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TRAINING AND RESEARCH COULD RESULT IN WMAS NAME CHANGE

# UNIVERSITY AMBULANCE SERVICE

**F**or over a decade, all paramedics in the West Midlands have been educated and trained at university; the Trust also undertakes world leading research with a number of universities; so it is perhaps fitting that West Midlands Ambulance Service is set to become the first ambulance University NHS Foundation Trust in the country.

In a ground breaking move, the Trust is working with the University of Wolverhampton to become the first university ambulance service. As a result, the Trust is engaging with stakeholders, patients and the public on changing the organisation's name to West Midlands Ambulance Service University NHS Foundation Trust.

Currently the Trust works closely with four universities in the education of paramedics: University of Wolverhampton; University of Worcester; Staffordshire University and

Coventry University.

The Trust also undertakes a great deal of research with a range of institutions including the University of Warwick, University of Birmingham; University of Sheffield; University of Nottingham; and Swansea University as well as other health organisations.

Trust Chairman, Sir Graham Meldrum, said: "Our work with the universities is producing tangible benefits for the Trust, our staff and ultimately benefits our patients. We are therefore planning to introduce the

title of "University" into the organisation's name.

"The Trust works in partnership with universities to further develop education, training and research opportunities that take the ambulance sector into the future. This is an exciting development and one that allows us to articulate our position in the ambulance sector going forward.

"We have a significant role to play in the education and training of our current and future workforce, contribute to the research and evidence base to develop the paramedic profession, and extend our understanding of the urgent and emergency care needs in the pre-hospital environment."

The cost of implementation is minimal. The Trust will not be rebranding its fleet or buildings except when they would have been replaced in any case. For example, to maintain its commitment to having no vehicle over five years old, about 20% of WMAS ambulances are replaced each year. Only as new vehicles are brought in would the name be changed. In addition, WMAS does not use pre-printed headed paper, so there's no cost for stationery.

If the outcome of the consultation is positive, the Trust will initially sign an agreement with the University of Wolverhampton which

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Vol 18 Issue 11

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## Ambulance returns



• Senior Paramedic Glyn Hardy and Paramedic Andrea Hardy

**S**eries four of the BAFTA-winning documentary *Ambulance* returned to BBC One in October with a focus on the work of North West Ambulance Service NHS Trust (NWAS).

Ambulance focuses on the stories behind the sirens during the service's busiest summer ever, by simultaneously showing the work of the crews on the road and staff in the control rooms who answer over 4,000 emergency calls every day.

The documentary, narrated by Christopher Eccleston, was filmed with crews based in Greater Manchester between May and July 2018. Each episode in the eight part series focuses on the work of ambulance staff and the patients they treat during one particular shift.

Episode one joins control staff and ambulance crews as they deal with 11,000 emergency calls over a busy weekend when 80,000 festival-goers descend on Manchester for the annual Parklife festival.

While the call handlers try to prioritise the calls, husband and wife paramedic crew Andrea and Glynn, based at Sharston, are sent

to a road traffic incident on a dual carriageway. With six separate people calling in to report the collision, advanced paramedic Gari and the air ambulance are also immediately dispatched.

At the scene, the victim of the crash has to be cut from his vehicle and the emergency crews need to decide whether his injuries demand that he be sent to a hospital with specialist facilities, even if it is much further away.

Salford based crew, Debbie and Shaun, are dispatched to a man who is unconscious on the street. They arrive to discover that their patient is homeless and appears to have taken a suspect substance. However, he refuses to go to hospital, even though Debbie and Shaun plead with him to go.

Gari is sent to an 85-year-old man

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# UNIVERSITY AMBULANCE SERVICE

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would include the permission to use the title university in the Trust name.

Geoff Layer, Vice Chancellor of the University of Wolverhampton, said: "We are delighted to be working with West Midlands Ambulance Service to strengthen their links with our University and the wider university network.

"Our own work will see us significantly increase the number of graduate paramedics we are training and together we plan to establish a Research & Development Hub, clinical research, major incident planning and response research and other associated training, accreditation and development.

"In the view of our Board of Governors, this memorandum is an excellent development that recognises our close working relationship with WMAS but also the very significant work that the Trust undertakes within the university field for the benefit of staff and patients alike."

WMAS Chief Executive, Anthony Marsh, said: "We now

have an opportunity to formally recognise the role we play both in the education of paramedics and research activities to advance paramedic science.

"In addition, we think that the term University in our name will convey the fact that paramedics have become a graduate profession and make it more attractive as a career to a wider range of the community.

"Most importantly, it will help our patients, our local population and stakeholders to see the vital links between health, education and research which lead to better outcomes for us all."

Trust Interim Medical Director, Dr Alison Walker added: "We already have an extensive research portfolio, participating in work that is of international significance, and we see that work developing further over time. This has included studies into the use of adrenaline in cardiac arrests; the use of pre-hospital blood products for traumatic haemorrhage; the use of continuous positive airway pressure (CPAP) in a prehospital setting for patients with acute

respiratory failure; and the use of GTN in patients with hyperacute stroke.

"The move to become a University Foundation Trust articulates, emphasises and recognises the work that we undertake with universities in this region and across the country and shows the ever greater focus on training and research."

WMAS Director of Workforce and Organisational Development, Kim Nurse, said: "We have been the leading ambulance service in the development of paramedics through a university process. Our close partnerships and collaborations mean that over the last decade, literally thousands of students have undertaken placements with the Trust as they learn their profession. Currently over 700 student paramedics are being trained with a more than 400 more entering full time study."

The Trust will also look to increase its ties with each of the other West Midlands based universities that it already works with.

## Ambulance returns

Continued from p1

who has suffered a cardiac arrest. Despite the best efforts by all the crew at the scene, they are unable to save the man's life, and Gari has to break the tragic news to the deceased's wife.

Andrea and Glynn are called to their final job of the day, a 78-year-old woman who may be suffering from sepsis. However, she refuses to go to hospital, despite Andrea's insistence that she needs to go.

Andrea said: "We knew the patient's decision wasn't a wise one and that she would more than likely be admitted to hospital later, but at least then she knew the decision was her own. Patients have every right to make decisions for themselves if they have the capacity to do so.

"We are extremely privileged and humbled that we can be a part of people's lives during such daunting times. We love our jobs and hope that comes across in the programme.

"Being filmed was fun and daunting at the same time, but we did it to help educate the public and make our families proud."

# BYSTANDER CPR RATES

**N**early a third of UK adults (30%) are not likely to perform CPR if they saw someone suffer a cardiac arrest, according to worrying new figures released to mark Restart a Heart Day, last month.

British Heart Foundation (BHF) commissioned researchers from the University of Warwick Out of Hospital Cardiac Arrest Outcome (OHCAO) Registry team, who worked with YouGov to survey over 4,000 UK adults. Participants were asked questions about their knowledge of CPR, and whether they would feel confident in performing it on someone who had had a cardiac arrest.

These figures show that lives are still being put at risk every day because not enough people know how to perform CPR.

This year Restart a Heart Day for the first time, was marked globally, as training and awareness events took place for World Restart a Heart Day.

The UK campaign, which is now in its 5th year, was launched after figures revealed that less than 1 in 10 people in Britain survive an out of hospital cardiac arrest, due to low bystander CPR rates. In countries where CPR is taught in schools, as many as 1 in 4 survive. The Westminster Government has recently announced plans to add CPR, defibrillator awareness and other lifesaving first aid skills to the national curriculum in secondary schools in England, as part of a push to save lives and improve cardiac arrest survival rates.

Commenting on these plans, Education Secretary Damian

Hinds said:

"Knowing how to save someone's life is one of the most powerful skills you can learn. That's why we plan to teach first aid as part of health education, which we intend to make compulsory in all state funded schools from 2020. I look forward to working with experts, including the British Heart Foundation, as we compile teacher materials for health education. This change will mean pupils learn how to be safe and healthy. It's never too late to learn how to be a lifesaver and I'd encourage people of all ages to learn first aid."

**Progress has been made**

Although 96% of those asked said they were likely to call an ambulance if they saw someone had collapsed and had stopped breathing, the time it takes for the emergency services to arrive can mean the difference between life and death.

Research recently presented at the European Resuscitation Council (ERC) Conference suggests that campaigns like Restart a Heart Day are having an impact, with the data showing rates of bystander CPR increased by over 10% between 2013 and 2017. Despite these positive steps forward, today's survey still shows a worrying gap in knowledge, which results in thousands of lives being put at risk.

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# NHS FUNDING SETTLEMENT

**A** new infographic published in October looks at the reality of the funding settlement that the NHS has received for the next five years, what it will mean in practice and what the NHS needs to deliver it.

The infographic "The reality behind the 2019-24 NHS funding settlement" outlines the financial challenge facing the NHS over the next five years. It warns that commissioners and providers will need to continue to make considerable efficiency savings to remain in balance.

Pressures such as stabilising waiting times, increasing staff pay and addressing population growth, ageing and chronic conditions are expected to reach as much as £31bn by 2024, far exceeding the £20.5bn pledged by the Prime Minister in June 2018.

The document also looks at why the NHS deficit has developed, despite considerable efficiency savings delivered by both providers and commissioners.

