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REVISED ACTION PLAN TO SUPPORT STAFF MENTAL HEALTH

NWAS STAFF SUPPORT



• L-R: Amanda Ferguson - Blue Light Champion Co-ordinator, Peter White - Chairman, Laura Smoult - HR Project Manager, Michael Forrest, Interim Chief Executive]

The North West Ambulance Service has further extended its commitment to supporting the mental wellbeing of its staff.

The trust initially supported the national 'Blue Light Programme' led by the mental health charity MIND, and a pledge committing to supporting staff was signed in

January 2016. However, a lot has happened since then and to reflect the progress made, and the future aspirations to continue to improve mental health support for staff, a

revised action plan has been completed entitled 'Blue Light - Time to Change' in order to allow the trust to re-pledge its commitment three years on.

A major achievement is the increased number of Blue Light Champions in post. Champions are existing members of staff who offer one to one support for any mental health concerns staff may have, whether that be due to attending a particularly traumatic incident, or an issue which may be happening at home. In 2016 there were just four champions, today there are almost 100 across the organisation.

The trust is also very proactive in raising awareness on mental health and reducing the stigma of talking about it. Local managers are being equipped to take responsibility and accountability for their staff's mental health and overall wellbeing by having

conversations, encouraging take up of health and wellbeing initiatives, providing information about mental health support and signposting to other support available. The trust also has an in-house Invest in Yourself microsite, which has been created for staff to share their own stories, get tips and ideas to help them be happy, healthy and fit, plus much more.

Chairman, Peter White, who signed the pledge on behalf of the trust board said: "I am delighted that we're playing a part in not only trying to reduce the stigma associated with mental health, but ensuring there is vital support available to all our staff. The board have a responsibility to ensure this support continues and I would like to thank all the staff involved for their hard work and dedication."

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Busiest year for DAA



Devon Air Ambulance confirmed that 2018 was the busiest year in its 27 years of operation, having assisted 1,109 patients, an increase of 12% from the previous year.

Nigel Hare, Operations Director for Devon Air Ambulance said, "We knew we had been busier, and in fact have helped an additional 119 patients in 2018."

He added "Trauma related incidents, for example, road traffic collisions and accidental injuries equated to 49% of the patients we responded to, with the remaining 51% being medical emergencies; e.g. heart attacks or breathing problems. We are here for all ages and 121 of our missions (11%) were to under 18s. We also attended two patients who were over 100!"

Helena Holt, CEO of Devon Air Ambulance added "Keeping the

service airborne last year cost £7.5 million. Raising this amount to ensure the stability of the service is a huge task but being able to further extend our service to 2am really is testament to the fantastic supporters we have throughout Devon."

Last year it cost £7.5 million to keep the service flying, helping 1109 patients, of which 11% were children. The Exeter based aircraft operates until 2am every day and since it started flying into the hours of darkness over 118 patients have been helped at night time, using their growing network of Community Landing Sites.



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Tackling heart attacks



A coalition of over 40 organisations led by Public Health England and NHS England, and including the British Heart Foundation, has announced new national ambitions for tackling the major causes of heart and circulatory disease in England. The ambitions published in February seek to improve the detection and management of atrial fibrillation, high blood pressure and high cholesterol (or A-B-C).

The ambitions have been designed to support NHS England's aim in the recently published Long Term Plan of preventing over 150,000, heart attacks, strokes and dementia cases over the next ten years.

Detecting the A-B-C

By 2029 the aim is to detect millions of people who are currently living with undiagnosed blood pressure. Just over half of people with high blood pressure have been

detected, but the ambition is to increase this to 80%.

In terms of high cholesterol, the aim is to ensure that three quarters of 40 to 74 year olds have received a risk check for heart and circulatory diseases, and have had their cholesterol recorded. Fewer than half of those eligible for a formal check have received one. The ambitions also aim to increase the proportion of 30 to 74 year olds who are treated with statins from 35% to 40%.

Commenting on the launch of the new ambitions, Duncan Selbie, Chief Executive, Public Health England, said: "Know your numbers and save your life. We know our PIN numbers but not the numbers that save our lives. Thousands of heart attacks and strokes can be prevented by more people knowing their blood pressure and cholesterol numbers and by seeking help early. Prevention is always better than cure."

The three main risk factors for heart and circulatory diseases can be detected through routine checks in GP surgeries, and also out in the community. People between 40 and 74 are also being urged to get their free

NHS Health Check, which helps detect the early warning signs of CVD.

Taking detection out into the community

Commenting on the new ambitions, our chief executive Simon Gillespie said: "Heart and circulatory diseases are responsible for one in four deaths in this country, so improved detection of the major risk factors will play a critical role in the fight to save lives. If these ambitions are made a reality, the prospects of millions of at-risk people will be transformed."

"For this to happen we must embrace innovative approaches so those at greatest risk of developing these conditions are identified at an early stage – making it as routine to know your numbers as it is to know your bank PIN number or weight."

"This means taking detection out into the community, making sure those with atrial fibrillation, high blood pressure or raised cholesterol have access to testing in local settings such as a supermarket or pharmacy. Those who do have one of these conditions will then be able to get the treatment they need, and can be supported to self-manage on an ongoing basis."



South East Coast Ambulance Service NHS Foundation Trust (SECAmb) has launched a recruitment drive to increase numbers at its NHS 111 operations centre in Ashford, Kent.

The expansion programme sees job opportunities for both 111 Call Handlers and Clinical Advisors at the Trust's centre.

The role has recently received

a pay increase to NHS Pay Band 3, bringing it in line with that of a 999 call handler from 1 April.

SECAmb's Head of Service at NHS 111, John O'Sullivan said: "These positions are a great opportunity for local people to embark on a new career or take a change in direction while developing an exciting and rewarding career within the NHS."

Rough sleepers

Big-hearted Paramedics and Emergency Care Assistants from South Western Ambulance Service NHS Foundation Trust (SWASFT) Swindon Station were set to sleep out rough for 24 hours to highlight the issue of homelessness as Ambulance Life hit the presses.

Paramedic Chris Kirby and colleagues are supporting a local charity 'The Swindon Night Shelter'.

The SWASFT team are doing the 24-hour sleep-out on the steps of Swindon Ambulance Station for the second year running. They are hoping to beat last year's total of £2,000 which they raised for Shelter.

Paramedic Chris Kirby said: "Sleeping out last year opened all of our eyes as to what it must be like for those homeless patients we treat, and how the thought of being homeless as a continuous cycle rather than a one off might affect an individual's mental health."

"It highlighted things that you would never even consider such

as road noise when you are trying to sleep, foxes coming for a sniff, how cold a pavement gets after a few hours, and the absolute boredom of staying in one place for fear of losing your spot if you move."

"The passing public were very supportive and kindly gave us several rounds of free coffee and food. This year, inspired by our new neighbours, the Swindon Night shelter, we shall be raising money for this local charity with a target of £3,000. We have built good relationships with the shelter, and hope to create a referral pathway to them within the coming months. We would actively encourage people to run similar events - it definitely creates an understanding for those who have no option but to sleep rough."

