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Vol 18 Issue 10

October 2018

TRUSTS JOIN FORCES TO IMPROVE EFFICIENCIES

TRUSTS

COLLABORATE

South Central Ambulance Service NHS Foundation Trust and London Ambulance Service NHS Trust announced in September that they have established a partnership to look at potential efficiencies through projects like joint procurement of vehicles, equipment and IT systems.

The two trusts, which provide 999 / 111 urgent and emergency care services for about 16 million people between them, are also committed to working more closely together and learning from each other's best practices.

South Central Ambulance Service Chief Executive Will Hancock said: "We already work closely together with London Ambulance Service, including at incidents which happen on or near our boundaries, during large-

scale planned events and major incidents. With ever increasing demands on ambulance services across the country, such partnerships will be crucial to ensure that the improvements in patient care and experience, working environments for staff and innovations in service delivery can be delivered within our existing resources.

"Many of our residents in the South Central region commute into London daily to work. We would also therefore like to explore opportunities

to improve patient care for that large body of people we share between our two services, for example, through closer working between our 111 and integrated urgent care services. People might call 111 during the day and have a face-to-face appointment booked for them nearer home when they return."

London Ambulance Service Chief Executive Garrett Emmerson said: "Our patients expect and deserve the best care we can provide and that means making every £1 of taxpayers' money count.

"Our five year strategy is improving the way in which we provide urgent and emergency care to people

who live, work or travel in London in the most cost effective way. And we know that to keep improving, we need to partner with the wider NHS - and that's what this partnership is all about, working with and learning from our neighbours to ensure the best care for the 16 million people who live and work across London and the South Central region."

South Central Ambulance Service covers Berkshire, Buckinghamshire, Hampshire and Oxfordshire (as well as Sussex and Surrey for non-emergency patient transport services) and London Ambulance Service covers the 32 London boroughs.

44 and out



•Mike Berridge retires

After more than 44-years with South Western Ambulance Service NHS Foundation Trust (SWASFT) a Plymouth man is stepping down from saving lives to enjoy his retirement.

On February 22 1974 Mike Berridge joined what was then known as the Plymouth Corporation Ambulance Service. He had a two week induction before heading out on the road to help the people of Plymouth and the wider south west.

Mike said: "I was 23-years old and had just been made redundant. One day I was walking down Greenbank Hill towards Mutley Plain and I stopped outside Greenbank Ambulance Station. I looked in the parking bays and there was all the ambulance vehicles and I thought to myself that I would like to have a job on the ambulances."

Mike progressed through the ranks

from a Miller Trained ambulance man, technician, advanced technician and ending his career as an Ambulance Practitioner.

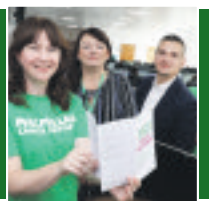
Away from his heroics on the road Mike was also on hand to help countless members of staff as he stood as a Union representative for more than 30-years.

"I think I can say that the 44-years I have spent in the service have been the best years of my life. I used to look forward to going to work and I have worked with many special people. I have worked in many aspects of the service and I can say to anyone thinking of joining the ambulance service to go for it."

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Outstanding Care

England's independent regulator of health care services the Care Quality Commission (CQC), has rated South Western Ambulance Service (NHS) Foundation Trust (SWASFT) as 'Good' in their latest inspection and 'Outstanding' for being 'Caring'.

The 999 Control hub teams have retained the rating of 'Good' for the way in which the 'high quality team of staff' within the hub manage and respond to emergency situations. The 999 Control hubs have also retained an 'Outstanding' for caring.

The report also gives the ambulance service an 'Outstanding' rating for 'Caring' overall in recognition of the care and compassion that staff demonstrate every day when treating patients, and a rating of 'Good' for being 'Effective' and 'Responsive' to people's needs. The Trust also received a rating of 'Good' for 'Well Led' with the report recognising the 'strength of the vision and values of the organisation and the effectiveness of the Trust's leadership'.

The Chief Executive of South Western Ambulance Service, Ken Wenman, said;

"The Trust has made significant improvements across all departments in order to reach this new rating of 'good' for the quality of service it delivers to patients across the South West. I am delighted that our ambulance crews and staff have been recognised for their continued

hard work, professionalism and compassion."

"This report also recognises the long standing focus the Trust has had in reducing unnecessary admissions to hospital Emergency Departments, which is a much better experience for patients and a significant reduction in costs for the health system in the South West."

Tony Fox, Chairman of South Western Ambulance Service (SWASFT), said: "This is a great result and we are pleased to see the progress made since the last inspection has been recognised. I would like to say a huge thank you to everyone working in the Trust for the caring, compassionate job they do day in day out treating patients in our communities."

The report also highlights that SWASFT has no barriers to clinical innovation and development and that the high quality leadership team who manage frontline services in emergency and urgent care do their jobs effectively and support staff with the Staying Well Service. It also says SWASFT is good at engaging with local partners in order to improve and coordinate services.

Saving lives en route

East of England Ambulance Service Trust (EEAST) is improving the way EEAST works so that crews can provide life-saving treatment to the sickest patients more quickly.

Crews transporting a clinically-stable patient to hospital already occasionally stop at a separate incident, such as a road traffic collision or cardiac arrest, to provide immediate, life-saving care until another ambulance arrives. The Trust is now formalising this process, in line with all other ambulance trusts.

The decision to stop is at the discretion of the crew and would only be made if they felt it would not impact on their patient's care. They would stand down as soon as a second crew arrived, and under no circumstances would patients share an ambulance.

Dr Tom Davis, EEAST Medical Director, said: "This is one of the actions we are taking to further improve our services and to get life-saving care to patients more quickly, and is expected to benefit a very small number of critically-ill patients.

"As always, patient safety is our number one priority. Our crews would make the final decision on whether it would be appropriate to stop at another incident, and would always be expected to say no if they felt it would compromise the safety or treatment of any of our patients. Our clinicians are highly experienced, well trained and make complex patient care decisions every day, and we are confident that they can make decisions about when it is and when it is not appropriate to stop and render assistance at a life-threatening incident."

Nineteen clinical commissioning groups (CCGs) in the east of England have agreed a six-year contract with the ambulance service, which will see funding rise from £213.5m in 2017/18 to £225m in 2018/19. This money will be used to recruit, train and educate 330 additional staff over the next three years and secure an additional 160 new vehicles so that EEAST can continue to improve services to patients and reduce pressure on existing staff.

The Trust's most senior Paramedic and Chief Executive Robert Morton said: "We are grateful for the support we have received from our CCGs, which will enable us to improve services for our patients over the next three years. In the meantime, it is important that we consider every option to make ongoing improvements as part of our winter planning and preparation.

"Regrettably, some media reports have described this process as 'ambulance sharing', which is simply false. This improvement is building on current practice where our crews have saved lives by stopping to medically intervene in small numbers of life-threatening cases. All of our crews clearly understand that the modern ambulances we operate are designed for one stretched patient only.

"We are confident that this will make a positive difference to some patients by ensuring those in the greatest need receive immediate help as quickly as possible."

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Queen's Award for CFRs

A group of life-saving volunteers have received a prestigious award to recognise the work they do in the Essex community.

The Stanford/Corringham and Tilbury Community First Responder Group was presented with the Queen's Award for Voluntary Service on Wednesday 5th September.

The Queen's Award for Voluntary Service is the highest award given to volunteer groups across the UK to recognise outstanding work done in their own communities.

Group coordinator Sue Wilsdon said the volunteers were thrilled when they found out they were to receive such a coveted award.

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Chiefs' podcast

Ambulance services are playing a crucial role in efforts to transform care and services across the country, but must be recognised as indispensable partners in local decision-making if a radical step change in care is to be realised, a panel of ambulance leaders has argued.

Often the one service with oversight of what is happening across multiple sustainability and transformation partnerships (STPs), ambulance services are ideally placed to connect and convene local systems, bringing into the mix a wealth of clinical skills and experience of interoperable systems and integrated pathways.