This is the first time that NHS Clinical Commissioners, NHS Providers and the NHS Confederation have come together to highlight the financial challenges faced by the system. They call for a realistic NHS plan, coupled with a funding plan for social care,

- Prioritises what the NHS can achieve within the funding available,
- Identifies what we could stop doing to remain sustainable in the future and focus on funding what works for patients,
- Sets realistic levels of efficiency savings,
- Supports collaboration by removing financial and regulatory barriers to local integration,
- Outlines support for the current and future workforce, and
- Focuses on prevention and reducing health inequalities.

James Rimmer, co-chair of NHSCC's Finance Forum and CFO of Southampton City CCG, commented: "The funding settlement announced earlier this year, whilst better than many other Government departments' settlements, it is still generally thought to fall short of everything needed to modernise and transform

the health service. On a daily basis, clinical commissioners are forced to make difficult decisions that balance the needs of the individual against those of their entire local population and this will clearly continue to be important over the next five years.

"At NHSCC we have long been calling for an honest conversation with the public, patients and clinicians about what the NHS should and can provide, and that conversation has now become even more critical to ensure we get the best value from the limited NHS pound and only spend it on what we know works best for patients. We hope this infographic, which draws on the experience of clinical commissioners, providers and health system leaders, will provide focus for the development of the NHS long-term plan."

Amber Jabbal, head of policy at NHS Providers, said: "The ten-year plan represents the best opportunity to put the NHS on a foundation which ensures it meets the needs of the future.

"The plan must be ambitious. But it must be built upon realistic assumptions about what can be

delivered with the funding increase announced. Our report on efficiency in the NHS published this week explored this in more detail.

"The funding settlement must help the health service recover performance, improve outcomes in areas such as cancer and mental health and continue to bring health and care services together in a more joined up way. There will be tough choices ahead.

"It must also confront the realities of a growing and ageing population which is living longer, but with an increasing number of long-term conditions and complex care needs. This is why the question of how we fund social care is equally as important. Without investing adequately in our social care system we risk diluting every pound invested into the NHS."

Niall Dickson, chief executive of the NHS Confederation, which represents organisations across the healthcare sector,



said: "One of the biggest dangers in the forthcoming plan is that we over promise and under deliver. We have done better than other parts of the public service but the road ahead is still strewn with tough choices.

"The government and indeed the public will want to see results from additional investment but we must be realistic about what can be achieved from a system that is already under such intense pressure."

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# URGENT CARE SUCCESS

**A** new project which aims to map out urgent care pathways across the North East was launched last month.

The Urgent Care Pathway Development Project has grown from the success of North East Ambulance Service's Paramedic Pathfinder trial, which has helped more than 2,000 patients avoid lengthy A&E delays since its launch in September 2016 by successfully referring to alternative care providers such as GPs, urgent care centres and the Recovery at Home team.

Paramedic Pathfinder trained North East Ambulance Service (NEAS) clinicians to use a ground-breaking clinical triage tool to help choose the most appropriate place for treatment and reduce avoidable admissions to hospital through emergency departments.

Now, following its success, NEAS has developed the Urgent Care Pathway Development Project to map out urgent care pathways, such as GPs, out of hours providers, minor injury

units, treatment centres and pharmacies, across more areas in the region.

Three paramedics, Iain Lawson, Sam Birchall and Emma Stanton, have joined project manager Mike Simpson, who ran the Pathfinder trial, on a one-year secondment to see the project through.

With more than 50 years' combined clinical experience, together they will run a seven-day service on a rota basis, liaising with the region's care providers and clinical commissioning groups to discuss current and new care pathways whilst also training more NEAS clinicians to use the triage tool.

Iain, who joined NEAS 19 years ago and has been a qualified paramedic for 15, said: "This innovative project will change the way we work as a service whilst providing even better care for patients and that's a really exciting opportunity to be part of."

Sam, who has been a qualified paramedic for eight years having joined NEAS 17 years ago,

added: "I was ready for a new challenge and I think this project offers just that. It can be quite frustrating for clinicians when we know there is somewhere more appropriate for a patient than the Emergency Department so being able to affect change and improve services for my colleagues as well as the patients we serve is something I'm really looking forward to."

Emma, who relocated back to her home region three years ago after qualifying as a paramedic eight years ago with another ambulance service, is currently studying a masters in urgent care with NEAS, which she hopes will complement this new project.

"The needs of patients are changing so it's vital that we change the pathways we use for patients to suit these needs," she said. "It's an exciting project to be part of and because we'll still be operational, we'll be using the pathways that we help develop whilst working closely with our colleagues to help us implement them and answer

any queries they have out on the road."

Specialist paramedic Mike Simpson, who is leading the team, said: "Ambulance services are now a key provider of urgent as well as emergency care, and our workforce, pathways and clinical support are adapting to meet these challenges. Many of the patients that call 999 for an ambulance can be managed

safely and effectively within a community or none emergency department setting.

"By building on the success of the Sunderland pilot, our aim is to offer alternative pathways to all of our operational staff and one of the key aspects of our work will be to seek feedback from them to understand the challenges they currently face in

making referrals.

"By working in partnership with new and existing care providers and commissioners, we can identify services suitable for our clinicians to make direct referrals, thereby reducing the strain on our emergency departments, whilst improving patient experience by offering more personalised care."

## Joined up buying

**T**he UK's largest public sector buying organisation, YPO, is partnering with the Yorkshire Ambulance Service and the Yorkshire and Humber Police Forces to host monthly procurement meetings with suppliers to the public sector.

YPO launched its 'Meet the Buyer' days in May 2018, inviting suppliers from across the UK to meet with YPO category buyers to discuss contract opportunities and share ideas for innovative procurement. Since its launch, YPO has met with over 100 different organisations that supply products and services in energy, ICT, food, HR, fleet, marketing, arts and crafts, facilities management, furniture and more.

YPO hosts Meet the Buyer days once a month with individual sessions lasting for around 30 minutes. A supplier uses an online booking system to specify their area of interest and the booking is then allocated to the relevant YPO category buyer.

YPO's head of procurement services Gillian Askew said: "We recognised that it was notoriously difficult for businesses to build a relationship with public sector organisations outside of the traditional bid process. Not everything is about the physical competition process of 'bidding' and although we take our regulatory responsibilities very seriously, at the very heart of the regulations is fairness, transparency and openness."

"Our Meet the Buyer days don't replace the bid process, but they do add in a communication channel that is currently missing in public sector procurement. We've had some really constructive conversations so far, covering off hot topics such as social value and by just simply listening to suppliers as they tell us about their services and ideas."

Due to high levels of interest from suppliers, YPO has now



• Gill Askew, Head of Procurement at YPO

joined forces with the Yorkshire Ambulance Service and the Yorkshire and Humber Police Forces to co-host the Meet the Buyer days and offer a wider range of procurement categories, in addition to those offered by YPO.

Yorkshire Ambulance Service's associate director of procurement and logistics, Mike Fairbotham said: "It's not always easy to do work with the public sector but working with YPO and the police procurement team's we're trying to make it easier and more accessible."

"It's essential to provide a communications 'in' for potential new market entrants, particularly small to medium

enterprises (SMEs), who can bring new concepts and innovation to the table."

Yorkshire and Humber Police Force's director of regional procurement Jo Osborne said: "This is a valuable opportunity for us to engage directly with both existing suppliers and those interested in doing business with us in the future. We're hopeful that these conversations will generate innovative proposals in our bid to achieve best value goods and services."

From the 100 organisations that have already attended Meet the Buyers, YPO has seen a good mix of suppliers ranging from large multi-nationals, SMEs and local suppliers.

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# Aberdeen opens MTC

**A** major trauma centre (MTC), which will treat the most seriously injured patients in the North of Scotland, has opened in Aberdeen.

The facility at Aberdeen Royal Infirmary is the first of four major trauma centres due to open as part of Scotland's Trauma Network.

The network will ensure that those seriously injured get the best possible care and chances of recovery, wherever their location.

Backed by £15.2m investment so far, the new Scottish Trauma Network will also include the Scottish Ambulance Service and existing trauma services.

Further facilities are due to open in Glasgow, Edinburgh and Dundee giving patients the best specialist treatment and rehabilitation.

Officially opening the Aberdeen facility, Health Secretary Jeane Freeman said: "This marks an important day in changing trauma care in Scotland for the better.

"The new centre will help our most severely injured patients and ensure patients have

the best chance of a speedy recovery from their injuries.

"On top of the £15.2 million we have invested to make the network a reality, there will be a gradual increase in funding over 5 years with an anticipated budget of £27 million by 2021/22."

Kate Burley, Associate Director of the Scottish Trauma Network, said: "The opening of this major trauma centre in Aberdeen, the first of four major trauma centres for Scotland, is an exciting milestone and highlights the ongoing work of the Scottish Trauma Network.

"The network has been working in collaboration with NHS Boards and the Scottish Ambulance Service to enhance the services for patients with life changing or life threatening injuries. For example, the introduction of a Trauma Desk within the Ambulance Control Centre to support paramedics and ensure trauma patients get the optimal care. These new ways of working will help to ensure that no matter where anyone in Scotland experiences their trauma, they have the same excellent access to trauma

care to support them and their families."