The SWASFT team sleeping out this year are: Chris Kirby, Ollie Dalton, Charlie Goldsmith, Adrian Sawyer, and two new faces: Lee Stagg and the Wiltshire Deputy County Commander Jane Whichello.

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Drones to carry SAS saving lives

For three years, blood samples and medical equipment will be flown with drones between Odense, Svendborg and Aereoe in a new Danish project named HealthDrone launched by international ambulance and healthcare provider Falck and Autonomous Mobility.

Later, drones will also transport highly specialised healthcare professionals who need to arrive quickly.

Falck sees great potential in the use of drones. Falck CEO Jakob Riis believes that initiatives like HealthDrone are important elements in creating a future-proof healthcare system.

"As an active partner in the Danish healthcare system, we are deeply concerned with developing the Danish health system together with the research and the hospital system and jointly finding solutions that both make us more effective and which benefit the patients. Therefore, it is obvious for us

to participate in this ambitious project, where we can get the first valuable experience with health drones", says Jakob Riis.

The initial tests of the health drones will be carried out in the airspace above Denmark's national drone test centre. The drones will then be tested in flights with blood samples from Svendborg and Ærø to the laboratory at Odense University Hospital. Today, the transport time is an average of 12 hours, but the researchers expect that the trip will take three quarters of an hour by drone.

"When we're talking infections, time is crucial, and when the blood samples arrive

faster, we can ensure better treatment and we can reduce the use of broad-spectrum antibiotics. At the same time, calculations show that if the drones take over the tasks that are laid out in the project, OUH will save DKK 15 million a year", says medical director at Odense University Hospital, Peder Jest, who originally came up with the idea of drones in the health sector.

OUH accounts for 7.5 per cent of the total hospital sector in Denmark, and if the drones were rolled out to all of Denmark, the estimated savings are approx. 200 DKK million per year. At the same time, the researchers expect that there will be major savings on the climate account because the drones don't use gasoline or diesel.

A new emergency response system which prioritises how the Scottish Ambulance Service responds to its sickest patients has resulted in an additional 1182 patients surviving life threatening illness and injury in the first year since the system was launched.

The Scottish Ambulance Service introduced its New Clinical Response Model (NCRM) in November 2016, a model which ensures that those patients, whose lives are at immediate risk, receive the highest priority response from ambulance crews.

Evaluations carried out by the University of Stirling and the Scottish Ambulance Service have found that the NCRM has saved more lives across Scotland since its introduction.

Stirling researchers found there had been a 20% increase in survival in January 2017, with data from the Scottish Ambulance Service showing a 43% increase in survival for the full year - equivalent to an additional 1,182 lives.

Jim Ward, Medical Director of the Scottish Ambulance Service (SAS), said the results were to be welcomed.

The University of Stirling carried out an evaluation, analysing a snapshot of three months of data during our

busiest months - January 2016, January 2017, and January 2018. To complement this with data for the first 18 month period of the pilot, SAS have also published an extended evaluation report.

Taken together, both reports highlight the success of the new model, as well as areas for improvement.

Other key findings include:

- 21% increase in the number of patients in cardiac arrest having a pulse when they arrive at hospital.
- 100% increase in having two crews on scene in cardiac arrest cases to deliver more advanced treatment and increase the chances of survival for patients.
- More accurate identification of patient conditions (leading to an increase in getting the right type of response to patients, first time).
- Increase in the number of patients being taken to specialist facilities, such as stroke and heart units -

rather than just the nearest hospital - due to improved care on scene.

The new response system, which was developed following the most extensive clinically-evidenced review of its type ever undertaken in the UK, focuses on improving patient survival and treatment rather than simply measuring the time it takes to respond.

Under the new system, patients with immediately life-threatening conditions, such as cardiac arrest, or who have been involved in serious road traffic incidents, are prioritised and receive the fastest response.

In less urgent cases, call handlers may spend more time with patients (or the person who has made an emergency call on behalf of a patient) to better understand their health needs. This way SAS call handlers can ensure they send the most appropriate resource for their condition, first time - not necessarily the nearest or quickest response. This approach takes into account the advances we have seen in clinical expertise in recent years and focuses on patient outcomes.

More Tri-Service Safety Officers



On 8 February 2019, eight further Tri-Service Safety Officers became operational across Cornwall and Isles of Scilly.

Tri-Service Safety Officers primarily focus on engagement, early intervention, prevention and reducing demand for police, fire and ambulance services as well as responding to critical incidents on behalf of the fire and ambulance service.

These roles are jointly funded by all three emergencies services - South Western Ambulance Service (NHS) Foundation Trust, Devon & Cornwall Police, and Cornwall Fire, Rescue & Community Safety Service.

In November 2017 the new Tri-Service Safety Officers began an extensive five month bespoke induction course covering all

aspects of the role and on completion are trained to co-responder standard.

Whilst the role doesn't have police powers as such, they do have powers under the community safety accreditation scheme and are able to give community safety and prevention such as advice on anti-social behaviour, installation of a smoke alarm, or any medical referral/advice.

The new Tri-Service Safety Officers will operate within, and around a five minute response area of a fire station where they have instant access to police, fire and ambulance IT systems to enable a better immediate understanding of incidents.

In addition, a new Tri-Service Safety Manager role to support and manage the team is currently

being piloted.

Robert Horton, Responder Programmes Manager, South Western Ambulance Service NHS Foundation Trust said: "This initiative is the only multi-service role in the country which focuses on prevention. The attention to prevention reduces the long term impact on emergency response and demand to our emergency services. The opportunity to expand this initiative is fantastic and demonstrates the commitment made by the Emergency Services in Cornwall to do things differently for our communities.

The Trust is delighted to be part of this unique initiative which has demonstrated in Hayle, Liskeard and Bude that this really does work. We are excited for these new locations to see the benefits of the role."

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YOUTH SHARP OBJECTS ASSAULTS UP

Teenagers accounted for more than 1,000 admissions to hospital as a result of assaults with a knife or sharp object last year, NHS figures show.

Admissions for all injuries caused by an assault with knife or other sharp objects have gone up by almost a third since 2012-13, from 3,849 to 4,986 last year.

However, admissions involving youngsters aged between 10 and 19 increased nearly twice as fast, with 656 hospital admissions in 2012-13 up to 1,012 last year - a rise of around 55%.

Doctors warned that high street sales of knives is helping to fuel the rise in stabbings, and called on retailers to do more to stem the tide of available weapons.

One of England's top trauma surgeons revealed that in one London trust alone, two people a day are admitted to hospital with a stabbing injury, having a devastating effect on families and placing avoidable pressure on NHS staff.

Prof Chris Moran, national clinical director for trauma, NHS England, said: "Violent crime destroys lives, devastates families, and diverts doctors' time away from other essential patient care."

"Changes to NHS trauma services have saved extra 1,600 lives in recent years, but hospital visits linked to knife crime and other violence is a major cause for concern and puts extra pressure on our expert staff."

"The NHS Long Term Plan sets out more improvements to emergency care services across the country, with more people able to get faster urgent

care without the need for an overnight stay in hospital.

"However, far too many young people are able to buy knives on the high street, and we need councils and retailers to work together to stop this."

