lloyds Bank when she saw Keith fall to the ground.

She said: "I saw a man had collapsed

and went over to help him. At first I thought he'd stumbled, but someone said it looked like a heart attack.

"I asked if anyone knew CPR and everyone said no, so I dialled 999 and handed the phone to the man next to me on speaker.

"I've never even done CPR before, but the woman on the phone was lovely, and put me step-by-step through how to do it. It was a big shock, but I couldn't just leave him there."

Sharon, who is also a Clinical Team Leader based in Newport, said: "When I got to the scene, both the security guards at Cwmbran Centre and Elizabeth had begun CPR immediately and used a defibrillator.

"I helped to clear his airway and the ambulance crew were also on the scene quickly, so we were able to swiftly take him to hospital."

Sharon was supported by her colleagues Lisa Challingsworth and Mike Cashman, as well as Wales Air Ambulance medics Dr Ian Bowler and Tracy Phipps from the Emergency Medical Retrieval and Transfer Service.

The decision was then taken to transport Keith, who lives in Pontnewydd, directly by road to the Royal Gwent Hospital in Newport.

There he underwent an operation to have a stent fitted to improve the circulation of blood round his heart after falling ill on August 24th.

Keith, who spent nine days in hospital, also had a triple heart bypass at the University Hospital of Wales earlier in December.

He said everyone who helped him that day saved his life.

Keith said: "I couldn't thank everyone enough to be honest. If it wasn't for their quick actions then I definitely wouldn't have pulled through."

Cwmbran Centre health and safety compliance manager Richard Mason and security guards Karl Evans, Robert McDermott and Neil Eley, who came to Keith's aid, have been trained in CPR and how to use a defibrillator by the Welsh Ambulance Service.

It's the sixth time the shopping centre's public access defibrillator has been used to help a member of the public.



# Mum saved

A mum-of-three who collapsed and went into anaphylactic shock on her bathroom floor has been reunited with the East Midlands Ambulance Service (EMAS) 999 call handler and ambulance crew who saved her life.

Gaynor Mallard, 36, who has a serious nut allergy, unwittingly covered her body with a moisturising cream containing nuts and collapsed at her home in Long Eaton.

Thankfully, her 14-year-old daughter Frankie was off school sick and so rang 999 when she discovered her mother struggling to breathe on their bathroom floor.

Jessica Berenzyckj, 999 call handler, provided instructions over the phone and kept Frankie calm until Paramedic Gary Staley and Emergency Care Assistant Lynsey Burton arrived just nine minutes later.

Gaynor said: "I put the cream on and could feel the burning

sensation straight away.

"I tried to get in the shower but my daughter found me collapsed on the bathroom floor. I couldn't get any air in. I don't remember much until the ambulance crew had given me adrenaline.

"Without Frankie, the 999 call handler and the ambulance crew, I wouldn't be here today and we wouldn't be celebrating Christmas. I can never thank them enough."

The incident took place at 12.06pm on 19 September, and Gaynor was taken to Queens Medical Centre.

EMAS also presented Frankie with a Laverick Award - a children's bravery award - to recognise her courageous actions which saved her mum's life.

999 call handler Jess said that she was impressed by how calm Frankie was on the phone.

She said: "We rarely get child callers, but Frankie's actions were textbook and she did really well by staying calm.

"Many adults would have panicked in her position, but she followed my instructions and kept reassuring her mum. She was brilliant."

# Rescue Day profits provide lifesaving equipment



• Clinical Operations Manager Martyn Johnson with Duty Operations Manager and Rescue Day Event Director Chris Long

Profits raised at an East Midlands Ambulance Service (EMAS) emergency services day in Scunthorpe has helped EMAS to buy life-saving equipment for local communities.

The annual Rescue Day showcased joint working between emergency and rescue services and the profit from

the day has paid for eight Automated External Defibrillators (AED's) for the North Lincolnshire community and a Lucas Device for EMAS Clinical Operations Manager's Fast Response Vehicle which operates within the North Lincolnshire Area.