A new podcast, launched by the NHS Confederation and Association of Ambulance Chief Executives (AACE), explores their role in transformation in detail, providing perspectives from

a panel of local and national ambulance service leaders.

The 12-minute episode features the views of Lena Samuels, chair of South Central Ambulance Service NHS Foundation Trust; Sarah Bolton, chair of the East of England Ambulance Service; and Hilary Pillin, a consultant at AACE.

In a wide-ranging conversation, led by the NHS Confederation's Phil McCarvill, the panel share insights on how services have adapted ways of working to meet the needs of the evolving health and social care landscape.

Shedding light on examples of interoperable digital systems - including the Thames Valley integrated urgent care model and work in the South East Coast to create a single care plan system - the podcast also explores the unique position of these trusts, workforce opportunities and risks, and why ambulance services must be firmly at the decision-making table.

"Only when you're in the conversation can you begin to play an active role in shaping services, but also helping to think about where we're placing resources - and that includes the money aspect, too," concludes Lena Samuels.

PRODUCTIVITY REPORT WELCOME

South East Coast Ambulance Service NHS Foundation Trust (SECAmb) has welcomed a new report on the productivity of ambulance services which was published 27 September 2018 by NHS Improvement.

The report, by Lord Carter, sets out a number of recommendations on how ambulance services can work more efficiently and collaboratively, with technology and innovation highlighted as a key driver for improved performance.

Along with all ambulance services nationally, SECAmb has been working closely with its NHS partners and commissioners locally, as well as NHS Improvement, to establish where it can make a greater impact on patient care.

In recent months, SECAmb has invested significantly in improved technology in its Emergency Operations Centres (EOCs) with the introduction of

a new Computer Aided Dispatch system and with the move to a new centre for the West of its region in Crawley, West Sussex.

It has also committed to invest and renew its fleet with new vehicles currently hitting the roads across its region at a rate of around four each week and a total of 101 new vehicles purchased this financial year.

The Trust is also working closely with NHS organisations locally; with recent examples including the launch of a new Pregnancy Advice Line in its operations centre with Surrey Heartlands Health and Care Partnership and a pilot service across Coastal West Sussex to help people who have suffered a fall at home.

SECAmb Chief Executive Daren Mochrie said: "We welcome Lord Carter's report and I am pleased that it highlights the significant contribution made by ambulance staff every day to provide excellent patient care, despite rising demand.

"I am pleased with the progress SECAmb is making across a number of areas but recognise that the report highlights a number of ways in which we and other ambulance services can work more efficiently to benefit staff, our patients, and the wider NHS.

"I am looking forward to working closely with my colleagues at SECAmb, fellow ambulance trusts, and the whole NHS to ensure that the recommendations of the report are addressed and deliver real benefits in the years ahead."

Green Drive



• EMAS ECO Stars with their award

The East Midlands Ambulance Service (EMAS) has become the 100th member to join the ECO Stars Fleet Recognition scheme.

The ECO Stars Fleet Recognition scheme encourages and supports operators of HGVs; vans, buses and coaches to run their fleets more efficiently. ECO Stars' experts assess each fleet, award a star rating based on current performance and produce a 'roadmap' of recommendations which helps operators reduce vehicle emissions while also reducing operating costs.

Membership is free to all fleet operators, irrespective of the size of their operation.

Steve Farnsworth, General Manager of EMAS said "We are delighted to be the 100th member and achieve a 4-star ECO Stars rating.

"We work hard to ensure that our ambulance fleet is fuel efficient and has minimal impact on the environment, and we are constantly seeking to improve performance in all areas."

Millwall support



• Millwall FC Supporters' Club present a cheque to London Ambulance Service

An ambulance car damaged during World Cup celebrations has been repaired - after London Ambulance Service received a flood of goodwill messages and offers to help fix it.

On 7 July, shortly after England's victory in their World Cup quarter-final match, a ŠKODA Octavia attending an emergency call near Borough Market was damaged by revellers celebrating the result - some of whom jumped on the bonnet and roof. The car was taken off the road to be fixed on a weekend when the Service was extremely busy.

Alongside messages of support from across the world, the Millwall Football Club Supporters' Club set up a fundraising campaign to offer to pay for the car to be repaired, if required.

Around the same time a ŠKODA dealership in Mansfield - Rainworth ŠKODA - came forward and offered to fix the car at no cost to London Ambulance Service after seeing social media posts about the damage.

The Millwall FC Supporters' Club therefore generously agreed that the funds that had been raised would instead be donated towards the restoration of a historic ambulance.



• The repaired ŠKODA Octavia

This vehicle - a Morris Wandsworth ambulance from 1965 will be restored for future display at the London Ambulance Service headquarters building in Waterloo.

Millwall FC Supporters' Club presented a cheque with the funds raised - almost £10,000 - to medics from London Ambulance Service at the side of the pitch before the Lions' match against Swansea City in September. London Ambulance Service Chief Executive Garrett Emmerson said:

"We were very humbled by these two acts of generosity, from the Millwall FC Supporters' Club and from Rainworth ŠKODA.

"The Millwall Supporters' Club fundraising campaign, and the money donated from people across the world means a lot to me and everyone at London Ambulance Service.

"We are also very grateful to ŠKODA for their generosity in repairing the car so it can be back on the road quickly, going to those in need.

"It is fantastic that the Supporters' Club agreed that the money they raised could instead go towards restoring an ambulance from our historic collection, which will now be a lasting reminder for years to come of our proud history and Millwall fans' generosity."

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The devastating personal consequences of a needlestick injury as experienced by an ambulance technician

HexArmor® gloves guard against needlestick injury



“It was like I wasn't leading my own life. I was scared, worried for the future, and the stress of not knowing either way took its toll on family life. I would isolate myself in my workshop, as I felt I couldn't talk and it was wrong for a man to cry.”

Scot Grant is a 35-year-old ambulance technician, working both in the private medical sector and now within the NHS. He is married with four children.

Outside work, he volunteers with Search Dogs Sussex as a lowland rescue medical technician, providing a service to police forces when looking for vulnerable missing people. The team currently has 19 human and 10 dog volunteers.

Scot really enjoys being able to combine his day job with his voluntary role and assisting people in his community.

Product

HexArmor® needlestick-resistant gloves - PointGuard® Ultra 4041.

What happened

Five years ago, while at work, Scot suffered a possibly life-threatening needlestick injury from a used injection needle.

The crew of his private ambulance had been transferring a critically-ill patient

between hospitals and had loaded the patient onto the ambulance. Scot set off driving under emergency conditions with the vehicle's blue lights flashing.

During the journey, because the sun was low in the sky, Scot put his hand up to pull down the sun visor. As he did so, he felt a sharp prick in the side of one of his fingers, which began to bleed.

“To start with, I was not sure what had happened,” explains Scot, “but because we had an ill patient in the back, I sucked my finger and carried on driving for another 30 miles.”

On arrival at the hospital, the crew transferred the patient and then returned to the ambulance. “I told my crew mate what had happened, and we looked to see what had caused the puncture wound,” he remembers.

“We were both disgusted to find that someone who had used the private ambulance before us had pushed a used intra-muscular injection needle into the sun visor rather than dispose of it properly in a sharps bin.”

Immediately after the needlestick

Scot followed the sharps injury procedures put in place and attended A&E at the hospital where he had taken the patient. “They were great,” he recounts. “When I informed them what had happened, they cleaned the wound thoroughly and then

carried out blood tests to see if I had picked anything up from it, in case it had been used on a HIV, hepatitis or other infectious patient.

“As well as being angry, deep down I was scared I would contract something, so they offered me the chance to see a counsellor.” The doctor also explained that the usual course of action was to start people on a course of post-exposure prophylactic antibiotics.

Physical results of the needlestick injury

Scot suffered extremely unpleasant side effects from the antibiotics, being sick and feeling terrible for as long as three months.

“I was off food and felt I couldn't have an intimate relationship with my wife in case I had contracted something,” he recalls. “I was scared I was going to pass it on.”