The NHS warning about the rising human cost of knife crime comes as government confirms it is considering tougher laws for people carrying a weapon, and a series of high profile incidents involving this type of attack.

Many high street shops are breaking the law by selling knives to young people, with eight out of 10 retailers in one part of the country found to have done so.

Figures published recently by the Office for National Statistics show an 8% increase in the number of recorded knife crimes in the year ending September 2018, with violent crime overall rising by 19%.

Health service data show that there were 4,986 instances where people were treated for knife or sharp object injuries, many of whom will need long-lasting care for both the mental and physical impact of their trauma.

Martin Griffiths, consultant trauma surgeon and lead for trauma surgery at The Royal London Hospital, said: "We see on average two stabbings every day. It's a lot, but looking after people is what we do and we're rightly proud of our hospital teams as world-leaders in the care that we give."

"But it doesn't stop with us. A stabbing has relentless repercussions that stretch far beyond the victim."

"You never forget the sound a mother makes when given

the devastating news that her child has died. I see the wasted opportunities of young people stuck on hospital wards with life-changing injuries. Friends don't always visit, they carry on with their lives; and some will later join us."

"Since 2013, working with charity St Giles Trust we have successfully reduced retaliation violence and the number of young people returning to us with further violent injuries, down from over 45% to less than 1%. Our research shows that a targeted approach by the community may help break the cycle of youth violence."

The recently published NHS Long Term Plan for the health service set out improvements to emergency care.

It will build on progress achieved by the creation of a shake-up of trauma services.

Major trauma centres, introduced in 2012, have improved care so that around 1,600 more people survived severe and complicated injuries than would previously have done so.

In 2017/18, 4,986 admissions to hospital were a result of knife or sharp object assault injuries. People aged 20-29 accounted for more than 1,900 episodes of consultant care - an increase for this age group of 24% since 2012/13.

Cases involving all young people - those aged 10-29 - made up nearly two-thirds (60%) of all admissions.

The data produced by NHS Digital records the number of consultations given for patients with injuries from an assault with knives or sharp objects.



Star in a Car

A volunteer car driver for the North West Ambulance Service (NWAS) is backing a campaign to recruit more volunteers across the region to help transport patients to routine hospital appointments.

Nigel Pinchen, 36, from Lytham, is one of 311 volunteer drivers across Cumbria, Lancashire, Greater Manchester and Merseyside who take patients to routine appointments, as part of the NWAS Patient Transport Service.

The ambulance service describes each volunteer as a 'Star in a car' and has launched a publicity campaign to recruit more.

The campaign promotes current volunteers and shares their stories of why they became drivers and how the service benefits patients, families, the NHS and volunteer-drivers themselves. Many drivers say volunteering helps them to build their own self-confidence and skills through training in computers, first-aid and safeguarding.

Nigel said: "Volunteer driving is flexible, rewarding and scheduled around people's lives. Many volunteers say they enjoy keeping busy while doing something meaningful. No previous experience is required,

and full training is provided by NWAS. Volunteers use their own car and are reimbursed for travel costs.

"Drivers can volunteer for just a few hours a week or for longer. Some drive within the north-west region while others transport patients on longer journeys to and from hospitals in other parts of the UK."

He added: "I've volunteered since 2017. I became a volunteer because my dad used the service as patient. I see volunteering as a way of repaying the ambulance service for helping him."

"I love volunteer driving. It gives me a great sense of well-being and I really feel appreciated by patients and ambulance staff. The flexibility is great, so I can continue to work as a professional darts player."

The 'Star in a car' campaign includes social media, video, leaflets, posters, car fresheners and outdoor banners.

NWAS' patient transport service undertakes 1.5 million patient journeys in the North West every year. All patients

have a medical need for transport, but volunteer drivers are able to carry out 600,000 journeys without any need for the patient to be lifted. However, only 250,000 of these journeys are currently being driven by volunteers.

NWAS wants to expand the number of volunteer drivers to help with the remaining 350,000 journeys to and from hospital appointments which will provide a more responsive service to patients with additional needs.

Ian Stringer, Head of Patient Transport Service at NWAS said: "There are many reasons why people become volunteer drivers; they typically enjoy driving, helping people and want to give something back to the community. Whatever your reason for becoming a volunteer driver, you'll find it extremely rewarding."

"We will give you all the training you need, and help you with any paperwork or processes linked to becoming an ambulance service volunteer. As a volunteer driver, you'll step into people's lives for one-off or regular appointments. During that time, you'll make a huge difference to them and the NHS."

DELIVERING PERSONALISED FRONTLINE CARE

A new report from the Royal College of Occupational Therapists, (RCOT), concludes effective personalised care must focus on individual strengths, daily activities and social connections.

The report identified three key factors to enable personalised care:

1. Focusing on a person's strengths and balancing choice and risk.

The current approach to health and social care focuses on what people can't or shouldn't do - often for fear of aggravating or exacerbating existing conditions and placing further burden on services for treatment.

Effective personalised care embraces risk taking so people focus on what they need and

would like to be doing.

2. Enabling people to take part in daily activities that are important to them.

A 'can do' culture enables people with health conditions to feel productive and valuable both to themselves and the community.

3. Ensuring people stay connected to family, friends and communities. When people can't or shouldn't do things, they end up isolated, lonely and disconnected from family, friends and the community. Social connections are vital for a person's wellbeing and enabling participation in the daily activities that are important to them often facilitates social connections.

With around 50% of disabled

people and 1.2 million people reporting being 'chronically lonely', there is a vast need to support wellbeing through social connections.

Julia Scott, Chief Executive of RCOT says: "Personalised care is about placing what matters to the individual at the heart of their health and social care. For occupational therapists, personalised care is about focusing on people's strengths and enabling individuals to carry out the activities they need and want to do in their lives. It is intrinsic to our profession and always has been. We would urge health and social care leaders, commissioners and managers to look to their occupational therapy workforce to enable personalised care across their services."

LAA Mission Data

London's Air Ambulance Charity has released its mission statistics for 2018. The data has been released to raise awareness of the work the service does day and night to help save lives in the capital and to ask people in London to continue to support the life-saving charity in its 30th year.

Analysis of the data shows that Londoners are most likely to need the London's Air Ambulance trauma team in Southwark or Islington on a Saturday in April between 10 and 11pm. Of the 1656 critical missions the team were dispatched to, penetrating trauma (stabblings and

shootings) remains the most common reason for London's Air Ambulance to be dispatched, but the percentage has dropped from 31% in 2017 to 29% in 2018. The 'other' category has risen most significantly from 16% in 2017 to 22% in 2018. Mechanisms of injury covered in this category include patients

- hit by trains, hangings and drownings.
- Key statistics revealed include:
- 1656 critically injured patients were treated in 2018 across London.
 - Of the 1656 patients treated, the mechanisms of injury were: Stabbings and shootings: 485 (29% of total) Road Traffic Collisions: 469 (28%) Falls from height: 346 (21%) Other: 356 (22%).
 - Callouts to patients

suffering blunt trauma injuries from a fall from height lowest in seven years; callouts to children at the lowest level for seven years.

- April was the busiest month, Saturday was the busiest day and 2200-2300 was the busiest hour.