Anne-Marie Pitt, North of Scotland Trauma Network Manager, said:

"The Network approach to the management of patients who have suffered trauma is going to be especially important to Scotland's northern most Trauma Network where there are many remote and rural communities both on the mainland and the Islands. The network will enhance the effective coordination of person centred care from the many agencies spanning pre-hospital care, to the rehabilitation and recovery to expedite the individuals' return to independence and integration back into the community."

## Background

In addition to the £15.2 million, there will be a gradual increase in funding over five years with an anticipated budget of £27 million by 2021/22 which has been included in Scottish Government financial plans

The second MTC in Dundee will open on 19 November 2018, followed by Edinburgh and Glasgow by 2020/21.

# VR training for paramedics

**A** project aiming to provide vital Paramedic training through Virtual Reality (VR) has won 'The Welsh Health Gadget Hack'.

The collaboration between the University of Chester and the Welsh Ambulance Service Trust, formed during the Hack event, now aims to provide the VR training with an anytime-anywhere immersive experience for trainee Paramedics to practice their skills. The technology will enable Paramedics to both 'see' a patient in situ (at the accident scene or in the back of an ambulance) and 'feel' the sensation of needle insertions.

The team, called 'ParaVR', attended the Hack event in Wrexham recently which was organised by the Bevan Commission, AgorIP and MediWales.

Over 50 health and care professionals from Betsi Cadwaladr University Health Board, Powys Teaching Health Board and Welsh Ambulance Services NHS Trust attended the event, armed with problems they face in their day-to-day work. They then heard from academics and industry

partners who could provide the technological expertise they needed to make their solutions a reality.

ParaVR made their pitch to the judges in a 'Dragon's Den' style event where they were also able to show a VR demo of the concept. At the end of the pitches, Para VR was named as their top challenger with the judges noting the clear need for this new technology and the value of NHS-University collaboration.

Professor Nigel John leads the University of Chester's Medical Graphics Team, who are based at Thornton Science Park, together with, Research Assistant, Tom Day and Senior Lecturer, Dr Neil Vaughan who represented the University of Chester at the event.

Professor John said: "We are absolutely delighted to have won. During the networking part of the Hack, we made contact with Nigel Rees, Head of Research and Innovation at the Welsh Ambulance Service. Together with Nigel, the project idea evolved to develop skills maintenance tools for paramedics using affordable off-the-shelf VR equipment.

"In particular, we will address those life-saving procedures that are only needed to be carried out rarely such as needle cricothyroidotomy, which is an incision made through the skin and cricothyroid membrane to establish an airway during certain life-threatening situations."

"The 'Dragons' decided that our idea was the best on the day, recognising a clear need for the product. We are very grateful to the Bevan Commission, which is investing £7,500 into our project idea for further development."

Nigel Rees, Head of Research and Innovation at the Wales Ambulance Service, added: "It was great to take part in the hack and even better to be involved in the winning pitch. There is huge potential in Virtual Reality as a means of training paramedics. It is already used in the training of Surgeons and Pilots. Using established technology to make our Paramedic training not only state of the art, but easily accessible, is something I feel passionate about."

"I'm very much looking forward to working with the team at the University of Chester to make our hack idea a reality."

# Red cells & plasma on board

**I**n October London's Air Ambulance launched a landmark new study in a first for UK air ambulances and pre-hospital care in an aim to reduce deaths due to catastrophic bleeding.

The two year study will look at the effectiveness of using a new blood product in critically injured patients suffering major trauma in London. The product will consist of red blood cells and plasma, and can be given as a transfusion to patients at risk of bleeding to death before arriving at hospital.

London's Air Ambulance is known for its innovation and was the first in the UK to deliver red blood cell transfusion when it introduced "blood on board" to its aircrafts and rapid response cars in 2012. Since then there has been a reduction in prehospital mortality from 34% to 19%.

Last month's launch is a next step in the journey to deliver a "whole blood" product which is hoped will reduce this figure further. The need for this has been identified by clinicians from Barts Health NHS Trust and Queen Mary University of London who have identified approximately 100 people in London who each year suffer traumatic injuries that result in such serious bleeding that they may die before reaching hospital.

"Red cells & plasma" will specifically help this group of 100 patients as it contains essential clotting ingredients to help form stronger blood clots and replace lost blood volume. This will improve the chances of survival to hospital.



The study is collaborative between Barts Health NHS Trust, Queen Mary University of London, London's Air Ambulance and NHS Blood and Transplant. The trial is co-funded with healthcare innovation funder Barts Charity, Saracens and The Henry Surtees Foundation.

Leading the study is Dr Anne Weaver, Consultant in Pre-Hospital Care at London's Air Ambulance and Clinical Director of Trauma at The Royal London Hospital, Barts Health NHS Trust. Speaking ahead of the start of the study Dr Weaver said: "At London's Air Ambulance we always want to give the gold standard of care to patients and the introduction of the new blood product will significantly improve the chances of survival for critically injured patients with severe blood loss, allowing them the chance to arrive at hospital."

"The whole team behind the project would like to thank Barts Charity, Saracens, and The Henry Surtees Foundation for their generous support. Thanks to them, we have the potential to save more lives in London."

The product will be delivered clinically by London's Air Ambulance, the charity that delivers an advanced doctor-paramedic team to critically injured patients in the capital. The service's unique exposure to

severely injured trauma patients provides an opportunity to assess the clinical benefits of the new blood product.

Study investigator Dr Ross Davenport, Senior Lecturer in Trauma Sciences at Queen Mary University of London and consultant trauma and vascular surgeon at Barts Health NHS Trust said: "Experience from various military conflicts in the mid-20th century found whole blood to be a life-saving treatment for major bleeding but in order to meet the needs of non-bleeding patients in civilian practice, blood was separated into its various components for individualized transfusion."

"We now know patients who bleed from trauma require all components of blood and this product may offer a more effective way to stop bleeding. Further work is ongoing with NHS Blood & Transplant to develop a complete whole blood product that contains platelets - the small clotting particles in the blood that plug holes in damaged blood vessels and support the blood clot."

If successful, NHS Blood and Transplant hope to extend availability and practice across the UK to other providers, in order to deliver a clinical advantage to critically injured patients who otherwise would not survive.

# Improving patient care

**S**outh East Coast Ambulance Service NHS Foundation Trust (SECAmb) and the 22 Clinical Commissioning Groups (CCGs) that commission ambulance care across the region have welcomed plans for a major programme of work that will improve care for patients across Kent, Surrey and Sussex and North East Hampshire.

The decision follows an independent review that looked at demand for and capacity to deliver ambulance services, which was jointly commissioned by the CCGs and SECAmb.

The review, carried out by Deloitte, looked to identify the resources required by SECAmb to meet rising emergency and urgent care demand and how best to deliver the new Ambulance Response Programme standards, which have been introduced to ensure patients get the right level of care at the right time.

The review identified the need for a rolling programme of investment to help address a number of challenges and implement changes that will

improve patient care and experience.

This commitment from commissioners begins with additional investment of £10m for this financial year (2018/19), with similar levels of investment over the next two years.

The additional investment will enable SECAmb to:

- significantly increase the number of front-line ambulance staff on the road and in its Emergency Operations Centres (EOCs)
- ensure it has the right number of staff, with the right skills, to meet the changing needs of its patients
- improve its fleet, to ensure the Trust has the

right number and type of vehicles available to respond to all categories of call

A Strategic Oversight Group will oversee the implementation of a plan to enable SECAmb to meet all national performance standards, which form part of the new national Ambulance Response Programme, introduced by SECAmb in November 2017, and the additional resources, in terms of both staff and finances, needed to achieve this.

SECAmb Chief Executive Daren Mochrie said: "I am really pleased that by working closely with our commissioners over a number of months we have been able to agree and secure this vital additional funding. This is great news for our patients and staff and a positive move to ensure we are better placed to meet and tackle the demand and challenges we face in the years ahead."



# Brayden set to increase its range of award-winning manikins



**T**he Brayden range of manikins for CPR training is being enhanced to include two new models, the Brayden Junior (converter kit) and the Brayden Baby. Demand for Brayden manikins has been excellent and with the new additions to the range, this will mean the 'family' is growing.

From the initial Brayden basic CPR manikin, new and enhanced versions have been skilfully developed. Community First Responders and training organisations will be familiar with the award-winning Brayden with Lights, the first manikin to provide visual feedback on CPR performance. This manikin has received excellent reviews from medical professionals, who praise the use of intuitive lights that show if users are performing the correct CPR technique for depth, speed and release between compressions. Unlike some other manikins, it is fully compliant with both the AHA and ERC 2015 Guidelines - specifically, it is compliant with the ERC requirement to compress the chest to a depth of 5-6cms.

To add to the training value of the above, the Brayden Pro manikin was developed subsequently for group training purposes, whereby up to six manikins can be monitored at a time with a Bluetooth connection to a tablet. Real time feedback of key CPR parameters can be reviewed, analysed and exported. Students can see the results of their efforts and various training modes are provided to meet different scenarios, for example, compressions only, ventilation only. Records can be stored and easily exported via email and numeric data can be accessed easily for later analysis.

#### NEW Brayden manikins coming soon

*Brayden Junior - a cost effective 'two in one' manikin*

Demand for the Brayden range to include a junior/child is now being met with the development of the Brayden Junior.