Chris Long, Rescue Day Event Director and Duty Operations

Manager for Lincolnshire said: "Rescue Day is a non-profit making event where all contributions from the public are put back into the local community.

"It has been fantastic to be able to provide a Lucas device to EMAS and the people of North Lincolnshire as well as increasing our community public access defibrillators within the area."



# Ambulance Chief Officer appointed

• Ali Marquis, Chief Ambulance Officer.

**A**li Marquis has been appointed as the new Chief Officer for the St John Ambulance & Rescue Service, Guernsey.

Mrs Marquis, who was formally the Deputy Chief Officer, took up her new position at the beginning of March. She had been acting-up as Chief Officer since the retirement of Jon Beausire in August 2017. Mrs Marquis is the first female Chief Ambulance Officer in Guernsey.

Mrs Marquis said: "I am delighted and humbled this is a great responsibility and an amazing opportunity. I am looking forward to serving the community and working with the committed and dedicated women and men of the Service as we develop our range of pre-hospital care over the next few years in support of the new Health Model. I would also like to

thank my predecessor and the Board of St John, who have mentored and supported me along the way."

Mrs Marquis is among a growing number of senior emergency service officers nationally who have not come through the traditional operational service ranks and also of only three women to lead an ambulance service in the British Isles. She said: "Whilst I first joined the ambulance service in an HR management role I am delighted with the way my career has progressed into leading the operational and clinical activities of the organisation. This new role demands good communication skills and I think my years as a HR professional at Health and Social Services and my more recent operational responsibilities have helped me tremendously. I enjoy working with the medical profession

and the experience I have gained through my time with the service and with HSSD, has stood me in good stead for this new role which involves dealing with a wide variety of people."

Under a contract with the States of Guernsey St John responds each year to over 4,000 emergency calls, and transfers as well a similar number of patients who need to go for scheduled diagnosis and treatment. St John continues to provide a marine ambulance service, inshore rescue and volunteer community responders. As a not for profit organisation providing Guernsey's only ambulance service, it receives approximately 70% of its funding from the States, raising the rest required to meet the cost of running the service from a subscription scheme, user charges and donations.



# NWAS chief retires

**D**erek Cartwright QAM, Chief Executive of North West Ambulance Service NHS Trust, has announced his retirement after more than 30 years in the ambulance service.

Before taking on the Chief Executive role, Derek's lengthy career saw him working in many areas of the organisation, from his first position in the patient transport service in 1986, to joining the emergency service in 1988 as one of Greater Manchester's first cohort of paramedics, and then moving into the operational control centre as a shift control manager. Previous to his ambulance journey, Derek even fought fires as a part time fireman!

After a number of years as an operational manager in Oldham and Rochdale, Derek progressed to become General Manager, Operations Director, Area Director in Cumbria and Lancashire, Director of Emergency Services and became Chief Executive in 2016.

Still registered today as a Paramedic, Derek received the Queen's Ambulance Medal (QAM) in the New Year's Honours list in 2015.

NWAS Chair, Wyn Dignan comments: "Derek was immensely proud to be appointed as Chief Executive



• NWAS Chief Executive, Derek Cartwright to retire

and has put his heart and soul into supporting staff and patients across the North West. He is held in high regard by all parts of the health sector and particularly across the ambulance sector and will be sorely missed by us all.

"I would like to express my thanks and gratitude to him for a long and devoted service, and wish him well in all his future endeavours."

Derek lives in Bolton with his wife Joanne, has four grown up children and two grandchildren. A lifelong supporter of Bolton Wanderers, he is also a registered bee keeper.

Derek retires from NWAS on 30 June 2018.

# Mount Everest training

**L**ondon Ambulance Service Emergency Ambulance Crew Justin Honey-Jones is planning to teach life-saving skills at Mount Everest base camp to raise money for charity.

Justin is embarking on his epic expedition - which will see him climbing 17,500 feet above sea level and will return on 12 April.