Lead Clinician Dr Gareth Grier said: "These statistics show that every day in London five people of all ages and backgrounds are

so critically injured that without urgent intervention they could die. Thanks to the generous support of Londoners and our partners Barts Health NHS Trust and London Ambulance Service, London's Air Ambulance can be at the side of these critically injured patients within minutes.

"In 2018, and now into 2019 we continue to see patients who couldn't have predicted they might suddenly be affected by traumatic injury. Severe injury can happen to any one of us at any time, and our team work tirelessly to be ready to help when the time comes for someone to need us. We want to provide the best possible care that can be

delivered anywhere in the world and try to do this every day.

"The service needs to continue to innovate to ensure that we are delivering the most cutting edge care available. In the next few months and years we will be looking at delivering new procedures such as Zone 1 REBOA and freezing which we think will give even more patients the best chance of survival so that the impact on their lives and the lives of their loved ones is minimised."

The data is also broken down by area, which shows that the busiest boroughs were Southwark, Islington and Tower Hamlets and the busiest postcode areas were NW1, N1 and SE1.

EAAA high satisfaction

East Anglian Air Ambulance(EAAA) has been listed as 7th in the top 100 not-for-profit companies in the UK to work for, as part of the Sunday Times' Best Companies To Work For listing. They also went from receiving a one star to a three star rating which means they have received 'extraordinary levels of engagement' from their staff.

The placing and rating of companies is based solely on staff survey feedback results, and as such is down to employee satisfaction within each organisation.

Sarah Atkins, Head of HR at EAAA, said: "This is the second year we have been a part of these listings and are delighted that we have not only been rated at 7th, an amazing 36 places above last year, but

have also achieved a three star rating. We have invested a lot of time over the last year focussing on the wellbeing of our staff and ensuring they are well supported, so to know that they themselves rated us highly in this area is very reaffirming. EAAA is such a wonderful place to work because of the whole team that works here - we are incredibly proud."

Founder and CEO of Best Companies, Jonathan Austin, said; "I would like to congratulate East Anglian Air Ambulance on their achievement of their Three Star Accreditation status and being named as one of the UK's Best Companies to Work for. Best Companies have been producing the Accreditation standard since 2006 to acknowledge excellence in the workplace. We are proud that organisations like EAAA focus on their employees and have been rewarded with an engaged workforce who tell us that they're a best company to work for."



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The Emergency Services Show 2019

How emerging technologies are improving the efficiency and operational effectiveness of emergency response is set to be the key focus of The Emergency Services Show 2019, the UK's largest event for the emergency services taking place in Hall 5 at the NEC, Birmingham on Wednesday 18 and Thursday 19 September.

"Technology and innovation are enabling our emergency services to tackle the complex and dynamic challenges they face today and into the future," says ESS event director David Brown. "This year, more than ever The Emergency Services Show is set to be a showcase for new and emerging technologies that will deliver enhanced efficiency and effectiveness in operations, enabling police, fire & rescue, ambulance and rescue professionals both to do more and to do it better."

The Emergency Services Show is a unique event which gives emergency services professionals access to the very best knowledge, training, technology, kit and support networks to prepare for future incidents and carry out their roles to the best of their ability.

The exhibition features over 450 exhibiting companies including leading names in vehicles and fleet, communications,

technology, medical and firefighting equipment, search and rescue, extrication, water rescue, first response, protective clothing and uniforms, public safety, vehicle equipment, training, community safety and station facilities.

New technology on display will include connected vehicles that serve as mobile communications hubs, satellite communications, ruggedised mobile computers tablets and phones, data, cloud storage, wearable tech, connectivity, UAVs or drones, hybrid and electric vehicles, body-worn cameras and other video capture systems. Other technological innovations include the latest in protective fabrics, medical equipment, firefighting and rescue tools and equipment. Just as important are the enabling ICT applications being showcased, including control room systems, data management, mobile apps for emergency service and public use

and the multiple technologies now being used to speed and aid collaboration throughout the emergency services.

CPD-accredited seminars allow visitors from all emergency services and allied organisations to ensure they are up-to-date on the latest technology and best practice as well as gathering insights from the successes and challenges of recent UK and International emergencies. The College of Paramedics will also host its well-attended CPD training sessions on both days of the event.

Popular returning features include the Extrication Challenge hosted by West Midlands Fire Service and judged by UKRO and the First Aid & Trauma Challenge. Both challenges showcase the use of the latest technology and equipment, while the Extrication Challenge in particular is also a highly interactive and immersive experience for participants and show visitors alike, featuring live-stream action cameras broadcasting to large display screens.

The growing free-to-visit event attracted a record total of 8,348

visitors from across the UK and International emergency services in 2018. Over 2,500 of the show's visitors attended the programme of 90 CPD seminars running in four theatres and 2019 will see the same range of seminars, demonstrations and key learning opportunities. This year free sessions will cover Lessons Learnt, Health & Wellbeing and Emerging Technologies.

Oliver North, Managing Director of O+H Vehicle Conversions, commented on the show: "If you want to supply vehicles, equipment or anything to the emergency services, or even to sub-supply some of the frontline manufacturers such as ourselves, you have to be here in the shop window, so that the market can see everything under one roof, so we can all set the gauge as to what the market is doing in terms of technology."

In the networking hub of the show, The Collaboration Zone, over 80 emergency services, voluntary groups, charities and NGOs share details of the support they offer, while members of other partner agencies will be available to discuss co-response



and other areas of partnership working.

Entry to the event and parking at the NEC are free.

• To register to attend or to enquire about exhibiting at The Emergency Services Show 2019 visit: www.emergencyuk.com

New technology modernising medicine supply and management within the Welsh Ambulance Services NHS Trust



The Welsh Ambulance Services NHS Trust (WAST) is using state of the art technology to improve its medicines management to ensure paramedics can respond quickly to call outs with the right medicines to hand. The Ambulance Trust has installed Omnicell's automated medicines cabinets at 15 District General Hospital sites and 5 of its ambulance stations across Wales. The system has been so successful that it was awarded an Efficiency Through Technology Programme, High Impact Award at the MediWales Innovation Awards in December 2018.

Omnicell UK & Ireland, a leading provider of medication adherence packing and automated healthcare solutions, supported the Welsh Ambulance Services NHS Trust to replace its hospital-based medicine cupboards in 2017. Their previous process was heavily reliant on paper and clinical

administration to record drug withdrawals. By contrast, the system automatically records which drugs are withdrawn and by whom and is fully compliant with CD legislation providing the Trust with a much greater level of control and audit.

The system provides WAST clinicians with secure, biometric

controlled access to the range of prescription only medicines and controlled drugs that are used by the 999 service. Fingerprint login to the system permits ambulance crews to select and withdraw their required medicines and register the withdrawal against the vehicle call sign. The system provides a national standardised solution across Wales and offers a much greater level of monitoring, control and traceability. The system which is fully compliant with UK medicines legislation also allows the Ambulance Trust to monitor and fine-tune cabinet stock levels to manage

stock efficiently and therefore reduce waste.