Brayden Junior provides a converter kit that offers a simple procedure for quickly transforming the adult Brayden manikin into a junior/child manikin by changing the face and body skin and replacing the internal compression spring. Converting the adult Brayden to a Junior Brayden is quick and easy to do and offers a very effective alternative to having to keep two different types of manikins - a real 'two in one' solution for users. This also offers a saving on costs and on a practical level, offers the convenience of not having to carry around two different manikins.

#### Brayden Baby - intuitive lights help improve CPR performance

Currently under development, the Brayden Baby is designed with the help of key opinion leaders representing the ERC, other national Resuscitation councils and leading European paediatric institutions.

Brayden Baby uses advanced sensors to detect and analyse the effectiveness of CPR. Sets of inter-related LED lights illuminate to show key

performance indicators. Good quality ventilation is vital for successful resuscitation of an infant and Brayden Baby has intuitive lights to help guide the student to perform good quality ventilation.:

Lights in the chest illuminate to show correct compression depth; and blood circulation lights illuminate to represent the flow of blood from the heart to the brain, which also has a CPR quality indicating light - this only illuminates when correct compression depth, compression rate and full

chest release is performed, similar to the function in the award winning Brayden manikin.

Training and medical professionals confirm that being able to see and have immediate feedback on CPR performance, provides a tremendous boost to confidence and demonstrably helps improve technique and skill levels.

• **For more information about the Brayden range of manikins, please email:**  
[braydenfamily@welmedical.com](mailto:braydenfamily@welmedical.com)

# BRA Y DEN

## The Brayden Family of latest manikins for CPR training



#### • BRAYDEN JUNIOR (Converter Kit)

Two in one manikin -  
Easy to convert Brayden  
Adult to Junior

#### • BRAYDEN BABY

Lights show effects of CPR  
Helps improve skills  
Builds confidence

#### • Brayden Pro

Multiple student training - monitor  
six manikins at once. Provides real  
time feedback of CPR performance

#### • Brayden with Lights

Visualise the effects of CPR -  
promotes understanding and  
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# DAA CHALLENGE



• **Commando Challenge.** Photo credit Naomi Roesner, Devon Air Ambulance

**O**ver 1,000 entrants took part in the Royal Marines Commando Challenge last month, to raise funds for Devon Air Ambulance and The Royal Marines Charity.

Completing the Royal Marines' own endurance training course, something usually reserved for the Royal Marines' recruits, to earn their coveted Green Beret, led the entrants around a 5k or 10k course, experiencing the infamous obstacles such as the submersed Sheep Dip, as well as different tunnels, with gravel, mud and a stream wade.

Caroline Creer, speaking on behalf of the Royal Marines Commando Challenge said: "We were probably one of the few events taking place over the weekend that weren't too worried about the weather, as it just made the mud muddier!" She added: "Although we are

unable to say at the moment how much was raised, it was a record year, not only for entrants, but for those who were raising funds to support our two charities. Thank you to everyone who took part."

Next year's event will take place on 12 and 13 October 2019 and online entries will be available soon! You can register your interest now at [www.commandochallenge.co.uk](http://www.commandochallenge.co.uk)

# A potential game changer

**A**n App with the potential to revolutionise care in life-threatening emergencies throughout Wales, has been launched in partnership with the Welsh Ambulance Service.

GoodSAM is a pioneering app and web based platform, which alerts trained and verified Responders to nearby medical emergencies, helping to radically reduce death from life-threatening illnesses such as cardiac arrest.

Evidence shows that response time is a critical factor in cardiac arrest and being able to alert volunteer GoodSAM Responders to quickly attend nearby emergencies, in support of the Ambulance service, will help to save lives.

The highly governed GoodSAM system works by asking Welsh Ambulance Service Staff and Community First Responders, to sign up as volunteer GoodSAM Responders. From November, when a life threatening medical emergency call is received in the Welsh Ambulance Service Control Room or through the GoodSAM app, an alert is sent to up to three GoodSAM Responders who are nearest the incident asking them to attend the scene. The GoodSAM Responders are also able to determine the location of the nearest defibrillator through the GoodSAM AED Registry

The system does not replace the role of the Welsh Ambulance Service, with its own crews continuing to be dispatched and respond in the normal way.

In 2016-17, the Welsh Ambulance Service attended over 5800 cardiac arrests, where resuscitation was attempted in 2832 cases. The UK average shows less than 10% of patients survive. For both trauma and cardiac arrest, the major determinant of outcome is time to treatment, and the sooner effective Cardio Pulmonary Resuscitation (CPR) is started, the better the chance of survival. For every minute delay, a patient's chances of survival fall by 10%\*. If a defibrillator is readily available, patients are six times as likely to survive.

By facilitating rapid administration of high quality resuscitation by the community, the impact of GoodSAM is potentially game changing for cardiac arrest survival rates across Wales.

Greg Lloyd, Head of Clinical for the Welsh Ambulance Service, said: "We are delighted to be working in partnership with the GoodSAM team. It's

a well-established fact that the sooner effective CPR is started, the better the chance of survival for the patient. Getting a defibrillator to someone in cardiac arrest quickly significantly increases their chance of survival. Working with GoodSAM will give us an integrated approach to alerting our volunteer responders to a nearby cardiac arrest, where they can offer potentially life-saving help. That will, undoubtedly, be a major asset."

"It is important to stress that the GoodSAM system is an additional resource to the emergency ambulance response, and not a replacement for it. Our crews will continue to be dispatched and respond as emergency teams to reports of a patient in cardiac arrest in the way we already do."

Co-founded by Professor Mark Wilson, Neurosurgery Consultant and London Air Ambulance Doctor, and Ali Ghorbhangholi, an Electronic Engineer, Big Data and Cloud Architect, GoodSAM has, since its launch, rapidly grown into a global community operating in over 30 countries and is endorsed by the UK Resuscitation Council.

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## REMEMBRANCE



**N**orth East Ambulance Service is marking the centenary of the end of the First World War with the images of poppies on some of its vehicles to say its very own thank you to all who served and sacrificed their lives in the Great War.

Assistant director of communications and engagement at the NHS Foundation Trust, Mark Cotton explains: "This war is said to have touched the lives of families in every village and town in the country and its impact is still being felt today."

"The occasion of its centenary means a lot to people and we felt that it was appropriate to mark this occasion on some of our vehicles as an important milestone."



"Feedback has already been flooding in and our staff have said they are extremely proud to drive those vehicles."

The idea came forward from David Parkin who works in the fleet department for the Trust and was formerly in the Royal Electrical Mechanical Engineers (REME) for 22 years, serving as a staff sergeant vehicle mechanic.

He added: "With it being the 100th year anniversary, I thought it was important to show our support to the Royal British Legion and all of the service men and women and volunteers who have lost their lives through conflict. We hope that by being placed on ambulances, they should be seen by people from across our region."



# New kit for YAS docs



• Dr David Hickson and Dr Andy Pountney

A team of volunteer doctors who attend serious incidents have been kitted up with new protective clothing, thanks to funding from Yorkshire Ambulance Service Charity.

The doctors are part of the British Association for Immediate Care (BASICS) and make themselves available to respond to emergencies on behalf of Yorkshire Ambulance Service NHS Trust (YAS) at any time of the day or night.

## Vodafone connect

Last month, Vodafone UK announced that it is to provide South Central Ambulance Service (SCAS) with mobile devices and a bespoke app to improve efficiency and response times for its 1,200 Community First Responders (CFRs) and Co Responders (Police, Fire & Military) in Oxfordshire, Buckinghamshire, Berkshire and Hampshire.

The Vodafone solution includes a bespoke app and the provision of mobile devices with 4G connectivity, which can be securely managed, protecting patient information. To date, 350 mobile devices are in operation across Berkshire, Buckinghamshire, Hampshire and Oxfordshire, with a further 210 to be issued over the coming weeks.

The app, developed in partnership with CommonTime, enables simple and reliable communication between the Community First Responders and their office-based control centre - the Clinical Coordination Centre.

Community First Responders can log in and report that they are available to respond. When an incident occurs, the closest available responder will be alerted and provided with the exact location, fastest route and incident details. On arrival, they can share critical information about the incident and request additional support from the emergency services. For their safety, CFRs are tracked at all times through GPS.

Nic Morecroft, Head of Operations - Community Engagement & Training, South Central Ambulance Service NHS Foundation Trust, said: "We recognise there is a huge opportunity to improve patient care using digital technology. Our partnership with Vodafone highlights how implementing technology solutions can have an immediate and real impact on the service we offer to patients. We have already seen improved efficiencies and feedback from our first responders has been extremely positive."

Anne Sheehan, Enterprise Director from Vodafone UK said: "We are delighted to be working with the South Central Ambulance Service to help improve response times for this critical service, and ultimately patient care. We will be working together to identify other areas where we can use the power of technology to bring benefits to both Community First Responders and patients."

They work alongside ambulance crews and other emergency services to provide enhanced pre-hospital treatment to patients. Their new personal protective equipment (PPE) is fire retardant, highly visible and clearly identifies the doctors when they are on scene.