Mental effects

The needlestick had an extremely distressing effect on Scot's life. Anger was quickly followed by fear. “Mentally, it was like I wasn't leading my own life. I was scared, worried for the future and the stress of not knowing either way took its toll on family life.

“I was described as being like Jekyll and Hyde by my kids. I would isolate myself in my workshop as I felt I couldn't talk and it was wrong for a man to cry.”

The needlestick incident also had a damaging effect on Scot's work, where he began to feel negative towards his colleagues.

“No-one would own up to putting the sharp in the sun visor, and because everyone denied it, I struggled to trust them. Because of someone's stupidity, I was living a time of hell.”

He has since changed employers moving from the private medical sector to the NHS and is back to loving his job.

Scot had regular blood tests throughout his treatment that fortunately all turned out negative. However, he had to wait six months from the date of the injury to find out if he had contracted HIV. It was a huge relief to both him and his family that the result was clear.

Long-term consequences

“Working in a busy city, we regularly attend areas where drug users hang out,” says Scot. “To begin with after the injury, I was extra cautious and wouldn't kneel down in case I knelt on something.”

“I would put on three pairs of examination gloves and still to this day I won't use hand rails in communal buildings, as there have been cases of needles being taped underneath to deliberately injure people.”

These days, the NHS crew's vehicles are made ready and prepared for them, which Scot hopes should limit the risk of anything like this ever occurring again.

However, he still makes a thorough visual check of each ambulance before leaving the station.

When searching for missing people in his volunteer role,

they primarily work in woodland and sometimes come across evidence of drug use.

“I now carry a set of HexArmor® PointGuard® Ultra 4041 gloves given to me by uxev in my search vest, so should I need to search an area I deem to pose a risk, they go on immediately. I also keep them in the top of my work bag when out in an ambulance,” he reports.

What has uxev done for you?

Scot approached uxev at the beginning of 2018 to see if they would be willing to support the search team with some PPE to keep them safe when out and about.

“Up until this point, each individual member funded their own equipment, travel, and expenses. I was contacted by Clair Weston from uxev and arranged a meeting with her.”

Since then, uxev has very kindly donated to the team some uxev quatro pro safety boots and more recently, the uxev 2 safety shoes.

uxev has also supplied each member with safety glasses including the uxev i-works, pheos CX2, sportstyle and super OTG, as well as giving Scot a pair of the HexArmor® PointGuard® Ultra X 6044 needlestick gloves to try out.

“I think they are great,” he enthuses. “They are comfortable and provide me with an increased feeling of being safe whilst working and searching.”

After such a terrible ordeal, HexArmor® has provided Scot with peace of mind at last.

Frequent faller success

A seven month pilot run by London Ambulance Service NHS Trust in partnership with national volunteering organisation, Royal Voluntary Service has helped cut emergency calls and visits to A&E amongst frequent fallers in two London boroughs.

The active ageing pilot ran from November 2017 to May 2018 and was set up to decrease the number of falls in two London boroughs, with a goal of reducing demand on both the ambulance service and hospitals as well as improving outcomes in later life.

The pilot ran in Merton and Hackney, where need is particularly high, and tested a new model of ‘mobility volunteers’. Older people who fall frequently and call 999 were referred to Royal Voluntary Service, who then paired local volunteers with clients. These volunteers visited clients in their homes and worked with them for a period of 6-8 weeks to improve their physical function and wellbeing.

Following 6-8 weeks of volunteer intervention, the active ageing pilot had a number of positive outcomes. These included a 42% reduction in falls amongst clients *, a 45% decrease in calls from clients to 999 as a result of a fall and a 29% reduction in clients being admitted to A&E.

Clients also showed improved physical function and health and wellbeing. 60% improved on a 30-second Sit to Stand test and almost 70% improved on walking or gait speed in the Timed Up and Go (TUG) test. Furthermore, over one in four felt their health had improved, more than one third felt happier and more confident and one in four said they felt less lonely.

The programme was based

on Royal Voluntary Service's ‘mobility volunteers’ doing one-to-one chair-based exercises with clients, as well as providing advice on hydration and nutrition. At the end of the 6-8 weeks of visits, volunteers then supported clients to transition to a community exercise programme or other local activities to help them build and maintain their social connections.

During the pilot period, over 70 referrals were received from London Ambulance Service or falls teams working with the ambulance service. A total of 31 very frail clients, the majority of which were 85+ completed the full 6 to 8 week intervention. The pilot focused on recruiting volunteers from underrepresented groups (e.g. BME backgrounds) and a total of 34 volunteers were recruited from a diverse range of backgrounds during the course

of the programme.

Brony Sloper, Deputy Director of Nursing & Quality, London Ambulance Service NHS Trust said: “We partnered with Royal Voluntary Service to test an innovative way to support what is a particularly vulnerable group. Recruiting local volunteers to support frail, often socially isolated people within their community has been extremely rewarding for everyone involved. It has highlighted the importance of working with volunteers and the role London Ambulance Service has, with its unique position of working across London, in identifying areas of need which are often hidden to the wider health and social care system. By working in a partnership like this that works across traditional, organisational boundaries, we are able to better connect communities and improve people's quality of life.”

29 year old Aldo Ferreira lives in Woolwich and juggles studying at Anglia Ruskin University in London with a part-



• Aldo Ferreira with Benjamin Defries

time job. In addition to that, he also found time to volunteer with Royal Voluntary Service for the London Ambulance Service active ageing pilot and was matched with 91 year old Benjamin Defries in Hackney. Talking about his experience Aldo says: “I'm studying Business and Healthcare Management and this volunteer role was a great way to get more hands on experience as well as get myself more involved in the community. I really enjoyed my visits with Benny. He was very interesting to talk to. While we could have spent the entire visit chatting each week, we would

always follow and complete our schedule of exercises. They seemed to help Benny and improve his mobility over the weeks I was there. It was great to be able to support Benny, not just through physical exercise but by providing him with companionship as well.”

* The Kings Fund estimates falls account for around 40 per cent of all ambulance call outs to the homes of people over 65 and are a leading cause of older people's use of hospital beds. London Ambulance Service estimates that each ‘call-out and convey to hospital’ costs the service approximately £300.

Unsung Hero Award

LAS nomination



London Ambulance Service (LAS) has been shortlisted as NHS Trust of the Year in prestigious health awards.

LAS is the only ambulance trust in the country to be nominated in this category of the Health Service Journal awards - despite more entries being submitted than ever before.

Garrett Emmerson, Chief Executive of London Ambulance Service, said: "This is a fantastic achievement which recognises the outstanding care we provide for our patients."

"It also acknowledges our vision to be a world-class ambulance service for a world-class city. Our strategy transforms the way we provide urgent and emergency care; and reduces pressures on hospitals and the NHS as a whole."

The Service, which is dealing with an increasing number of 999 calls and incidents, is aiming to dramatically cut the number of people it takes to A&E.

Anyone needing life-saving treatment will get an ambulance as a priority.

Meanwhile patients who are not critically ill may get the advice they need over the phone or may be seen and treated by an advanced paramedic - reducing unnecessary trips to hospital and often allowing people to stay at home or be referred to a local service.

London Ambulance Service has embraced digital technology, with staff using iPads so they can access patient records and hold video consultations with colleagues.

The nomination comes just months after the Care Quality Commission (CQC) rated the service 'outstanding' for patient care and 'good' overall.

The inspectors acknowledged the pressures the London Ambulance Service was facing - including dealing with terror attacks in the capital, noting crews and call takers had responded with professionalism and courage.

Mr Emmerson added: "I am proud of each and every one who works at London Ambulance Service - those on the frontline and those who work behind the scenes - to ensure Londoners receive the very best care possible."

London Ambulance Service has also been nominated - alongside London's Air Ambulance and Barts Health Trust - for the Improvement in Emergency and Urgent Care award. This award recognises the work of the Physician Response Unit which aims to 'take the emergency department to the patient.'

An Essex paramedic is officially 'marvellous after taking home an award at NHS ceremony.