As well as ensuring drugs are dispensed and managed safely, the system helps save valuable time taken up replenishing stock at hospital-based medicine cupboards in between emergency call-outs.

The modernisation and delivery of ambulance services in Wales aligns with the Welsh Government's strategy "Together for Health" which delivers improved outcomes. In addition, the installation of the cabinets meet the requirements of MHRA and will help the Trust to meet its statutory requirements under the Misuse of Drugs Act, as well as ensuring that the Trust continues to build-on its commitment to patient safety.

Omnicell worked closely with the Trust to provide comprehensive training to its Paramedic and Emergency Medical Technician workforce. The cabinets were designed to meet the specific requirements of the ambulance service and installation was supported by the identification of appropriate locations, power and network requirements.

Chris Moore, Health Board Clinical Lead, for Welsh Ambulance Services NHS Trust comments, "Installation of the



cabinets within our Trust has been a fantastic step for us. The new system has greatly improved the safe and secure management of our medicines and offers us a far greater level of control and access. One of the great benefits of the system is the reduction in time it takes to replenish stocks. The reduction in the administrative burden of recording drug withdrawals by hand, means our vehicles and crews are more readily available to respond to 999 calls in our communities and spend more time focusing on face-to-face patient care."

Paul O'Hanlon, Managing Director for Omnicell UK & Ireland comments, "We are delighted that our work with the Welsh Ambulance Service NHS

Trust has been such a success and has been highly regarded by MediWales Innovation Awards. The previous hospital-based medicine cabinets were lacking security and safety which is needed when handling controlled drugs.

"We pride ourselves in working alongside Trusts to ensure the integration of our cabinets goes smoothly, providing unparalleled support and after-care. We are committed to helping customers with everything they could need to guarantee our systems improve the day-to-day running of the Trusts by making sure our customers are at the forefront of stock management, security, patients care and clinical governance."

Blue lights **GO GREEN**

Last month NHS chief Simon Stevens challenged vehicle manufacturers to help "blue lights go green" and cut air pollution by developing more environmentally friendly ambulances.

With polluted air causing cancer, lung disease and heart problems and contributing to around 40,000 deaths each year, the NHS England chief executive pledged that the health service will step up action to tackle the issue at source as well as treating those affected.

The NHS accounts for almost 10 billion journeys each year - around 3.5% of all road travel - as staff and patients travel to work and appointments and medical supplies are delivered.

The NHS Long Term Plan has committed to cutting mileage and air pollution from rapid response vehicles, patient transport and staff journeys by a fifth by 2024 and ensuring nine out of 10 vehicles are low

emission within a decade.

The blueprint for a successful and sustainable health service also sets out how the NHS will use technology to make 30 million outpatient appointments redundant, sparing patients' unnecessary trips to and from hospital.

However, speaking at a clean air summit, Simon Stevens said he wants to go even further and called on vehicle manufacturers to seize the opportunity provided by plans to upgrade the ambulance fleet coming later this year.

The NHS will draw up a new, single specification that all double crewed ambulances must meet in the autumn before moving to a national procurement process which will help trusts meet the new, tougher response times that have been introduced.

Environmentally friendly vehicles

Yorkshire Ambulance Trust

is looking at developing a hydrogen-powered hybrid but Simon Stevens said that private manufacturers should be competing to produce environmentally friendly vehicles as well as on performance and price.

Innovation is needed because green technology is not yet advanced enough to power the heavy vehicles with all the kit they carry, meaning ambulances could not be included in the NHS fleet ambitions.

Speaking ahead of a clean air summit in London, Simon Stevens said: "Air pollution is one of our great but under recognised health challenges, and the NHS can help tackle the causes as well as the consequences, which evidence suggests hits the most vulnerable hardest."

"Thanks to the commitment and ingenuity of NHS staff, we've already made big steps in greening the health service,

with carbon emissions down by around a fifth over the last decade.

"The NHS Long Term Plan has set out our blueprint for a successful and sustainable health service fit for the future, and now we want ambulance manufacturers to help by developing more environmentally friendly vehicles - helping our blue lights to 'go green'.

"This will also help ensure extra investment in the NHS is well spent by reducing the economic impact of air pollution on the health service, bringing benefits for taxpayers as well as our patients."

An estimated one in three people live in areas with dangerously high levels of air pollution. More than 2,000 GP practices and 200 hospitals in England are in areas affected by toxic air.

A recent report from NHS England and Public Health

England, 'Reducing the use of natural resources in health and social care', showed the strides the NHS has made in becoming more efficient and sustainable.

More than four fifths of waste from hospitals, ambulance services, community organisations and other NHS providers is already diverted away from going directly to landfill - with over a fifth of this recycled or recovered to make new products.

The publication supports NHS figures that show that over £90 million has been saved over the last five years, through measures to become more efficient in the NHS use of natural resources.

The NHS Long Term Plan set out ambitions to cut the health service's carbon footprint by 51% by 2025 including by improving energy efficiency through widespread implementation of LED lighting and smart energy management.

In October a £46 million fund was launched for NHS trusts to improve and expand the use of LED lighting, to save the NHS money and provide a better-quality experience for patients, staff and visitors.

Northern Devon Healthcare NHS Trust is already set to save £600,000 a year through onsite energy generation and energy saving initiatives, including installing LED lighting and roof insulation.

Overall, the NHS is one of the industrialised world's most efficient health care systems with substantially lower costs than other advanced European countries such as France or Germany. And the latest ONS data shows that NHS productivity has been increasing around three times faster than the rest of the UK economy.

The Emergency Fleet Exhibition focuses on transport and related fleet products for the Ambulance, Fire & Rescue and Police sectors.

The 2019 exhibition will showcase a comprehensive range of vehicles, equipment and services for the benefit of this specialised area of the public sector, and attracts a focused high-level audience from the other emergency services, local authorities and some Government departments.

Over 100 key suppliers will be showing vehicles, equipment and technology used by the **Ambulance, Fire and Police sectors and rescue organisations**. These exhibitors will include major vehicle manufacturers of emergency vehicles who will be displaying current and future vehicle technologies, making it the essential event for everyone involved with emergency fleet.

The main conference will feature Police and Fire fleet specific topics. In addition there will be theatres within the main exhibition area, featuring seminars specific to the emergency fleet industry.

REGISTRATION

To attend the Emergency Fleet Exhibition as a visitor, or to attend the joint NAPFM & NFCC Conference or NSAFG Meeting as a delegate, please visit **www.napfmevent.org.uk**

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Trust wins contract

A new non-emergency ambulance contract for Cheshire, Warrington and Wirral, will see additional staff based locally providing ever higher standards of care.

NHS commissioners have awarded a five-year contract to West Midlands Ambulance Service (WMAS). The service will provide around 180,000 journeys a year, taking eligible patients from their homes to hospitals and treatment centres

for consultations, treatments and procedures including services relating to cancer, renal failure and bariatric surgery. The contract will start from 6 April 2019.

WMAS will use an additional 30 vehicles to the previous

contract, most of which are wheelchair accessible. This will allow patients to stay in their chair while they are helped into the vehicle at the start of their journey and out at the end making their journey easier.