Dr David Hickson, Chairman of YAS BASICS, said: "Over 300 serious incidents are attended by our doctors in Yorkshire every year. There are, however, very limited funds allocated for this and when it became clear that new PPE was required to meet the highest standards, we were extremely grateful that Yorkshire Ambulance Service Charity offered to support us in this way.

"We have worked closely with Rig Equipment

Limited which manufactures this PPE and has supported the project by waiving some of its usual costs associated with production."

Danielle Norman, Charitable Fund Manager at Yorkshire Ambulance Service Charity, added: "The YAS BASICS doctors generously give their time and expertise to save lives across Yorkshire, so we're delighted to provide the best equipment available to keep them safe whilst helping patients."



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# LAS PROJECT

**On World Mental Health Day 2018, Carly Lynch - London Ambulance Service (LAS) Mental Health Lead - discussed the important work LAS is doing to help support mental health patients across London. Carly Lynch writes...**

**O**ver two million Londoners will experience poor mental health this year, and often a call to 999 is the first point of care for those in a mental health crisis.

In London we receive on average over 13,000 calls related to mental ill-health a month. These calls can be complex, and take time and specialist expertise to ensure people in mental ill-health receive the right care and support.

Emergency departments are not always the right place for someone experiencing a mental

health crisis, and can often be traumatising for these patients. At London Ambulance Service we are committed to ensuring we provide the right care suited to that particular patient, and directing them to alternative pathways is often a better and more appropriate option for them.

We have greatly improved the

quality and quantity of mental health training over the past few years. It's important to us that people with mental ill-health are treated compassionately with specialised care and expertise. For some people who are experiencing problems with their mental health, receiving the human caring touch can be significant in their recovery especially when they feel they are being listened to.

Since 2015 we have had



• Carly Lynch - LAS Mental Health Lead

mental health nurses working at the Service in our clinical hub in our control room. These nurses play a crucial role in risk assessment, and signposting patients to the most appropriate point of care or service in their local community.

They are also an expert clinical resource for our crews and 999 call-takers across London. They are able to share their high level understanding of some of the symptoms mental health patients are experiencing and provide advice on the best ways

they can support that patient.

It is an exciting time to be working at the London Ambulance Service, as we continue to develop our services so patients receive the right care suited to their needs, especially in mental health care. Since joining the Service in 2015 I have seen a shift in the way we understand mental health, not just at the Service but across the country.

Campaigns to help remove stigmas around mental health are helping to open discussions around the topic, including awareness days like 'World Mental Health Day.' It's great to see there is more awareness of the importance of talking to each other about mental health. It really can help save lives.

## Pioneering mental health car

**H**is Royal Highness Prince Charles visited London Ambulance Service last month coinciding with the launch of its pioneering resource for patients experiencing a mental health crisis.

As part of his tour, His Royal Highness met specialist nurses working with paramedics to form a new team, dedicated to responding to 999 calls to patients with mental health

problems - the first team of its kind in the country.

In the year the NHS celebrates its 70th anniversary, Prince Charles was shown a 1949 Daimler ambulance alongside the Service's modern fleet of ambulances, cars, motorbikes and bicycles. Focusing on how frontline staff are no longer "ambulance drivers" but highly skilled clinicians.

During his visit, Prince Charles met paramedics, doctors,

pharmacists, midwives and mental health nurses, together with the wide variety of other staff whose skills are essential to operating the UK's largest ambulance service including: IT specialists; vehicle engineers; fleet, estates and logistics teams; clinical researchers; finance; HR and health and safety specialists.

Heather Lawrence OBE, Chair of London Ambulance Service, said: "It was a real privilege to be able to introduce His Royal Highness, Prince Charles, to our hardworking ambulance crews, call handlers and colleagues from every department."

CEO Garrett Emmerson said: "It is an exciting time to be working for London Ambulance Service - we are developing medical and technological innovation and we are delighted that Prince Charles's visit coincided with our latest Pioneer Service: our mental health joint response car."



The scheme will see senior mental health nurses and experienced paramedics working together. Both clinicians will assess the patient, with the nurse able to assess mental health and provide brief psychological interventions and the paramedic will be able to assess and treat any physical injuries or pain.

Once they have assessed the

patient, they can encourage them to make a GP appointment; refer them to their mental health team; or call an ambulance if they think they need to go to hospital.

The team will not be dispatched to patients who have taken an overdose or those detained under Section 136 of the Mental Health Act as they will need an ambulance.

Of all the calls London

Ambulance Service receives every day, nearly 10 percent are from people experiencing mental health problems.

As well as reducing unnecessary and stressful hospital trips, the new mental health response team should free up ambulance crews who might otherwise spend a long time on scene dealing with a complex mental health case.

## EMAS mental health hub

**A** new scheme to improve the way the emergency services can help people who ring 999 when in a mental health crisis is being trialled in Derbyshire over the next six months.

The pilot started last month and will see East Midlands Ambulance Service (EMAS) Paramedics join the mental health triage hub at Derbyshire Constabulary's call centre in Ripley.

The hub sees EMAS paramedics join mental health nurses and social workers supporting ambulance crews and police officers when they are responding to mental health incidents in Derbyshire by providing additional advice and guidance.

EMAS Paramedics, who will have an ambulance on standby at the Ripley call centre, will be able to advise the caller directly, offer immediate medical advice, or head out to help them wherever they are.

Tim Slater, EMAS' paramedic and general manager for Derbyshire, said one aim of the pilot was to avoid taking people to A&E if they didn't need to go there.

He said: "Currently, when a patient experiencing a mental health crisis calls 999, they may need to be taken to A&E for further assessment. Being in that busy environment can exacerbate their distress and may not be the right place for that patient."

"Working closely with our colleagues in the police, Derbyshire Healthcare NHS Foundation Trust and local authorities will enable us to help that patient access the right support more quickly and get the help they need."

"This can include providing advice over the phone, such as to book a GP or specialist appointment, providing a mental health assessment at their home, or even supporting them to be directly admitted to a mental health ward for treatment."

"By avoiding taking patients in crisis to A&E, we will be doing what is best for the patient, as well as reducing pressure on the hospitals and other parts of the NHS where patients need urgent care."

"We want there to be 'no wrong door' for patients experiencing a mental health crisis - so that they can access the help they need whether they contact the ambulance service, police or mental health service."

The mental health triage hub was set up in 2016 and has since



• EMAS Triage team

helped thousands of people get the right support when they ring in a time of crisis.

This new pilot, which lasts for six months, has been funded by Derbyshire's Police and Crime Commissioner, Hardyal Dhindsa.

It is being led by Derbyshire Healthcare NHS Foundation Trust and in addition to featuring paramedics and mental health nurses it also includes specialist social workers.

The end result is that, with so many varied skills and experience provided by the different agencies and services, those who ring 999 will be receiving a high level of

care.

Mark Powell, chief operating officer at Derbyshire Healthcare NHS Foundation Trust, said: "The mental health triage hub is a very important service, offering support and advice to the police when someone is having a mental health crisis."

"As lead provider for healthcare in the triage hub, the trust is delighted to welcome EMAS to the existing hub for this pilot scheme."

"Partnership working like this is crucial to improve joint decision-making and information-sharing, and our hope is that people in crisis will get the

right care and treatment, in the right environment, as rapidly as possible."

Mr Dhindsa said: "It's so important that people receive the right help, from the right people at the right time."

"Police officers are not, and nor should they be, medically trained and the mental health triage ensures that our officers can access expert advice to help individuals mental health crisis receive appropriate help more swiftly."

"Being ill is not a crime and people with mental health problems need care, not custody."



# Oscar Kilo wellbeing expertise

**I**t is well documented, now more than ever, that emergency services staff work in an extremely challenging environment and are not only just frequently exposed to traumatic events but they face scenarios on a daily basis that the majority of people would find difficult to deal with.

There is great deal of pride in public service which motivates staff to put themselves in harm's way (be that physical or emotional) on a daily basis, and leadership at every level of every emergency service must acknowledge this and ensure that staff are supported, recognised and valued for the work that they do.

In recognition of this, via the National Fire Chiefs Council, every Fire and Rescue Service across the UK now has access to Oscar Kilo and the Blue Light Wellbeing Framework.

Originally launched across UK policing last year, Oscar Kilo (OK) was created to provide a home for evidence based resources that were specific to the emergency services. It provides support and guidance for those responsible for wellbeing in each service to assist them in developing and building robust, efficient and effective wellbeing support.

It hosts the Blue Light Wellbeing Framework which has been written specifically to cater for the unique needs of the emergency services. It was written by a leading academic in police wellbeing, Dr Ian Hesketh, and is grounded in learning from across the services, academia and Public Health England.

Oscar Kilo allows services access to an interactive version of the Blue Light Wellbeing Framework allowing them to complete a self-assessment of their organisations current wellbeing provision, benchmark themselves and conduct a gap analysis so they can see where there might be room for improvement. They can then request a facilitated peer review to ensure that evaluation is transparent and fair.

To help support and guide services in developing the wellbeing provision, each of the six areas of the framework are reflected in the resources section of the Oscar Kilo website allowing services to find the research, news and resources that are relevant to help them build on the work they are already doing to support their staff.

Oscar Kilo also hosts online practitioner communities encouraging the sharing of learning and best practice amongst those on the ground delivering these services day in day out.