The Mid Essex Clinical Commissioning group's "Marvels of Mid" ceremony was held in Chelmsford on Thursday 27th September and Senior Paramedic Esther Shawe was presented with the Unsung Hero award in recognition of her incredible extracurricular work.

Esther is often found working in and around her

community, giving free blood pressure checks in the town centre, organising Cub Scout and Brownie visits to the station, as well as working with the deaf community.

Sandra Chick, General Manager, said: "We're so proud of the work Esther puts in. Her dedication not only shines through when she's with her patients, but when she's helping the community as well. It's inspirational watching her do this, because she does genuinely show care."

Esther said: "I'm honestly over the moon! I don't do this stuff for the recognition, just to help people. I'm so proud of what I do and want to share the work we do with everyone, and help where I can."

Do you know anyone like Esther that deserves a mention? Let us know by emailing your stories in on info@ambulance-life.co.uk

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New ambulances hit the road

South East Coast Ambulance Service NHS Foundation Trust (SECamb) will be rolling out dozens of new ambulances and vehicles over the next 12 months.

A total of 101 new ambulances will hit the roads with the first 42 replacement vehicles having been rolling out since July at the rate of three or four each week. This stage of the roll out is expected to have been completed by October with the Mercedes box-style ambulances replacing the Trust's oldest vehicles.

The remainder are due to arrive with the Trust in January and will become operational in the final quarter of this financial year and in the first quarter of

2019/20.

SECamb is also in the process of trialling 16 Fiat van conversion ambulances in Ashford, Kent, Polegate, East Sussex and Chertsey in Surrey.

In addition, and to further support the introduction of new ambulance performance targets, introduced by SECamb in November 2017, the Trust has also purchased 30 second-hand Fiat ambulances, which are being specially converted to attend more non life-threatening calls. Carrying

slightly different equipment, the vehicles are currently being converted and are expected to become fully operational before Christmas.

The Trust has also committed to further investment next year with another 50 emergency ambulances due to be purchased. It also hopes to replace a number of its cars with four-wheel-drive vehicles which can carry larger loads and offer better storage solutions.

SECamb's Head of Fleet and Logistics John Griffiths said: "The delivery of these vehicles is thanks to our new fleet strategy in which we commit to a regular

vehicle replacement program. It's not only good news for our staff but, of course, patients.

"I'm really pleased we're able to purchase these new vehicles. Replacing older vehicles make sense financially. When we looked into the running costs of our fleet, we established that it was costing approximately an extra eight pence per mile for every year of a vehicle's life. That really adds up when you consider our vehicles cover some 15 million miles each year between them.

"I'm looking forward to taking receipt of each and every new vehicle and I know that this investment will be very much welcomed by our staff."



Cartwright Group expansion

One of the UK's leading trailer, commercial vehicle body and conversion manufacturers, the Cartwright Group, has announced the acquisition of a 26 acre site in North Lincolnshire to create a new flagship base for Cartwright Conversions Ltd.

Led by Group MD Mark Cartwright, as part of its continued UK expansion programme, Cartwright Group intends to relocate Cartwright Conversions to the new site at Belton, and expects to increase the number of jobs from 72 to around 250 over the next 18 months.

Cartwright Conversions was launched in 2016, and, going from strength to strength under Commercial and Operations Director Steve Shaw and his

team, the business produces a wide range of specialised vehicles including ambulances, mobility, welfare, police and security vehicles for a range of clients, including the NHS, UK police forces and highways maintenance companies.

To support the continued success and growth of Cartwright Conversions, Mark Cartwright approved this major investment to purchase the former Belton Brickworks and adjoining land to create a

flagship base and relocate the Cartwright Conversions business to the new premises.

A planning application for the demolition, redevelopment, and extension of the site has been submitted and, subject to planning, Cartwright Group will commence work on site later this year with the aim of Cartwright Conversions being fully operational in the new facility in spring 2019.

Eden Planning Director Donna Barber, advising Cartwright Group on the planning and development of the site explains "the Belton location is perfect, with good access to the motorway it enables Cartwright



• Proposed plans for the premises at Belton.

Conversions to stay in the area, easily relocate its skilled employees and provide room for future growth.

Emergency vehicle saving more lives

The Red Cross has welcomed a new Land Rover Discovery into its emergency response fleet. This comes 64 years after Land Rover first donated a vehicle to the Red Cross and the partnership is still helping vulnerable people all over the world facing the challenges of today*.

The bespoke vehicle will provide eyes in the sky via a special drone and all-terrain wheels on the ground, as an emergency response vehicle with the Austrian Red Cross search and rescue operations.

The specially designed and engineered Discovery features:

- state of the art communications equipment
- an advanced eight rotor drone - a long range thermal imaging camera fitted to the drone is capable of spotting a person from 440m and can identify a vehicle almost 1,000m away
- video feeds which track objects through providing precise co-ordinates
- four radio antennae
- 360-degree lighting

The Discovery vehicle will operate as a mobile command

and communication centre for emergencies from which the Austrian Red Cross experts can direct rescue operations. It also allows emergency crews to reach remote disaster zones quickly in all conditions, and provide instant updates to improve response times and co-ordinate emergency planning. The vehicle will be based in Vienna at the Austrian Red Cross training centre in Erzberg, in the mountainous Eisenerz mining area.

The Austrian Red Cross has about 75,000 volunteers and provides 24/7 emergency medical and rescue services nationwide.

As Austria is a mountainous region, there are many tourists and locals enjoying the outdoors every day. As a result, every year there are hundreds of search and rescue operations, where people go missing

outside of towns. In those cases, the Austrian Red Cross has previously been completely dependent on rescue dogs, which are regularly on alert.

Now, the Land Rover Discovery Emergency Response Vehicle will help the canine volunteers to give them support from above.

Gerry Foitik, member of the managing board of the Austrian Red Cross said: "After months of collaboration, we're now excited to use the Land Rover vehicle in emergencies. This will make disaster response in hazardous environments safer, quicker and more efficient."

This Emergency Response Vehicle is just one example of the increasingly collaborative nature of what is now a multi-million pound strategic global partnership.

At the start of the millennium, the donation and loan of vehicles had become just one facet of a growing relationship between Land Rover and the International Federation of Red Cross and Red Crescent Societies. In 2007 it



• Red Cross welcomes a new Land Rover Discovery

moved to a formal footing with the first phase of the strategic partnership, and since then, Land Rover has supported projects in nearly 30 countries on four continents from Austria and Australia to Uganda and the UK.

The partnership is also exploring ways of innovating, sharing skills and adding value

to the IFRC's core business of emergency response. This often means Land Rover's staff working or volunteering at projects. In Spain, staff have been teaching the basics of mechanics to people who are unemployed, while in Italy, Land Rover volunteers visit the streets of Milan and Rome to hand out food and drink to the homeless.

**Land Rover's close relationship with the International Federation of Red Cross and Red Crescent Societies (IFRC) began, with the donation of a vehicle to be used as a mobile dispensary in the deserts of Dubai in 1954. Since then, Land Rover has donated more than 120 vehicles to the IFRC, helping the organisation reach more vulnerable communities across the globe.*

End of Life Care

A specialist service which aims to ensure the wishes of terminally ill patients in the North East are respected, was officially launched on 24 September.

The partnership between Macmillan Cancer Support and North East Ambulance Service NHS Foundation Trust (NEAS), which is believed to be the first of its kind across the North, aims to address problems which have been highlighted across the UK around the quality of care and support for patients at the end of their lives.

Macmillan has invested £350,000 funding over a three-year period, to enable NEAS to recruit three new roles: a Macmillan nurse facilitator, a Macmillan engagement officer and an admin support role for the new Macmillan Supportive, Palliative and End of Life Service.

Working from within the Emergency Operations Centre at NEAS, the dedicated Macmillan team will be tasked with equipping ambulance staff with the specialist skills necessary to support terminally ill patients, and the people around them, whether that be on an emergency 999 call, a NHS111 call or as part of a scheduled ambulance transport service.

They will also work with other healthcare and social care providers throughout the North East to ensure patients' care plans are fed into the system so their wishes can be respected throughout the process.