He said: "I'm putting my body through hell to prove a point. Eight hours of trekking a day at high altitude. When I reach the base camp, I'm determined to teach life-saving to show you can learn these skills anywhere."

Justin has been training for the past 12 months to prepare himself for the trek in Nepal - a mixture of High Intensity Interval Training and hill walking - to raise money for the British Heart Foundation.

Last year Justin, who is training to be a paramedic, started volunteering his time to give others life-saving skills by delivering Heartstart courses.

He said: "I've always been passionate about this. Anyone can save a life - it's about education.

"I've seen people die because members of the public are afraid to use a defibrillator. People think they are dangerous or don't have the confidence to use them. It's heart-breaking.

"I've always wanted to make a difference and by teaching people how to save a life it could mean the difference between life or death for someone."

Assistant Director of Operations Ian Johns said: "What an incredible way to highlight the need to learn life-



• LAS Emergency Ambulance Crew Justin Honey-Jones

saving skills. Justin is inspiring, he has dedicated the last year to training for this challenge.

"I hope his efforts will encourage people to learn CPR and how to use a defibrillator." If you would like to sponsor Justin you can donate on his JustGiving page.

# Highly-respected Jo Transport Services A

A long-serving manager has picked up a prestigious award for the outstanding contribution she has made to the Non-Emergency Patient Transport Service (NEPTS) in Wales.

Joanne Rees-Thomas, who is based at the Welsh Ambulance Service's Central and West Regional Headquarters in Swansea, won the Patient Transport Services Award at the Association of Ambulance Chief Executives Outstanding Service Awards 2018.

Having joined the service in 1986, Joanne has held a number of roles within the organisation both for NEPTS and Emergency Medical Services (EMS), working on improving

operational processes and implementing areas of change throughout the organisation.

Appointed as the NEPTS General Manager for the Central and West region in July 2016, Joanne now manages more than 240 staff.

Joanne said: "It was a genuine surprise to have the nomination and to be awarded such an accolade, one that I was really truly honoured to receive.

"It's wonderful to have such a prestigious award that positively reflects the immense modernisation programme that is underway within NEPTS in the Welsh Ambulance Service.

"I was very pleased to accept the award on behalf of all the teams in NEPTS who work hard every day on behalf of the patients and communities we serve."

Nick Smith, Deputy Director of NEPTS, said: "Joanne constantly drives forward our focus on patient care, ensuring high standards are maintained at all times.

"She is highly respected by operational colleagues, control staff, commissioners and patients alike.

"In 2016 a modernisation programme was announced to enhance the services provided by the Non-Emergency Patient Transport Service in Wales. "Joanne led these

changes across Wales and was instrumental in implementing a Trust-wide team leadership structure, appraisal processes, role-based training and developing an apprenticeship scheme.

"She has introduced a mentorship programme, which is aiding the creation of the next generation of supervisors, and provides support for new entrants. Joanne has also led improvements in call taking and journey co-ordination.

"Much of this has been taken forward through her own determination and demonstrates her motivation to do the best she can for the service."

## Community champion retires

East Midlands Ambulance Service (EMAS) has bid a fond farewell to a dedicated paramedic and first responder manager who is retiring after 34 years in the ambulance service.

Mandy Lowe, 55 from Towcester, Northamptonshire, joined the ambulance service as a patient care assistant for patient transport services at the age of 22. She later qualified as an emergency medical technician and then as a paramedic in 1996.

Mandy is the longest serving female paramedic in Northamptonshire and has had a rewarding career helping the people of Northamptonshire and managing ambulance teams.

She recently took on a new role as Community Response Manager and is a familiar face to many of EMAS voluntary community first responders.

She has trained hundreds of community first responder volunteers - providing a valuable resource to support our frontline colleagues. Mandy and her team have also been responsible for training thousands of children, young people and adults across the East Midlands in life-saving skills as well as supporting groups, organisations and communities to install defibrillators in local areas.