Oscar Kilo and the Blue Light Wellbeing Framework were launched across the Police Service in summer 2017 and not only has every police force across England, Wales and Northern Ireland signed up but Oscar Kilo also provides resources for other policing and government bodies as well.

Chief Constable Andy Rhodes said: "Over the past five years we have developed a significant amount of work around wellbeing in policing and have made great strides in ensuring that wellbeing gets to the top of the leadership agenda. Oscar Kilo is the latest milestone in this journey and we wanted to use what has proved to be a really successful online platform in policing with other services.

"Police and Fire and Rescue services share a lot of the same experiences and there is a great deal we can learn from each other. We want to encourage the sharing of learning and best practice across services so that we can build a world class level of support for our staff who do an amazing job day in day out, keeping the public safe from harm.

"We have a huge amount to do if we are to reassure our frontline that the service is


committed to picking them up when they struggle with their mental and physical health but we have huge support from across the emergency services family to ensure this happens."



Minister for Policing and the Fire Service Nick Hurd MP said: "Our emergency services do an incredible job - fighting crime, protecting the vulnerable, and rescuing those in danger - and I am determined to ensure our police officers and

firefighters have the wellbeing support they need.

"Policing has made great strides in improving the welfare provision for officers and staff, and I'm delighted that fire and rescue services will now benefit from access to these resources.

"The Government takes this issue very seriously, and we have awarded £7m since 2014 to Mind to provide targeted support for members of the emergency services."





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# United front

**Emergency services from across the south west are working together to highlight the unacceptable trend in the number of assaults on their staff whilst on duty, by launching a new campaign #Unacceptable.**

As well as fellow blue light services, the campaign is being supported by Exeter City Football Club and the Exeter Chiefs who are encouraging the public to get behind the initiative by showing their support on social media.

Police, ambulance, fire and healthcare staff are regularly subjected to attacks including

serious injury, verbal abuse, spitting and biting, and even sexual assault from those they are trying to help.

Over the last 12 months South Western Ambulance Service Foundation Trust (SWASFT) staff reported 1,049 incidents relating to violence and aggression with an increase of 97 reports for the same period in 2016/17.

Bournemouth NHS saw 236 assaults during this time. Sadly, however, it is thought that these figures do not represent the entirety of assaults, as many are never reported by the victims.

Based on previous twelve-month figures, by the end of this year, over 1,400 police officers from Devon & Cornwall Police, Dorset Police and Avon & Somerset Police would have been assaulted while carrying out duties to keep the peace within their local communities (491 in Devon & Cornwall Police; 214 in Dorset Police; and 701 in Avon & Somerset Police).

Ken Wenman, of Chief

Executive SWASFT, said: "Like all our emergency services colleagues, our crews and control staff work in extremely difficult circumstances and are often under threat of attack or abuse. This is totally unacceptable and we will take whatever action is necessary to ensure that our staff are protected and those responsible for such attacks are prosecuted.

"We are very proud to be part of this important campaign and hope that together we can make a significant impact in reducing the number of assaults on our staff so that they can continue to provide an excellent service to

the public without fear of attack or abuse."

Assistant Chief Constable Paul Davies on behalf of Devon & Cornwall Police and Dorset Police said: "Our officers and staff, along with other emergency services colleagues, demonstrate commitment, courage and dedication on a daily basis. They signed up to helping and protecting the public, not coming into work each day with the risk of being assaulted. The impact this can have on them, their colleagues and their families can have lasting effects long after physical scars have healed.

"Together, the emergency

services want to ensure our personnel can deliver the best possible service to our communities; but in order to do this we need injury-free and healthy work forces. We will not tolerate assaults on our emergency services and will seek to bring criminal proceedings against offenders. I welcome the new law to double the maximum sentence from six months to 12 months for assaulting an emergency services worker."

Emergency services personnel from across the region have been sharing their experiences in a video: <https://www.youtube.com/watch?v=dwiOQE3agzE>

# CARE CLOSER TO HOME

**Hundreds of people have avoided an unnecessary trip to hospital thanks to a new ambulance service role dedicated to providing patients with the right care closer to home.**

Earlier this year, North West Ambulance Service NHS Trust (NWS) launched a pilot of a new Urgent Care Practitioner role. The 12 nurses and paramedics respond to patients who have called 999 but could possibly receive support and treatment in the community, rather than having to go to hospital in an emergency ambulance.

Working on vehicles equipped to treat people on scene, the Urgent Care Practitioners ensure patients who can be cared for

at home have all the help they need, referring them on to other local health services if required.

While nurses have been part of the ambulance workforce for a number of years, it is the first time they have been employed in NWS in a role responding to patients.

Evaluation of the first few months of activity has showed that 72% of patients seen by the Urgent Care Practitioners have been provided with the right care, without needing an

emergency ambulance to take them to hospital - this is known as 'see and treat'.

The Urgent Care Practitioners also spend some of their time working in the 999 control centres, speaking to patients on the telephone to provide clinical self-care advice - this is known as 'hear and treat'. Just over half (51%) of all the patients spoken to by the UCPs were supported over the phone without needing further ambulance service intervention.

In total, the pilot is estimated to have saved more than 1,000 ambulance journeys during

a 90 day period, which is approximately 1,625 hours or almost 68 full days of emergency ambulance time.

This saving means emergency ambulance resources would have remained available to attend other, more serious incidents.

Nathan Garlick was an A&E nurse before he joined NWS to become an Urgent Care Practitioner in Greater Manchester. He said: "I saw this job opportunity and immediately thought of the endless possibilities and immense potential. Nurses can make a huge difference to way

pre-hospital care is delivered in the future and it's great to see the ambulance service responding to the changing needs of the public.

"We can conduct a holistic assessment of the patient's needs, looking at their health, social and wellbeing needs and how we can improve our patient's lives. We use every opportunity to promote health and self-care. We're getting a really excellent reception from patients, their relatives and other health care professionals and every day I get 100% job satisfaction."

The pilot evaluation follows the recent publication of the Lord Carter review which said that the NHS could free up millions of pounds if ambulance services were able to 'see and

treat' more patients.

Mark Newton, Assistant Director of Transformation, said: "The findings from the Urgent Care Practitioner pilot are really encouraging. People deserve to get the right care, at the right time, in the right place, every time and for many, that doesn't necessarily mean an emergency ambulance to the nearest A&E department.

"The Urgent Care Practitioner pilot is just one of the initiatives we've been working on to ensure we're well placed to provide that right care closer to home and working together with local health care providers to support more patients in the community. This helps to keep ambulance resources free to respond more quickly to life-threatening emergencies."

# Heartfelt letter

**A dad trapped in his car for an hour while emergency services frantically tried to pull him from the wreckage of a horror crash has sent a heartfelt letter to the Scottish Ambulance Service crews who saved his life.**

Matt Jones, 40, was driving on the A82, just south of South Laggan, with his eight-year-old son, Jack in the back seat when the two vehicles collided.

The dad has spoken for the first time about the accident, which he recalls little about, praising Scottish Ambulance Service for

saving his life.

In a letter sent to the Scottish Ambulance Service crews in the north, Matt wrote: "I can't really begin to describe the gratitude I feel, and will always feel to you for what you did for myself and my son Jack, on that day, there are times in life where words

can't really convey enough.

"You did an amazing job and I am stunned, having seen photos of the car, that I wasn't killed outright."

He continued: "I wish all of you the best of luck in all you do and the every success in life. I am forever indebted to you for this second crack at life - it's the greatest gift I've ever received.

Speaking about the crash on May 27, Matt says all he recalls

is waking up in hospital the following day.

Matt was taking Jack to see his parents (Jack's grandparents) in Glenelg.

He said: "We got to Fort William about 3pm and that is literally my last memory of the day. The first week in hospital was a blur - I was on very strong pain killers.

"My memories of the day are very hazy. I went from never having broken bone in my body to breaking an awful lot."

As a result, Matt broke his right ankle, his left femur, his pelvis and seven ribs. He also burst his spleen, the metacarpal

bones in his left hand, and his right humerus in his shoulder "shattered into pieces".

His son, who was in the back seat, "got off lightly", only suffering a cut to his cheek.

Since his recovery, Matt has been told of what happened through various means. Matt, of Northampton, said he didn't fully realise how bad the wreckage was until he saw the car at a car yard.

He added: "I was trapped for a considerable amount of time."

The Scottish Ambulance Service dispatched several crews to the scene; they included paramedic team leader

Andy Davidson, Gary Blackmore and Clare Macleod, both paramedics, who are all based at Fort William station.

Alan Knox, Area Service Manager, also attended along with the Coastguard helicopter and an A and E Trauma nurse from the Belford Hospital.

Matt said over time has found out what happened on the day, finding it "weird" trying to piece together what happened.

He added: "It's scary - there's a period of time where I have no recollection of my life at all."

The outdoor instructor has since spent the past three months recovering.

# Police Inspector's praise

**Metropolitan Police Inspector has thanked a South Western Ambulance Service NHS Foundation Trust (SWASFT) 999 call handler for saving him when he became seriously ill, alone on an isolated footpath.**

Inspector Dave George collapsed in hot weather on the South West Coast Path between Penzance and Land's End in Cornwall during a solo training exercise for a charity walk.