As well as providing better patient care, it is hoped this service will mean more patients can continue to be cared for at home and prevent unnecessary admissions to hospital.

The new service expands on the work already undertaken to improve end of life services for North East patients, which has included a successful end of life transport scheme, which allows healthcare professionals to arrange transportation for patients to be able to die in a place of their choosing.

Stuart Holliday, clinical services manager at NEAS, said: "We have an ambition to deliver first class care to palliative and end of life patients and recognise the crucial part we can play in enabling people to achieve what they would consider a good death, especially in times of crisis and uncertainty."

"Although many patients at the end of their lives do not wish to die in hospital, in a time of crisis they may end up calling 999 and NHS111. Currently, they are likely to receive an ambulance due to the complexities of their conditions, which will usually result in them attending an emergency department. By introducing palliative care expertise into our service we will be able to offer a more appropriate responsive service within the community to better meet patients' needs and wishes."

Sarah Turnbull, who has taken up the post of Macmillan nurse facilitator, having worked as a Macmillan nurse within the community for nearly 10 years, said: "A good death doesn't just affect the person who is at the end of their life; it has a lasting impact on their loved ones. We only have one chance to get it right."

"Our team is incredibly passionate about end of life and palliative care and we hope that by being part of this new service we can make a real difference to the lives we touch across the North East. We know that just by something as seemingly simple as ensuring details are up to date can make all the difference and have already starting to make links with providers across the North East to ensure we have accurate and up to

date information on our systems.

"We'll also be looking at providing additional training for NEAS staff on the frontline in the community and within our Emergency Operations Centre to ensure they feel equipped to provide the best support possible to these types of patients."

Money from Macmillan used to fund the new staff at the North East Ambulance Service has been raised thanks to donations from the public.



• Pictured, left to right, Chloe Ince (Macmillan admin support), Sarah Turnbull (Macmillan nurse facilitator), Tina Thompson (Macmillan partnership manager in the North East), Stuart Holliday (NEAS clinical services manager), Paul Galloway (Macmillan engagement officer), and Sue Tucker (strategic head of the Emergency Operations Centre at NEAS)



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Stroke initiative

Patients who have had a suspected stroke can now be assessed by a specialist consultant in the comfort of their own home thanks to the first-of-its-kind pilot using technology to improve care. It utilises software already well-established in the eastern region, and which has been used to support the out of hours stroke telemedicine service for the past eight years.

Specially-trained paramedics from EEAST will use a secure video conferencing app to liaise with an expert stroke consultant from Ipswich Hospital in cases where a diagnosis is not clear. The consultant can then see the patient, ask them and those with them questions about their history and symptoms, and discuss the case with the paramedic before deciding whether they need to come to hospital or can receive more appropriate care elsewhere, such as their GP surgery.

If the consultant does feel the patient has had a stroke, they

can arrange for the ambulance crew to bypass A&E and head straight to the specialist stroke unit at hospital. It means patients can have specialist tests and scans immediately and treatment can begin sooner.

Daimon Wheddon, an area clinical lead with EEAST, said: "Stroke is the second biggest cause of death worldwide and affects around one in every six people in the UK. When it is clear that the patient has had a stroke, ambulance staff will get them to hospital as quickly as possible so that they can get access to the right treatment

to help minimise any long-term damage or disability.

"However, our crews often attend calls where the diagnosis is not as certain. The patient may have had a mini stroke, or may be suffering with a condition which mimics stroke symptoms, such as a migraine which can cause blurred vision and speech impairment.

"This important pilot will allow our crews to gain expert advice from hospital consultants in any cases where there is a doubt so that they can decide on the best treatment for that individual, in turn improving both their outcome and experience of receiving care."

The pilot project, funded with a £5,000 bursary from the Eastern Academic Health Science Network, will run during



• New pilot team for EEAST

the day for around three months or until it helps 50 patients, after which its feasibility and effectiveness will be evaluated.

Dr Rahman Chowdhury, Stroke Consultant at Ipswich Hospital, added: "We are delighted to be

working with our partners on this important project, which uses technology to improve care by taking the stroke clinic into a patient's living room.

"It will make sure that every patient receives the right

treatment in the right setting to meet their needs, while ensuring that only those people who really need hospital care are brought onto our wards."

The pilot will run across Ipswich and east Suffolk.

VITAL EXPANSION

NWAS elearning PROJECT

An innovative scheme which sees the East of England Ambulance Service Trust (EEAST) and healthcare partners in Great Yarmouth and Waveney keep patients at home following a 999 call is expanding to operate seven days a week.

The expansion will allow crews to help even more patients by putting the right help and support in place so that they can

remain at home rather than be taken to an acute hospital.

During a seven-month trial, the Early Intervention Vehicle

(EIV) attended 256 people who had suffered falls, 51 went to category 1 calls and gave advice and guidance to other crews on 158 occasions.

Less than a quarter had to be taken to hospital following a visit from the EIV, compared with three in every four treated

by an ambulance crew. As a result, the EIV is estimated to have saved 370 ambulance attendances; 285 conveyances to hospital, 255 emergency department attendances, 78 unplanned admissions to an acute hospital and 708 bed days.

The North West Ambulance Service (NWAS) has appointed Manchester-based DTS to develop a new, first of its kind eLearning project designed to slash waiting times and save lives.

Currently as many as one in four patients who need hospital treatment - more than a million people each year - undergo a "hidden wait" beyond the current 8-minute target because the vehicle dispatched cannot transport them there.

The learning project puts emergency operation centre dispatchers in the driving seat of high-pressure, high-risk situations via interactive video simulations. Using DTS's cutting-edge Near-Life technology, the online scenario-based course supports control room operations by improving

decision-making skills.

NHS England last year announced its recommendations for changes to the ambulance service operating model and associated standards, developed through the Ambulance Response Programme (ARP).

The learner plays the role of a new dispatcher who is presented with real-time decisions, where they have to make choices about how to respond. The focus is on making learners confident to make the best allocation decisions for patients in accordance with the ARP.

The scenario was built around

learning objectives and realistic events defined by a NWAS steering group, while sequences were all filmed within a real NWAS operations centre for authenticity. Using both professional actors and NWAS staff, the 'game player' must make decisions under time-pressure with the branching narrative unfolding according to choices made.

James Masterman Senior Education Manager for Learning Quality at the NWAS has led the project and can already see a wider application in the future. He said: "We hope that this tailored approach to education will ensure staff are prepared to effectively consolidate their knowledge

of the new programme. The choices dispatchers have to make can be life or death and the Near-Life digital learning style will help provide a safe but realistic means of understanding best practice: helping learners to deliver the right care, at the right time, to the right place, every time."

Mike Todd, Director of DTS, believes that there is huge potential for the emergency services in using this decision-based approach. He said: "We're really excited to be working with NWAS and believe this approach can add real value across the country and ultimately help to save lives."

LAS POLL



Almost nine in ten Londoners said they had confidence in the London Ambulance Service

A poll of Londoners released last month has shown that the vast majority of those living in the capital have confidence in London Ambulance Service (LAS) and believe staff are doing an excellent job.

The London Assembly Health Committee has been talking to Londoners about their views of the London Ambulance Service - what they think LAS main priorities should be and the challenges LAS face.

The results of the Committee's survey released in September show that almost nine in ten Londoners said they had confidence in the service and care.

There was widespread support for staff in the responses, who were seen as doing an

excellent job in often challenging circumstances. Paramedics in particular are recognised as highly trained.

However the survey also highlighted some misunderstandings about what the ambulance service should be used for, and lack of awareness of alternative healthcare options.

Despite over 90 per cent of respondents saying that ambulance services should only be used in emergencies, 72 per cent believed that people use the

ambulance service when they don't need to.

Londoners reported that they have a high degree of confidence in their own knowledge of when to call an ambulance, but 23 per cent of 18-24 year-olds stated they would call an ambulance because they couldn't get an urgent GP appointment. For over 65s this was six per cent.

The survey also found that more than half of 18-24 year-olds would call an ambulance in a non-emergency situation because they have no other way to get someone to hospital.