The number of operating bases will increase from three to five, with sites in Macclesfield and on the Wirral complementing those

in Crewe, Ellesmere Port and Warrington. Therefore, staff will not have to travel as far to work and will be able to operate more regularly in areas with which they are familiar.

The new contract will allow WMAS to recruit around 40 additional staff. They, together with the existing staff, will use additional equipment bought to enhance care in various specialties including bariatrics.

Dr Julia Huddart, clinical lead

for urgent and emergency care at NHS Eastern Cheshire Clinical Commissioning Group (CCG) - one of the commissioners, said: "We and our partners recognised that this is an essential service for eligible patients. For that reason, we required potential providers to bid against a robust operating model that would ensure a high-quality, reliable and accessible service."

"The service specification was shaped by users of the

existing service, with whom we worked closely throughout the tendering process."

Michelle Brotherton, WMAS non-emergency services operational delivery director, said: "Putting patient care first has always been our number one priority and we feel this new contract will allow us to provide the level of patient care we feel is appropriate. Our bid was the perfect balance of value for money and quality."

Best van conversion ambulance design



As part of an NHS Improvement evaluation day, van conversion designs from four ambulance trusts were compared to see what works best. This included layout, internal design, features and how the vehicle drives.

EMAS' Fiat Ducato conversion emerged as the clear winner.

The design was particularly favoured because of innovative features such as trauma lighting, the pull-out draw-up surface, the standardisation of placement of medical equipment, the low centre of gravity and the smoothness of the ride.

The van conversion is also around 20% cheaper to run than the average box conversion used by some other trusts.

The current model is the result of a lot of hard work by the EMAS Fleet team and frontline colleagues involved in developing the design.

Steve Farnsworth, Fleet General Manager, said: "I am

very proud of my team who continually work to refine the design of our ambulances so that they are as comfortable, practical and safe as possible for our patients and staff.

"We have worked with other services to avoid repeating any mistakes and we are also very fortunate to have a core group of staff working on the frontline who are always willing to share their ideas."

NHS Improvement's ambulance vehicle specification consultation as part of the Carter review closed on 1 February.

The NHSI team is now reviewing all the responses and aims to publish the final specification during spring 2019.



Falck contract win

Falck UK Ambulance service, a subsidiary of the Falck Group, has been awarded a five-year contract to provide patient transport to Imperial College Healthcare. Spread across five key sites in West London; Charing Cross Hospital, Queen Charlotte and Chelsea Hospital, Hammersmith Hospital, St Mary's Hospital and the Western Eye Hospital as well as a number of smaller satellite sites, Imperial College Healthcare NHS Trust currently require 330,000 patient journeys a year.

The contract has been awarded to Falck in an open public tender with several competitors. The contract underlines Falck's British ambitions and it will double Falck's UK ambulance business.

"We are delighted that we have been awarded this prestigious contract with Imperial and look forward to work in partnership to launch a safe and effective service from day one. We are committed to be listening to and working with Imperial's patient groups to continually improve the service and ensure that it meets the highest standards

throughout the contract term," says Mark Raisbeck, CEO of Falck UK Ambulance.

The contract is due to commence on the 1st June 2019 and will see Falck provide 126 new Falck patient transport vehicles, which have been redesigned for improved patient safety and comfort in collaboration with Cartwright Conversions, 237 trained crews plus a booking and helpdesk service to deliver an efficient and caring transport services to the patients undertaking treatment at Trust points of care.

FLEET NEWS

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Cartwright Conversions supplies state-of-the-art ambulance to remote island

They've got a school, a hospital and what was once the longest airport runway in the world.

Now people living on Ascension Island, a remote British Overseas Territory in the middle of the South Atlantic Ocean, have finally got a state-of-the-art civilian ambulance.

The population of just under 700 – including 90 children – will benefit from a new vehicle supplied by Cartwright Conversions more than 4,400 miles away in Doncaster, UK.

Until it arrived at the island's port of Georgetown the only medical transport available was a "very basic" military-style Land Rover with no medical equipment on-board.

Cartwright Conversions won the contract to supply the vehicle, complete with a defibrillator and oxygen supply, after the Ascension Island's Government put out a tender asking for the equivalent of an NHS frontline ambulance.

They supplied an ex-demonstration model with extra equipment and a well-proven powerful engine that could cope with the climb from the island's port of Georgetown to the inland settlement of Two Boats which is home to the school.

Nathan Millington, Director of Operations and Facilities, for the Ascension Island Government, said: "We're more than happy with it – it's a very, very impressive bit of kit. It's a quantum leap forward from what we had before. It's nice to have something that's of such a high standard."

"I was in the UK before Christmas and I went to meet the guys at Cartwright Conversions and I was really impressed with the amount of effort they have put into this, considering that we were just purchasing one vehicle whereas typically an NHS trust would replace an entire fleet."

"Cartwright went over and above to get this on the road and they kept us updated with what they were doing. They went the extra mile and I can't recommend them highly enough."

"As you can imagine, it's really hard work getting anything here but this project pretty much ran itself."

Delivering the ambulance to the far-flung island, a strategically important air base for the Americans in World War II, the British in the Falklands War and NASA which earmarked it as an emergency landing spot for the space shuttle, was another challenge.

Due to its remote location one thousand miles off the coast of Africa and even farther – 1,400 miles – from South America, the ocean swell can make it one of the most dangerous cargo landings in the world.

The vehicle was sent out on a cargo ship that anchors off Ascension on the way to the Falkland Islands, then had to complete the last sea mile on a flat barge before being lifted by crane onto shore.

Steve Shaw, Managing Director of Cartwright Conversions said: "This was definitely one of our more unusual requests and we were delighted to help out the people living on Ascension Island by supplying them with a fully-equipped ambulance."

"We are proud of our conversions and the ambulance has a robust design that should serve them very well for many years to come."

The ambulance was funded by the Global Britain Fund and the UK Government.

Cartwright Conversions produces a number of specialised vehicles including ambulances, patient transport, police and security, welfare and other bespoke conversions.



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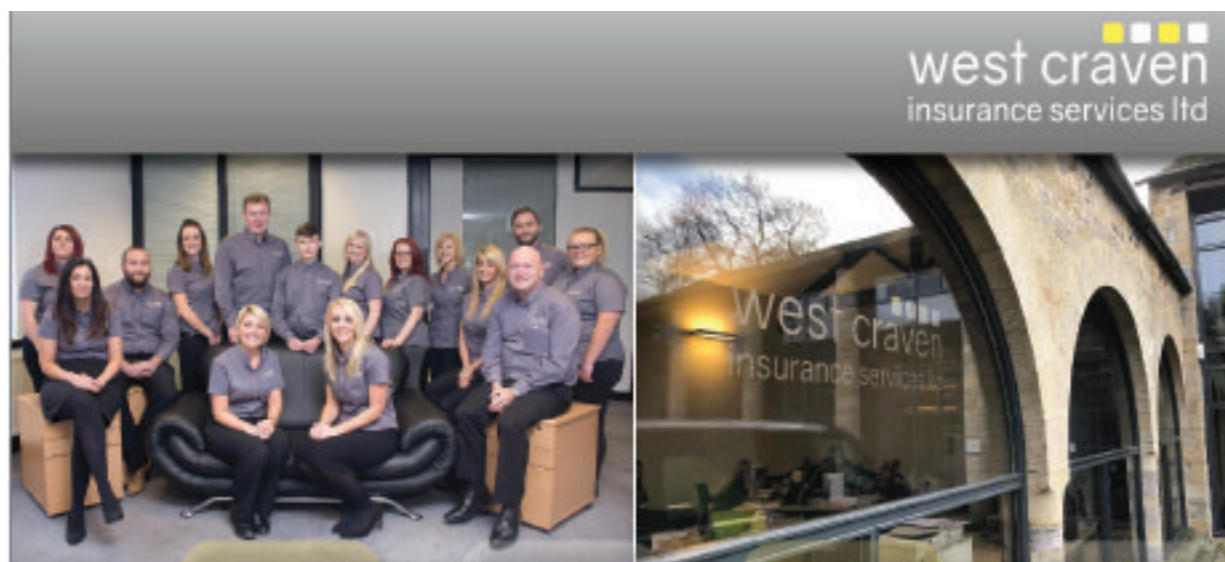
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Trust welcomes challenge