The 43-year-old experienced "crushing" chest pains and was struggling to breathe after walking for several hours in the heat.

Inspector George, who was off-duty at the time of the incident in August, feared the worst, but managed to call 999 to get help.

SWASFT Emergency Medical Dispatcher, Olivia Molyneux, assessed his condition and stayed on the phone to him while crews travelled to the remote location.

Inspector George made a special visit to the SWASFT North

Clinical Hub near Bristol on Wednesday 31 October to thank Olivia in person.

"I thought that was it," he said. "I was on my own, and needed help. It was a desperate situation. The response from everyone was amazing."

"I wanted to thank Olivia personally, because call handlers don't tend to get the recognition they deserve."

Inspector George also sent a letter of thanks to SWASFT Chief Executive, Ken Wenman. He said:

"The call handler was totally exceptional. She dealt with a very difficult and challenging call in the most superb way.

"The kindness and calm professionalism that she showed deserves special praise. I don't think I could have got through that hour alone without her staying on the line and talking to me."

Inspector George was later diagnosed with serious heart stroke. He has since made a full recovery.



• Inspector Dave George with Olivia



# Interim CEO appointment

The East of England Ambulance Service NHS Trust (EEAST) confirmed this month that Dorothy Hosein has joined the service as interim CEO and will be in post until a substantive CEO can be appointed.

The Trust's Chair Sarah Boulton said: "We're really pleased we have been able to secure Dorothy until we're able to find a permanent CEO for EEAST. Her wealth of experience at partner trusts in our region and outside makes her a fantastic choice for EEAST as we work through the challenges that winter will bring, but also continue with the progress we're all making in improved and compassionate care for patients.

"I'd like to thank everyone



• Dorothy Hosein EEAST Interim CEO

who has supported Robert throughout his three-year tenure, a period of EEAST's life that has seen a focus on excellence in patient care, innovation through partnerships, securing millions of pounds of investment into EEAST, and much more.

"With Dorothy, the united Board-level team will further strengthen our service and help EEAST remain focused on our patients and the care we provide for them."

# Firefighter heroic actions

Greater Manchester firefighter has been commended by North West Ambulance Service (NWAS) after he performed CPR to save a man's life whilst on his way home from work.

Karl Grindrod, a Greater Manchester Fire and Rescue Service Watch Manager had finished a night shift at Withington fire station and was heading home when he came across an incident where a man was unconscious on the floor and not breathing.

Karl pulled over and immediately began CPR alongside two other passers-by whilst waiting for the ambulance

to arrive and was able to revive the patient to full consciousness. A certificate of recognition was presented to Karl at Withington Fire Station on Monday 29 October by NWAS' Head of Service for Greater Manchester, Pat McFadden.

Pat said: "Karl's swift actions that day were extremely brave and meant that the man he helped had the best possible chance of survival. We are honoured to present Karl with this commendation and he should be immensely proud.

"Karl went above and beyond his role as a firefighter that day, even continuing to help and support our clinicians once the ambulance crew arrived which is a great example of how well we work together with our GMFRS colleagues. We'd really like to say a huge thank you and well done."

The patient was later taken to hospital by ambulance where he was treated for traumatic injuries following a fall from height.

# Lifesaving responders win heart award



• SWASFT CFR team

South Western Ambulance Service NHS Foundation Trust (SWASFT) team have won a national accolade for saving lives and creating heart safe environments across the region.

The SWASFT Community First Responder (CFR) team were given the Public Services Award at the 2018 Heart Safe Awards on Friday 26 October.

The award recognises organisations, including local authorities and emergency services, who have invested in lifesaving equipment and staff training to provide heart safe environments for their employees and the public.

A hearts safe environment is one where life-saving equipment, such as a defibrillator, and training are provided for staff or customers so that, should a sudden cardiac arrest occur, people are fully prepared to perform resuscitation and additional life

support immediately.

Kevin Dickens, SWASFT Community Responder Officer for Gloucestershire, said: "To win this award is a huge credit to our team, our volunteers, and the people who we've engaged with to create cardiac safe environments across the South West by raising awareness of basic life support and defibrillator stations."

Rob Horton, SWASFT Responder Manager, said: "This is fantastic recognition for the team and the Trust. It reflects the commitment of the individuals in the team and their passion for what they do empowering the community in a safe and supportive way. I am immeasurably proud for the team to be recognised under this national spotlight."

Judges said they were impressed by the way the team managed its governance of the defibrillator scheme, which offers advice and support to many organisations and communities who wish to purchase or have purchased the device.

They also praised the accreditation scheme, which provides support by offering weekly and monthly reporting to ensure all Automated External Defibrillators are rescue-ready when needed.

The also picked-up on their tri-service work in Cornwall, which is a collaboration between the police, fire and ambulance in response to emergency incidents.





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# SAS angels

**A** mum says she will be forever grateful to the Scottish Ambulance Service "angels" who saved her child's life.

Stacey-Marie Cornish, of Greenock, was at home with Finlay, has spoken of the "terrifying" moment she thought her child, aged 13 months at the time, might die.

The 27-year-old said Finlay had been feeling unwell during the day.

Hours later, the child was in a "critical" condition at the Accident and Emergency department at Inverclyde Royal, with Stacey fearing she might lose him.

Last month, Stacey a carer offered a heartfelt thanks to the Scottish Ambulance Service emergency responders who rushed to the family's home, saying she will be "forever grateful".

She explained: "He was struggling to breathe, as he has trouble with bronchitis. We kind of know the signs to look out for while at home.

"I could see he was really struggling, so I phoned an ambulance. His oxygen was really bad and his temperature was over 40C."

An ambulance crew, manned by technician Dean Zielinski and paramedic Jackie Queen,

was dispatched from Greenock Ambulance Station by Sharon Young and arrived within minutes of Stacey's initial emergency call, which was taken by call handler Fiona Thompson.

Stacey added: "They stripped him of his things, and got him in the ambulance and blue lighted us to the nearest accident and emergency department."

Stacey and Finlay were taken to Inverclyde Royal, where the youngster's condition was described as "critical" by doctors.

She added: "It was so overwhelming. The doctors at Inverclyde told me it was critical. He was in there for a few hours. Once he was stabilised, he was brought into Queen Elizabeth hospital's children's ward."

"It was terrifying, I just felt helpless. I was with him the whole time. I lay on the bed with him - I did not leave his side. I really, really thought I was going to lose him.

"The crew arrived within minutes. It made a lot of difference. I did not think he was that bad, it was only when they put masks on him and everything."

The crew then explained what Finlay's oxygen levels were, with Stacey realising that this "was pretty bad".

She said he was in the Royal



• Stacey with Finlay

Hospital for Children for a few days before he returned home, adding: "It was bronchitis. He's probably going to get asthma, but it's too early to diagnosis.

"He still has problems breathing, but it's whenever he gets a cold, it goes to his chest every single time, every cold.

"He has to be careful of germs - every time he gets a cold, he ends up in hospital. It was terrifying."

Stacey reached out to the crew who attended on February 13 (2018) describing them as "angels".

She explained: "They stabilised him and took amazing care of him and even when we got to hospital they kept checking in on him.

"Because of their fast actions and quick response my son is here and getting better. I honestly can't thank these angels enough for what they done for our family. I am forever grateful."

Ambulance crew; Mark Carne and Simon Usher from Grimsby Ambulance Station transported Laura in a 4X4 vehicle to another ambulance that was able to get Laura to Diana Princess of Wales Hospital.

Despite everybody's efforts, Laura passed away, but Tracey and Rob have never forgotten everybody's actions and the support they received.

Last month, Tracey, Debbie and Sue, members of the Memorial Fund committee, were able to pass their thanks onto 999 call taker, Debbie Gray, who supported them over the telephone and Paramedic Mark Carne.

Debbie said: "We all remember certain jobs that will stick with us forever, for me one of them is Tracey's call for Laura and every year on the run up to Christmas I think about the family.

"It was lovely to meet Tracey and see the great work that she and the team have been doing since Laura's death."

Tracey said: "I have always wanted to meet the crew and Debbie to tell them thank you. Today was emotional but it was lovely to finally say thank you, they are remarkable people and their efforts never went unnoticed."

She added: "I know Laura will be blowing you all kisses from heaven."

# Pony rider rescue



• Left to right- Paramedic Trevor Wain, Sophie Taylor and Technician Joe Hemming

**A** horse mad girl who fell from her pony and fractured her jaw has said thank you to the ambulance crew who blue lighted her to hospital for treatment.

Sophie Taylor, from south Lincolnshire, fell from her pony Molly on 16 September while competing at an event in Harlaxton.

The eight-year-old had just won a third-place veteran class rosette and was attaching it to Molly when the pony was spooked and jumped forward, causing Sophie to fall.

Sophie's foot became stuck in the stirrup and while hanging underneath Molly, the 21-year-old pony's hoof trampled on Sophie's face.

Sophie's Mum Hayley screamed for somebody to call 999 and within minutes Paramedic Trevor Wain and Technician Joe Hemming were on the scene.

Technician Joe said: "Sophie clearly had an injury to her face and jaw, she was repetitive and kept asking us what day it was - we were concerned that she may have suffered a head trauma and rushed her straight to Queen's Medical Centre (QMC) in Nottingham."