Nearly one in five of those responding in the survey were not

aware of the NHS 111 service, the free number to call when you have an urgent healthcare need which isn't a life threatening situation.

London Ambulance Service Chief Executive Garrett Emmerson said: "The latest poll of Londoners shows we need to remind people, of all ages to use us wisely and only call 999 in a genuine emergency.

"We are delighted that the survey shows that the overwhelming majority of Londoners have confidence in us and think our staff do an excellent job. It's fantastic their dedication and hard work - which we see every day - has received this recognition from the public."

A LIFELINE FOR WATER RESCUERS



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:
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Ten per cent increase in visitors to The Emergency Services Show

The UK's largest event for the emergency services, The Emergency Services Show (#ESS2018), has reported record growth in attendance for 2018. The free-to-visit event took place at the NEC, Birmingham on 19 and 20 September and attracted a total of 8,348 visitors and buyers, representing a record ten per cent increase on its previous highest attendance in 2017.

"The Emergency Services Show continues to grow because no other event in the UK offers paramedics the same opportunities to see and try all the latest equipment, learn new techniques and best practice and interact with colleagues from across the entire emergency services community," said David Brown, Event Director for The Emergency Services Show.

Over 2,500 of the show's visitors attended the programme of 90 CPD seminars running in four theatres. Among the most popular sessions were: Opioids and Fentanyl: Preventing Occupational Exposure to New Threats in the Lessons Learnt theatre and All-new 21st Century Ambulance in the Technology theatre. British Red Cross led a busy session in the Collaboration Theatre on harnessing the power of the voluntary sector and community groups during a crisis, drawing on its experience from attending major incidents such as Grenfell. The Health and Wellbeing Theatre generated a lot of interest again this year with noteworthy seminars including Mind Blue Light's Better Mental Health in the

Emergency Services, as well as sessions on Post Traumatic Stress Disorder.

Another popular draw were the College of Paramedics 30-minute CPD workshops which covered a range of topics including paramedic prescribing, caring for victims of rape and sexual assault and emergency surgical airway procedures. Over 675 visitors attended the workshops and the College recruited over 30 new members throughout the course of The Show.

Cipher Medical Consultancy also offered free CPD sessions, covering traumatic cardiac arrest and stab wounds and ran resuscitative thoracotomy demonstrations using "sim bodies" which drew large crowds. "By focusing on education, we have given delegates something they can take away and reflect on for their continued professional development. The Emergency Services Show is about multi-agency professionals getting together, collaborating, communicating and also a good opportunity for continued professional development," said Andy Thomas, Managing Director, Cipher Medical Consultancy.



Other popular features for ambulance visitors were the Stryker "Pit Crew" demonstrations and the Zoll EMS Challenge with four interactive stations allowing participants to experience its latest technologies first-hand. Visitors commented on the value they got from a day at the show in terms of product knowledge, learning and networking, while exhibitors remarked on the volume of traffic to their stands, and the quality of the visitors.

Ciora Dillon, Senior First Aid Trainer, ABC First Response described The Show as: "Emergency care heaven! Paradise! There is every single emergency situation covered, everything under one roof."

"This is the eleventh show we have done and probably the best we have ever had in terms of the quality of the customers - and the interest has been absolutely phenomenal," said Julian Williams, Strategic Business Development Director, Steroplast Healthcare.

"The last few days have been really successful with a lot of new potential clients who have come over to assess the simulation software. I highly recommend coming here because there are a lot of new innovative things out there. Virtual Reality is taking up a massive part of the industry. The new technology that is coming out for fire and rescue services, police and ambulance in terms of trauma care and firefighting, training and operational stuff is getting really big now. It really shows you how the industry is developing," said Craig Rayner, Sales Consultant UK & Ireland, XVR Simulation.

"It is a really good place to meet like-minded people working in a similar service as yourself, and in the interests of JESIP you get to meet ambulance and police and there is a lot of common ground to talk about," said David Robertson, Crew Commander, West Midlands Fire Service which hosted an Extrication and First Aid & Trauma Challenge live on the exhibition floor on both days of The Show.

"I have to say that this year has been exceptional. The number of people coming past the stand, the right sort of people for us to talk to has just been remarkable. We've had a superb show. It is a real working environment and a superb forum for recognising that you are part of something much bigger," said Jon Hall, Managing Director, Resilience Advisors Network.

Resilience Advisor Rut Erdelyi, who presented an excellent session on psychological support for call handlers in the International Collaboration Forum, thanked The Emergency Services Show on Twitter saying: "You have created a truly unique platform where the helpers, doers and solution-creators meet to make sure there is a safer future for all."

The indoor and outdoor exhibition featured over 450 exhibiting companies including leading names in vehicles and fleet, communications, technology, medical equipment and supplies, first response, protective clothing and uniforms, vehicle equipment, training, community safety and station facilities. Ambulance Parts, Haemoconcepts, Medisol BV, Siemens Healthcare, Vermed, the UK Sepsis Trust, the British Burn Association (BBA) and British Ambulance Association were among the many companies and organisations exhibiting at the Show for the first

time, ensuring there was plenty new to discover for regular visitors. New launches from Excelerate Technology, Primetech, PCE and many others demonstrated the exciting future role for connected vehicles among the emergency services, while WAS introduced an all-electric concept ambulance that enables a paramedic to wear a seatbelt while treating.

In The Collaboration Zone North East Ambulance Service, South Central Ambulance Service, South East Coast Ambulance Service, South Western Ambulance Service and West Midlands Ambulance Service reached out to new recruits, highlighting the career opportunities available within their respective Services.

The Emergency Services Show returns to Hall 5 at the NEC, Birmingham on 18-19 September 2019.

www.emergencyuk.com

The organisers have already received record interest and reservations of stands for next year's event. Companies and organisations wanting to book a stand at The Emergency Services Show 2019 should contact: David Brown, Carol Fox or James Ryan on Tel: 01737 824010 or email:

davidbrown@brodenmedia.com ;
carolfox@brodenmedia.com or
jamesryan@brodenmedia.com

The London Cardiac Arrest Symposium returns



2018 will see the return of the London Cardiac Arrest Symposium, taking place on the 11th December 2018 at The Royal Geographical Society, London.

The symposium, supported by ZOLL Medical, will bring together an internationally renowned faculty of experts in the field of cardiac arrest management to address key questions concerning this most critical of medical emergencies.

There is great speaker line-up

confirmed, covering a wide range of 'hot topics', including 'Airway managements in cardiac arrest', 'New techniques in CPR' and 'Targeted temperature management' to name just a few. Book your place today to ensure you are part of this great event.



To book your place, see the full programme and view presentations from previous events, please visit www.londoncardiacarrestsymposium.com



Special offer on the new Oxylog VE300



Dräger UK & Ireland is offering customers an opportunity to purchase an additional Oxylog VE300 at half price with every Oxylog VE300 order placed before 31st October 2018*.

The Oxylog series from Dräger has been providing customers with trusted emergency and transport ventilation since 1978. Developed over the years, the Oxylog range has become

synonymous with expert ventilation in life-threatening situations.

If there is a life to save, time is at a premium. The Oxylog VE300 follows a simple and clear philosophy of operation, e.g. it consists of an intuitive input screen and a touchscreen that can be turned 180°. The ventilator weighs only 3.6 kg and is designed ergonomically, with a large handle. It allows the

first responder to comfortably transport the device with the breathing gas cylinder and to easily place it next to the patient. The Oxylog VE300 works in environments with a temperature ranging from minus 20°Celsius to plus 50°Celsius and can be operated for up to nine hours straight.

Ventilation in almost any emergency

Whether invasive, non-invasive or spontaneous: First responders can provide emergency patients with volume-controlled ventilation or support their lung function using CPAP ventilation. The optional capnometry function measures the CO₂ level in the exhaled air during ventilation. Furthermore, the Oxylog VE300 offers a CPR (cardiopulmonary resuscitation) function to also allow ventilation of patients during resuscitation. The ventilation data can be transferred using the USB or



Bluetooth interface and can therefore be documented when the patient is transferred to the hospital team.