For Mandy, her career within the ambulance service has come to a

natural end. She said: "My career has been a journey consisting of utter fulfilment, enjoyment and satisfaction. When I turned 55 last year, I started to reflect and look at what I have, where I want to go and what I want to do. I worked not only because I needed to, but because I wanted to - but as often is the case for parents, it came at the expense of missing key moments with my family.

Although Mandy has retired from her role in the ambulance service, she hopes to be able to use the skills and experience that she has gained over the years in some way in the future.



# anne wins Patient award



# Life-saving ambulance team reunited with cardiac arrest survivor



**A** Burgess Hill woman has been reunited with the ambulance team who helped save her life when she suffered a cardiac arrest.

Mum-of-three, Alexandra Watts, 38, who has made an amazing recovery which has seen her complete two charity 5K runs, was joined by her husband Stuart at Burgess Hill Ambulance Station recently. There, the couple were able to thank the ambulance team who came to her aid in on the evening of 25 February 2016.

The reunion followed a warming thank you letter sent by the Alexandra with a photo of her and her family together on their first holiday abroad in Lanzarote, following her recovery.

Alexandra had collapsed after feeling unwell when at home with her three children, then aged 2, 5 and 8. Husband Stuart arrived home from work and soon realised something wasn't right and decided to call 999. While on the phone to Emergency Medical Advisor Katie Stringer, Alexandra, became unresponsive and Katie recognised agonal breathing.

Ambulance crews were dispatched as Stuart began CPR under Katie's instruction before Paramedic Sue Barnett and Ambulance Technician Jean-Pierre Ball arrived at the scene in a little over four minutes and took over the resuscitation. Further support arrived in the form of volunteer Community First Responder Jasmine Hughes and Paramedic Laura Walker before the air ambulance team of

Dr Matt Miller and Critical Care Paramedic Simon Goodwin joined their colleagues at the scene.

By this point Alexandra had been resuscitated but needed to be placed in an induced coma by the air ambulance team so they could treat her more easily.

Her expert treatment continued at Royal Sussex County Hospital where she was fitted with a stent that evening. However, Alexandra was far from out of the woods as she suffered two further cardiac arrests and underwent further emergency surgery while her family were told to be prepared for the worst.

Over a three-week period, however, and following further procedures as well as a transfer to Harefield Hospital in London, Alexandra's condition improved and she came out of her coma.

"I remember being so pleased to recognise people when I came round," said Alexandra, who has fully recovered and had an internal defibrillator fitted.

"At first I was convinced that I had been in a car crash. I'm just really thankful for everything everyone did. I'm having ongoing check-ups but in essence I can do pretty much everything I want to."

Alexandra had opted to take voluntary redundancy from her civil service job just weeks before her cardiac arrest. With Stuart also choosing to do the same, the couple admit they went a little bit mad in

2017, travelling the world and enjoying new experiences with their children.

"We had a really good year and wanted to give the kids some good memories after everything that had happened, said Alexandra."

Stuart added: "I can't really put into words how grateful we are. It's been amazing to see everyone again and say thank you face-to-face. I'd also like to thank our family and friends who have been so supportive and helpful."

Critical Care Paramedic Simon Goodwin said: "This was a real team effort right from the moment Stuart started CPR under Katie's instruction. The team did a fantastic job getting Alexandra's heart started again before I arrived at the scene with Matt. We were then able to provide critical care support en route to Brighton so that Alexandra had the best chance of survival following expert care in hospital."

Paramedic Sue added: "It was lovely meeting with Alexandra and Stuart. It's very rare for patients to make such a full recovery and I'm delighted to have met with her to wish her and her family well. I'm very proud of everything everyone did."

Alexandra and her family have now completed two Harefield 5K runs raising money for a new ICU for Harefield Hospital – the first just seven months after her cardiac arrest.

Anyone who would like to make a donation can visit her fundraising page at <https://www.justgiving.com/fundraising/alexandra-watts2>





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