Mum Hayley travelled in the ambulance with Sophie. She said it was an extremely scary moment for her as a mother but within minutes Trevor and Joe were treating Sophie and calming her down.

"Trevor and Joe were amazing, they were absolute stars with me and Sophie," said Hayley.

She had suffered a fracture to her jaw but was discharged from hospital later that day after a computed tomography (CT) scan confirmed she hadn't suffered any brain trauma.

After Sophie was discharged from hospital her priority was to make thank you cards for the ambulance crew and hospital

staff. She made a card for Trevor and Joe that read: "Thank you for taking me to hospital after I fell off my pony, love Sophie."

Sophie, her two brothers Benjamin and Oliver, Mum Hayley and Dad Martin visited Sleaford Ambulance Station to say thank you to Trevor and Joe.

Sophie, Benjamin and Oliver also had the opportunity to look around the joint ambulance and fire station, speak to ambulance and fire staff and learn how crews respond to emergencies.

Sophie was unable to remember anything from the accident so welcomed the chance to look around an ambulance and press the lights and sirens.

Paramedic Trevor said: "It was humbling that somebody of eight years old took the time to write us a card and thank us. To see her today back to her usual self is great."

## Fund provides defibrillators



• Left to right- Paramedic Mark Carne, Tracey McPhee and 999 call handler Debbie Gray

**A** mother and father who tragically lost their nine-year-old daughter in 2010 have provided 12 community public access defibrillators for the Grimsby and Cleethorpes area.

Laura McPhee, from Grimsby sadly died in December 2010 after she suffered a cardiac arrest at her home brought on by a severe asthma attack.

Following Laura's death her mother, Tracey and father, Rob, started the Laura McPhee Memorial Fund in her memory. The charity has raised over £90,000 to provide medical equipment that will impact on local children's lives, in partnership with Northern Lincolnshire and Goole's Diana Princess of Wales Hospital and East Midlands Ambulance Service.

Working with Grimsby Paramedic

Steve Pratten, the charity has placed 12 Community Public Access Defibrillators (CPAD) in the Grimsby and Cleethorpes area.

Steve Pratten said: "These defibrillators placed by the Laura McPhee Memorial Fund are an excellent addition to the ones already placed in the area to ensure that somebody is never too far away from one should they need it."

In 2010 the country was experiencing one of the heaviest snows falls in history.

Following Tracey's 999 call EMAS crews battled with the elements to reach Laura and transport her to hospital, with Paramedic Lisa Hall arriving on scene by foot. The snow delayed the ambulance crew arriving at Laura as quickly as possible.

## Eternally grateful



• Maria Anderson

**T**he daughter of a pensioner left paralysed after falling down the stairs said her mum wouldn't be alive today if not for the Scottish Ambulance Service.

Maria Anderson, of Gallowhill, had been at her daughter Karen's 50th birthday party.

Karen, of Paisley, has spoken of the moment she feared her mum would die after the 71 year-old's horrific fall following

a night of celebrations.

Karen, who works for Renfrewshire Council, said: "She was at home and had been at my birthday party. She had got home at around 2am. We had taken her in, and asked 'do you want me to take you in?'

"She said 'no, I will get myself in'."

After about two hours, the cat made a noise. Maria decided to let the cat out.

Karen added: "It was about 4am, and she got up to let the cat out, and then fell down the stairs. It was about the fourth or fifth stair down.

"I think she tried to reach back to grab the handrails, and landed full force on her head."

Karen said her dad Andy - who was totally "traumatised" and "distressed" by the incident - made an emergency call, being the only one at home with

Maria.

Three Scottish Ambulance Service emergency responders, including Richard Mackie, were dispatched to the scene.

Upon their arrival, they got Maria on the spinal board and made their way to Royal Alexandra Hospital in Paisley.

Karen added: "She was put in the accident and emergency department's crash room. She was in there first, and then she was moved into intensive care."

After spending five days in intensive care after the incident on June 17, Maria was relocated to the hospital's ward 32 - the orthopaedic ward - where she recovered.

Karen said: "We are glad that she is still with us. If the paramedics had not been there and did what they did, she would not be here today. She was teetering on the brink of death."



## Life-saving chain of survival

**T**he development of a new scheme which will encourage more people across Wales to learn and use lifesaving skills was announced last month by Health Secretary Vaughan Gething.

Called Save a Life Cymru, the project which will be developed over the next two years, will improve access to cardiopulmonary resuscitation (CPR) training and increase the awareness and use of defibrillators for people from all

walks of life.

As more people learn CPR, they will be encouraged to share their knowledge, strengthening the chain of survival that will help improve survival rates for people suffering a cardiac arrest. The Welsh Government will provide funding totalling £586,000 for the first two years of the project.

Vaughan Gething said: "Save a Life Cymru will actively target and support groups who are already teaching CPR within

their communities. It will help them to build local networks, identifying communities across Wales who have less CPR training opportunities, helping them share their knowledge and skills. This will strengthen the chain of survival and build local community resilience.

"This work will build on the sterling efforts already made by the Welsh Ambulance Service to teach CPR in schools.

## Landmark report



**P**articles in air pollution cause a wide range of damaging effects to the cardiovascular system, according to a landmark report published last month.

The Committee on the Medical Effects of Air Pollutants (COMEAP) report found that air pollution can cause damage to the cardiovascular system in the following ways:

- increasing blood pressure
- making the blood more likely to clot
- the build-up of fatty materials inside the arteries, reducing the space through which blood can flow - also known as atherosclerosis
- altering the heart's normal electrical rhythm - also referred to as arrhythmias
- causing inflammatory effects on the cardiovascular system - or systemic inflammation

The report marks the most

comprehensive review to date and examines the studies conducted over the past decade on the potential biological mechanisms by which exposure to air pollution results in adverse cardiovascular health effects.

In this new report, COMEAP found clear evidence that exposure to small particles of air pollution has a wide range of effects on the cardiovascular system, including irregular heartbeat and blood clots. The COMEAP report also provides recommendations where new research is needed to get a more precise understanding of the impact of air pollution on cardiovascular health.

It follows the publication of a COMEAP report in July this year, which estimated that long-term exposure to the air pollution mixture in the UK contributes to between 28,000 and 36,000 deaths every year. The WHO also estimate that almost six in ten deaths related to outdoor air pollution being caused by a

heart attack or stroke.

The alarming findings highlight the urgent need for government action to prevent thousands of premature deaths every year.

Adopting more stringent WHO air quality guidelines into UK law is a crucial step in protecting the nation's heart health. Having these targets in law will help to ensure that action to reduce air pollution will be effective in reducing the risk to people currently living with cardiovascular disease.

British Herat Foundation chief executive, Simon Gillespie, said: "This thorough report gives us a clear view of the damaging impact air pollution has on our heart and circulatory system. While there are steps that people can take to reduce their exposure to air pollution we can't expect people to move house to avoid air pollution - Government and public bodies must be acting right now to make all areas safe and protect people from these harms."

## New 'Seni Lewis Award'

**T**he Metropolitan Police Service (MPS), in partnership with South London and Maudsley NHS Foundation Trust (SLaM), have announced the new 'Seni Lewis Award' in memory of Mr Lewis and to mark his death in 2010.

The national award, which was announced on Thursday, 11 October at the Positive Practice Mental Health Awards 2018 ceremony in Liverpool, will be presented for the first time at the same ceremony in 2019.

The award will recognise the best collaborative initiatives between the police and health services, to showcase the importance of providing a multi-agency response to mental health crises.

Mr Olaseni Lewis was 23-years-old when he died on Friday, 3 September 2010 following a prolonged period of restraint by police officers on 31 August 2010 whilst he was a patient at Bethlem Royal Hospital suffering a mental health crisis.

Seni's parents, Aji and Conrad Lewis, said: "When Seni became ill, we took him to hospital which we thought was the best place for him. We shall always bear the cross of knowing that, instead of the help and care he

needed, Seni met with his death in circumstances where he was failed by the hospital and the police alike. We don't want any other family to suffer as we have suffered. We don't want anyone else to go through what our son went through. That is why we took the initiative to propose this award in Seni's name, and we welcome it in his memory, in the hope that the police and health services throughout the country learn to recognise in practice that what happened to Seni is simply unacceptable."

Assistant Commissioner Helen Ball said: "This award will recognise outstanding collaborative work between the police and health service, which improves the multi-agency response to mental health crises. The death of Olaseni Lewis was a tragedy which raised a number of important issues, resulting in lessons being learnt and improvements to policies and training in this area. Mr Lewis' family are helping us bring about further improvements; working closely with both the MPS and SLaM to ensure that compassionate and high quality care are at the heart of everything we do."

Dr Michael Holland, Medical



• Olaseni Lewis and his grandmother

Director of South London and Maudsley NHS Foundation Trust, said: "Mr Lewis' death was a tragedy for his family, his friends and his community. In the intervening years there have been many lessons learned and our organisations are committed to continuing the work we have started together. With the Met Police and with the support of Mr Lewis' family, we are improving our multi-agency response to people who are in crisis and taken to hospital settings. This award will recognise those who work together who do everything possible to collaborate so that safe, high quality care can be delivered working in partnership."



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