Launched in 2017, the Oxylog VE300 is the latest device in the product family and has been specially designed to meet the challenges of the emergency services. The straightforward and user-friendly interface,

combined with robustness and intuitive operation makes this the ideal choice for first responders.

About the offer

For a limited time only,

Dräger is offering UK & Ireland customers a buy one, get one half price offer on Oxylog VE300 orders placed before 31st October 2018*.

***Terms & Conditions apply.**

• To take advantage of this special offer email: med-marketing.uk@draeger.com and quote offer code ALVE30018.



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**OFFER ENDS
31ST OCTOBER**

#ELKChallenge raises the competitive spirit at the Emergency Services Show

Mangar Health exhibited at the Emergency Services Show in Birmingham last month, where they put paramedics, CFRs and firefighters alike to the ultimate speed test, the #ELKChallenge.

The #ELKChallenge involved setting up the ELK Emergency Lifting Cushion ready for inflation in the quickest time. This included un-rolling the lifting device, plugging in the cables into the ELK and the Airflo 24 compressor and finally pressing

the 'on' button.

Andrew Macphail, Commercial Director from Mangar Health explained; "It's been great to see paramedics who know our lifting products inside out because of using them every day; race to try and get the quickest set-up time."

It was Joanne Hodgkinson, a paramedic from West Midlands Ambulance Service who won the #ELKChallenge with the fastest time of 0.14.06 seconds.

Andrew continued; "Big congratulations to Joanne for winning the challenge! I've been demonstrating the ELK day in and day out for years and I couldn't get a time that quick.

It just goes to show how frequently our ELK Lifting Cushions are being used because you wouldn't be able to get fast times like these unless you knew our product."

The ELK Emergency Lifting Cushion is used by Ambulance Trusts across the UK. The lifting device can lift a faller weighing up to 70 stone and minimises the moving and handling risk to emergency services personnel.



Box Body launch from O&H Vehicle Conversions

The innovative box is flexible in its design, so it can be mounted onto the vehicle chassis of the Ambulance Trust's choice. This provides customers with even more flexibility when choosing a vehicle.

The body is constructed of light-weight aluminium, so it contributes to increased fuel-efficiency and a lowered carbon footprint. The width of the box is minimized to ensure exceptional vehicle handling even when road space is limited.

Bespoke control system

Electrical engineers have designed a unique control system within the vehicle that is bespoke to O&H. The modern design enables the system to be applied to any interior specification and be flexible to interfacing with different manufacturers' base vehicle.

Cost efficient

This new design reduces the electrical conversion time spent on a vehicle which in turn leads to an overall reduced conversion time. The modern system dimensions have reduced, lowering the cost of materials, this saving is then passed on to the customer.

The control unit powers various functions within the vehicle including the blue lights, sirens, warning buzzers and communications channels.

Alongside the updated unit design, there are also many space-saving features within the vehicle including smaller wheel boxes which means less intrusion into the rear space and the lightweight cupboards do not add unnecessary bulk.



7

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SECAmb appointment Recognition for reducing A&E visits



• **Michael Whitehouse appointed as a new independent Non-Executive Director.**

South East Coast Ambulance Service NHS Foundation Trust (SECAmb) is pleased to announce the appointment of a new independent Non-Executive Director.

Michael Whitehouse, who lives in Surrey, was appointed by the Trust's Council of Governors and will join SECAmb for a three-year term in office commencing 24 October.

As a qualified accountant, Michael replaces Graham Colbert's skill set as he steps down from his role as a non-executive director and most recently the Trust's Interim Chair.

Also stepping down this month is

fellow non-executive director, Tim Howe, who has served the Trust since 2010. Tim's replacement on the board is Laurie McMahon who was appointed earlier this year.

Michael brings with him a wealth of experience of audit and financial oversight across the public sector. Until 2017 he was Chief Operating Officer of the National Audit Office.

Michael has also been responsible for a number of evidence-based reports to Parliament related to the health sector, including on the financial performance and sustainability of the NHS, hospital-acquired infection, dementia, end-of-life care and autism.



• **Queen's Medal ceremony 2018**

Six employees at North East Ambulance Service (NEAS) have received The Queen's Medal, the highest recognition for frontline emergency care employees, at an awards ceremony.

Recipients of the Queen's Medal have been in front line emergency care services for more than 20 years, or seven years in frontline emergency care and 13 years in emergency care management. The employees have also demonstrated

good conduct throughout their career.

Her Majesty's representative the Lord-Lieutenant of Tyne & Wear, Mrs Susan Margaret Winfield OBE DL presented The Queen's Medal to the six frontline employees.

The Queen's Medal, which was issued under Royal Warrant in July 1995 was awarded to frontline respondents Martin Fletcher, Steve Roebuck, David Vaughan, Michael Vockings, Jane Wade and Mark Wells

who have a combined service of over 100 years for the organisation.

Chief Executive, Yvonne Ormston said: "I am extremely proud of all of the long serving employees at the Trust and have huge respect for all who have received this award. On behalf of myself and all at the Trust, we thank them for doing the job they do. Our employees aim to make a difference day in and day out and The Queen's Medal awards show they do just that."

MARATHON NUMBER THREE

Joy Weldin a General Manager for EMAS Patient Transport Service is bravely taking on her third marathon this month to raise money for a cancer charity.

Joy, will take on the Bournemouth Marathon on 7 October, just when this issue of Ambulance Life was running off the press!

Joy is aiming to raise as much as possible for MacMillan Cancer Care.

This will be the third marathon Joy has undertaken - and she is determined to complete it in less than four-and-a-half hours.

Joy said: "I'm really looking forward to the marathon. The feeling you get when you finish is awesome."

"It's been challenging balancing training, a full-time job and a family, but it'll all be worth it."

Joy's seven-year-old daughter Eva will also be running the children's



race ahead of the main marathon on the day.

Through her last two marathons in Chesterfield and Nottingham, Joy has raised a total of £1,600 for

cancer charities, and she hopes to raise even more for charity this year.

Anyone who would like to donate post event can do so by visiting her Justgiving page.

A scheme to reduce unnecessary visits to A&E has been shortlisted for a HSJ Award.

North West Ambulance Service (NWAS) NHS Trust has joined colleagues from Rochdale Care Organisation, part of The Northern Care Alliance NHS Group, to operate a specialist resource in Heywood, Middleton and Rochdale to identify and attend patients who could possibly benefit from alternative care in the community as opposed to an unnecessary trip to A&E.

After huge success, the Heywood Middleton and Rochdale Emergency Assessment and Treatment Team (HEATT) has now been

shortlisted to receive a HSJ Award in the category of 'Improvement in Emergency and Urgent Care'.

Made up of an NWAS clinician and a nurse practitioner from Heywood, Middleton and Rochdale (HMR) Community Services, the team is able to triage and visit patients from existing 999 calls who are not in an immediately life-threatening condition and may benefit more from alternative help to an emergency ambulance.

The team attended almost 1,000 patients last year, 90% of which were able to receive alternative care to A&E. The scheme has now been expanded from five days a week to 12 hours a day,

seven days a week.

Marie Gamlin, Operations Manager for NWAS, said: "This partnership has been a real success and has meant that patients are able to receive the care that they need in the comfort of their own home rather than making an unnecessary trip to A&E, something which can have a huge impact on the health of vulnerable patients."

"It also means that ambulances can be kept free to attend immediately life-threatening patients."

"Being recognised by the HSJ is a huge honour and we're really excited to be able represent NWAS through this excellent local scheme."

Cycling for charity



• **Rob Sanderson and Tim Daniels on their Caen to Cannes Cycle Challenge. Photo credit The Cycle Gym**

Tim Daniels, who was rescued after a cycling accident by Hampshire and Isle of Wight Air Ambulance (HIOWAA) in August 2013, and his old Winchester Rugby Football Club (RFC) friend, Rob Sanderson, have raised over £40,000 for HIOWAA and MND Association.