• NHS England Chief Executive, Simon Stevens

West Midlands Ambulance Service has welcomed a challenge from NHS England Chief Executive, Simon Stevens to vehicle manufacturers to help "blue lights go green" (see page 7).

Mr Stevens wants the manufacturers to develop more environmentally friendly ambulances, which will cut air pollution. The NHS accounts for almost 10 billion journeys each year - around 3.5% of all road travel in the UK - as staff and patients travel to work and appointments and medical supplies are delivered.

WMAS Fleet General Manager, Tony Page, said: "As a Trust we have the most modern ambulance fleet in the country and have made significant changes to our fleet that has substantially reduced the level of pollution we create over the past six years.

"We use van conversions which are almost a tonne lighter than the modular vehicles used by other services which immediately produces savings in fuel and operating costs.

"We have worked closely with staff and the converters to improve the designs so they are easier to operate in and have then invested significantly in producing vehicles that are considerably lighter which has reduced our CO2 emissions.

"Had we not made the changes we would have created an additional 2.1 million tonnes of CO2 per year!

"We made a commitment to our staff five years ago that none of our frontline vehicles would be older than five years. As well as meaning they are a better place to work, it has allowed us to make many other improvements including:

"Using new technology pioneered in the aircraft industry to reduce the weight of the ambulances by almost 10%. This brings real savings in fuel, tyres and vehicle spares as well improving the vehicles handling and ride quality.

"A newer fleet substantially increases the availability of vehicles and reduces the level of spares required which has saved hundreds of thousands of pounds.

"Our objectives for the next few years will be to implement the issues highlighted in the NHS Improvement Carter Report which will focus on further weight reductions from vehicle conversion, exploiting telematics, making further improvements to the saloons of the ambulances which will further improve the working environment for crews and make the patient experience better. If the vehicle manufacturers can play their part too, we can continue to make a real difference to the environment."

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Call Handler nominated



• EMD Sarah Fisher and Richard Gaman

A South Western Ambulance Service NHS Foundation Trust (SWASFT) 999 Call Handler has been shortlisted for a national award, after she helped to save a young man's life.

Emergency Medical Dispatcher (EMD), Sarah Fisher, has been named as a finalist for the Control Room Call Taker of the Year at the APD Control Room Awards 2019.

It comes after she convinced a dog walker to do CPR on a lifeless body he had found on a beach. The patient survived, and made a fantastic recovery.

Sarah, who works at the SWASFT Control Hub near Bristol and lives in the city, said the incident showed that people should "never give up" trying to help someone.

She said: "The call has always played on my mind. 'I didn't know why the patient was there, how long he'd been there, or what had happened."

"The caller was convinced the young man was dead and beyond any help. But I really wanted to get him to do something for the patient. It was an amazing outcome.

"Being an EMD can be very challenging. We can only deal with the information we are

given, and we don't tend to know the outcome of calls. Sometimes we get shouted at and abused by callers. This one call restored my faith in what we do.

"I'm delighted to have been chosen as a finalist for a national award. It's such an encouragement for all of us in the Control Room, and an inspiration to anyone never to give up trying to help someone. We really can save lives."

Police initially told Sarah that a member of the public had found what appeared to be a dead body beside the Severn Estuary in January 2018.

She called the informant, Richard Gaman, back and asked him to return to the patient.

It soon became clear that the patient's heart had stopped beating, he was not breathing, and he was extremely cold.

The situation appeared hopeless, but Sarah refused to give up on the patient.

She encouraged and supported Richard to do CPR for more than

20 minutes, as a multi-agency rescue operation began.

Responders treated the patient at the scene, and then took him to hospital where he made remarkable progress.

The patient made a special visit to the Control Hub to meet and thank many of those involved in the rescue, including Sarah.

She received a letter of thanks from Chief Executive Ken Wenman for the way she handled the incident.

Her team leader, Michelle Charles, said: "Sarah is a truly dedicated professional who goes above and beyond to provide outstanding care for patients."

"Whatever the circumstances, Sarah treats patients and callers with respect and dignity, and is fully committed to improving lives."

The Control Room Awards were launched in 2018 to celebrate the "unsung heroes" of the emergency services. The winners will be announced as this issue of Ambulance Life rolls off the presses at a ceremony in Nottingham on 7 March.

SJA Long Service awards



• SJA Awards

Two members of the St John Emergency Ambulance Service have been presented with Long Service medals by the Lieutenant-Governor of Guernsey, His Excellency Vice Admiral Sir Ian Corder KBE CB.

Senior Officer Malcolm Mechem and Paramedic Steve Domaille received the national 'Ambulance Service (Emergency Duties) Long Service and Good Conduct Medal' at a special ceremony at the St John Headquarters at the Rohais on Tuesday 5th February 2019.

The medal is a national award which is gained after completing 20 years of exemplary service to emergency ambulance service duties.

Malcolm Mechem initially joined the Patient Transport Service (PTS) in 1998 before training as an Emergency

Medical Technician (EMT) and then Paramedic. Malcolm has also been an engineer on the Flying Christine and trainer to ambulance staff. He became Senior Officer in 2011 with oversight of Emergency Planning, the vehicle fleet, administration and PTS.

Steve Domaille also started his career with PTS before progressing to the role of EMT and then Paramedic. He has served with the Cliff Rescue and Inshore Rescue Boat teams. Steve has also worked as a Station Officer and Senior Officer, before returning to his

operational position with the Service as a Paramedic.

Ali Marquis, Chief Officer of the St John Emergency Ambulance Service said "Recipients of this award have not only reached a milestone in their careers, but have also displayed outstanding service to the public, often in times of need. The ambulance service nationally, St John and the wider public hold those receiving these awards in high esteem. On behalf of the St John Emergency Ambulance Service I would like to express my gratitude to Malcolm and Steve for their dedication, their loyal service and the care they have given to the public."