As his way of saying 'thank you', Tim joined forces with his old Winchester RFC friend to take on the epic challenge of cycling 700 miles from Caen to Cannes, France in eight days. The duo set themselves the ambitious target of raising £40,000, to be split equally between HIOWAA and MND.

They set off across the channel on Saturday 18th August and eight gruelling days later, they had completed the cycle challenge; five years to the day since Tim's accident and with £20,000 raised for both charities.

Tim said: "The Caen to Cannes challenge was an

important milestone for both Robbie and me. It was the hardest challenge of my life, but also one of the best experiences. We had plenty of highs, lows and emotional moments, culminating at the finish in Cannes where my wife and family were waiting!"

Not wanting to stop there, and eager to reach their ambitious target, the group also arranged a Charity Ball and auction, which took place on Saturday 15th September at the Holiday Inn, Winchester.

With donations still coming

in, the team believe they could hit a combined total of £45,000, to be split between the two charities.

Amongst those in attendance at the event was HIOWAA CEO Alex Lochrane, who said: "The effort that Tim and Rob have put into raising funds for HIOWAA and MND is phenomenal. Not only will the money raised make a huge difference to our charity, but the awareness they have generated is priceless. Thank you to all involved."

Not content with finishing his fundraising just yet, Tim will be hosting a lunch, in support of HIOWAA, at Winchester Rugby Club in January, prior to one of the 1st XV home games.

• **To support Tim and Rob**
<https://uk.virginmoneygiving.com/CaentoCannes>

Lifesaving thanks

ASomerset grandfather has thanked a South Western Ambulance Service NHS Foundation Trust (SWASFT) paramedic team who saved his life when he had a cardiac arrest.

Denis Ward, 68, was walking his dog with his wife, Yvonne, on the Quantock Hills in October 2017 when he collapsed suddenly and stopped breathing.

Three bystanders took crucial action to keep him alive - by calling 999, and doing chest compressions for almost half an hour.

SWASFT crews managed to

restart Denis' heart, and he since made a fantastic recovery.

The former Royal Air Force Flight Sergeant and his family made a special appearance at Taunton Ambulance Station's Open Day recently to thank the crews in person.

Denis said: "I can't thank everyone enough for what they did for me. No words can

express how grateful we are."

SWASFT Emergency Medical Dispatcher, Adam Greaves, who handled the 999 call, ensured the crews were able to find the remote location.

SWASFT Paramedics Jenna Mackay, George Lowe and Trudy Wood; Operations Officer, Richard Cockin, Doctor Ed Ford, and a Dorset and Somerset Air Ambulance crew all attended the incident.

The crews provided further life support, including defibrillation,

to get Denis' heart beating again.

He was taken from the woods to a car park via a SWASFT four-wheel drive vehicle. Then he was transported by land ambulance to Taunton's Musgrove Park Hospital where he was admitted to the intensive care unit.

Denis was put into an induced coma for 24 hours, and remained in hospital for two weeks. He was then transferred to Bristol for heart surgery, and is now living a normal life.



• Denis Ward with SWASFT paramedic team

Lucky 13

ABuxton resident who needed 13 shocks from a defibrillator to save his life has met the West Midlands Ambulance Service team who came to his rescue.

Anthony Openshaw, 64, suffered a sudden cardiac arrest in April while enjoying a cup of coffee at home in Buxton.

His wife, Wendy, frantically called 999 and followed the instructions given to her over the phone to perform CPR on her husband until a paramedic, an ambulance crew and an air ambulance arrived to take over.

Anthony needed 13 shocks

with a defibrillator to resuscitate him, and he was then air lifted to North Staffordshire Royal Infirmary in Stoke.

The Openshaw family have now had the chance to thank Anthony's lifesavers - 999 call handler Lesley Dudley, paramedics Louise Barlow and Karl Bexon, and technician Jessica Bate.

Anthony's daughter, Hollie,

explained that he had been complaining of heart burn during the day and her mum wanted to take him to hospital, but he wanted a coffee first.

She said: "He was standing in the kitchen having a cup of coffee when he suddenly collapsed and stopped breathing."

"He came round initially, but then he went again and mum called 999."

Anthony's heart stopped six times that afternoon, both at his house and at hospital.

Wendy, who has been married to Anthony for 16 years, said: "I really thought I was going to lose him."

"I was relieved when Jess took over CPR as my arms were killing me, but then I didn't

want to leave Anthony's side. I stayed beside him for the next 48 hours."

The bricklayer spent 19 days in hospital where he had stents fitted in his heart, but is now recovering well at home spending valuable time with his family.

Anthony said: "I've been very lucky with my health all my life, so having a heart attack happened completely out of the blue."

"It shouldn't have happened but it did, and I was very lucky with how everything turned out..."

On average, only 8% of people who have a cardiac arrest outside of hospital survive.



• Anthony Openshaw with WMAS team

Thank you

Amotorbike rider who almost died after smashing into a telecom box has praised the two paramedics who saved his life.

Michael Hallsworth was rescued when a fast-acting team from the Scottish Ambulance Service dashed to the crash site and re-inflated his lungs, enabling him to breathe.

The retired electrical supervisor spent six days in hospital after the incident, which left him with a broken shoulder blade, broken ribs and

a collapsed lung.

"When I woke up in hospital the next day, the doctors said if not for the intervention of the paramedics, I would not have survived. I was told my lung had collapsed and they had saved my life," said Michael, who lives in the Scottish Borders town of Chirnside.

Michael, 64, has spoken for the first time about the horror crash, and about the Scottish Ambulance Service team of Guy Anderson and Stuart Hogg - both based at Kelso Ambulance

Station - that saved his life.

Speaking from his home in the Borders, he said: "I was on my way to Hawick when I came past the race course at Kelso."

"That is the last thing I can actually remember but apparently just past there, I overtook a car and the car turned right into me and knocked me off. I can't remember a thing after that."

"The next thing I remember is waking up in the Intensive Care Unit the following day. When I woke up, the nurse asked me if I knew where I was. My reply to that was 'I must be in the Borders General Hospital', because of the surroundings, but I couldn't remember how I got there and that's when she told me I had

been in an accident."

Despite having no recollection of the crash, which happened on 17 July, Michael learned what happened from a police report.

Since then Michael has met the two paramedics who saved him, giving him a chance to thank the team.

Guy, one of the paramedics who came to Michael's aid, explained: "It wasn't until 24 hours later that we found out the true extent of his injuries. It was lovely to meet Michael and see he's and making a full recovery; it's always gratifying when we get thanked for what we do."

Michael added: "I can't be thankful enough, because they saved my life that day. I



• Michael Hallsworth with SAS team Guy Anderson and Stuart Hogg

have always been in awe of paramedics, anyway; I believe they do an absolutely fantastic job and don't always get the recognition they should. It's great to get the opportunity to thank them to their face."

Special delivery

Ambulance service staff have been reunited with a premature baby who was delivered successfully thanks to life-saving phone advice.

Baby Amya was delivered at home in Black Notley, Braintree, when her mother Jess Griffiths, 24, went into early labour at just 25 weeks' pregnant.

At the reunion Jess, Dean and Amya, now six months' old, had the chance to meet the 999 team from the East of England Ambulance Service NHS Trust, who brought the baby into the world.

Emergency Call Handler Tracy Brookes, based at the Trust's Emergency Operations Centre in Chelmsford, took the

999 call and orchestrated the "remarkable delivery" over the phone.

Dispatcher Paul Mann allocated the appropriate resources to the emergency call, supported by Sophie Copsey, Dispatch Team Leader, while Tracy continued to aid the parents over the telephone.

Three ambulance crews attended and delivered high-quality care to Jess and Amya before taking them safely to hospital. The staff on scene were Jennifer Davies, Bryony

Young, Wayne Gilder, Mark Sherman, Dave Weightman, alongside specialist paramedics Dan Springett and Sarah Ford.

The family visited Great Notley ambulance station to meet Mark, Sarah and Dan, who attended on the night to care for the family.

Wesley Routledge, HART Manager at Great Notley, said: "Both mum and baby are doing really well. This is a really good example of great teamwork and excellent clinical care."



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