• Senior Officer Malcolm Mechem and Paramedic Steve Domaille receiving their awards

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Devon Air Ambulance Top 100

February was quite a month for Devon Air Ambulances operationally, culminating with the Trust celebrating a One Star accreditation, recognising very good levels of employee engagement and coming in at number 51 in the 100 Best Not for Profit Companies to work for.

Martin Bell, Retail and People Development Director commented "This is such a huge achievement. We know we're a great place to work, but to have this national recognition is testament to all of the hard work that our staff do day in day out to ensure that the funding continues to come in to keep both of Devon's Air Ambulances

operational."

Heléna Holt, CEO of Devon Air Ambulance, added "We have to raise more than £7.5 million a year, which also means that, although we are a charity, we have to operate as a professional business as well. In addition to this we must rigorously comply with the rules and regulations from the Civil Aviation Authority,

the Care Quality Commission and the Charity Commission among others."

"We believe in investing in our staff, from ensuring they have the right equipment to undertake their role to the right training and development to further grow and expand within it. I'm very proud of the team; every member knows the role they play in helping to save lives. We never rest on our laurels though and we are always working to improve across all our activities."

Founder and CEO of the Top 100 Best Companies, Jonathan Austin said "I would like to congratulate Devon Air Ambulance on their achievement of a One Star Accreditation status and being named as one of the UK's Best Companies to Work for. Best Companies have been producing the Accreditation standard since 2006 to acknowledge excellence in the workplace. We are proud that charities like Devon Air Ambulance focus on their employees and have been



• DAA Top 100

rewarded with an engaged workforce who tell us that they're a best company to work for."

LAA and Myleene Klass Podcast



London's Air Ambulance Charity released the first episode of its new podcast series in February "Picking Up The Pieces". The podcast is hosted by presenter and musician Myleene Klass who will be speaking to people whose lives have been affected by the work of London's Air Ambulance medical teams.

Picking Up The Pieces explores what happens after a patient has been treated by the London's Air

Ambulance medical team. The series launches with Yair and Yael Shahar's story. Yair suffered

a traumatic pelvic injury and had to be airlifted to hospital by London's Air Ambulance Charity. Myleene talks to the Shahars about the impact the accident has had on their relationship and family life.

Myleene Klass said; "Speaking

to these amazing people whose lives have been affected by trauma has had a deep and lasting impact on me. I was frequently moved to tears whilst we chatted. I am astounded by their resilience, strength and ability to still find joy in their



lives, even on dark days.

"It has been a great honour to be involved and support the incredible work that London's Air Ambulance Charity does. Whether listeners have been affected by trauma or not, I hope that they too will find inspiration in these stories."

Dr Gareth Grier, Lead Clinician said; "In 30 years of delivering rapid response and cutting edge care in London, our mission has never changed. We want to be there for anyone who needs us, whenever they need us. Our patients are at the heart of what we do.

"Whilst we may only be in the lives of our patients for a very short time we care deeply

about what has happened to them following our treatment. It is so important to recognise the difficulties and struggles that trauma can cause and that our interventions are only the beginning of a very long road to recovery. Picking Up The Pieces shows how trauma has a lasting effect on patients and their loved ones and I hope that it will bring a deeper understanding of the journey people go on when they have experienced trauma."

The podcast has been made possible through support from The Gerald Micklem Charitable Trust and The City of London Corporation's charity, City Bridge Trust.

Helipad boost

The fundraising campaign for a life-saving Helipad at Sheffield Children's Hospital took a major step forward last month thanks to a new charity partnership.

The HELP Appeal's Chief Executive Robert Bertram has presented the first instalment of £562,500 out of a £2.25M pledge to David Vernon-

Edwards, Director of The Children's Hospital Charity.

The HELP Appeal has been providing significant grants to fund life-saving helipads at Major Trauma Centres and A&E hospitals around England and Scotland since 2009. In 2016, it helped fund the helipad at Sheffield's Northern General Hospital.

Its total donation of £2.25 million will cover half of the cost of the helipad. The £6m The Children's Hospital Charity's appeal is raising includes a contingency fund should costs rise before its expected completion in 2023. Due to its status as a regional Major Trauma Centre, the Emergency Department at Sheffield

Children's Hospital helps up to 200 children a day.

The helipad will reduce the delays for patients who need critical care as soon as possible from across South Yorkshire, Derbyshire and Lincolnshire. Currently, air ambulances land in Weston Park and patients are then transported across the busy A57 under a police escort before entering the Emergency Department at Sheffield Children's Hospital.

The new Helipad would ensure air ambulances are able to land in the park after

dark, significantly extending its operation throughout winter. It would also have electric trace heating incorporated into the deck to ensure that ice and snow do not disrupt the continued use of the facility during periods of inclement weather. David Vernon-Edwards, Director of The Children's Hospital Charity said: "We're so grateful to Robert and the HELP Appeal for their generous support as we strive to make this life-saving Helipad a reality. With the pressures on our Emergency Department growing every year, this project

has never been more needed."

Robert Bertram, Chief Executive of the HELP Appeal added: "After helipad patients land, they shouldn't have to endure a lengthy secondary transfer in a road ambulance or trolley, as it can cause further discomfort and injury and delay lifesaving treatment. The sooner a seriously ill child can reach a specialist doctor, the better their chances of survival. Having a helipad beside the Emergency Department will save time, save lives and keep families together."

Public Access Defib Cabinet

Defib store has launched a revolutionary new outdoor waterproof public access defibrillator cabinet. Manufactured from polycarbonate, the same material used for police riot shields, it is fully water and dust tight, vandal proof and thermostatically heated.

The Defib Store 4000 plastic waterproof defibrillator cabinet is corrosion proof, has a stainless-steel pushbutton lock and can be installed in all environments.

The cabinet has a thermostatically controlled heater to keep the defibrillator at its optimum temperature and ensures it is always ready to

save a life.

Each cabinet has a unique double skin construction which gives extra strength whilst providing excellent insulation properties in cold environments.

Defib Store are a Derbyshire based company providing indoor and outdoor defibrillator cabinets and a wide range of defibrillators and accessories.

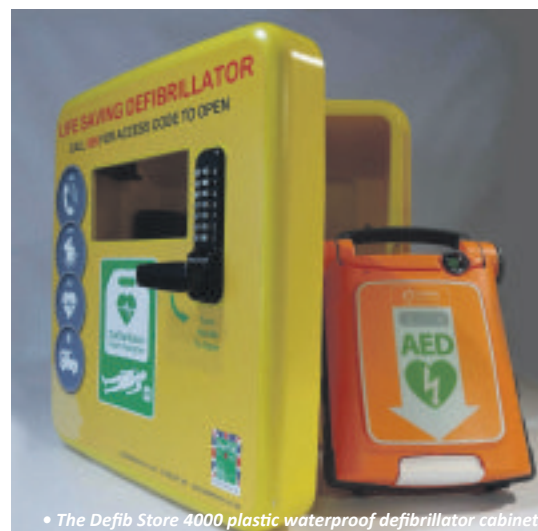
The new Defib Store 4000 plastic cabinet was developed in conjunction with several Ambulance Trusts and other major customers and has taken over 3 years to reach final production. Part of the testing procedure was to prove the outstanding strength and durability of the cabinet which involved a hammer test of 30 minutes duration and then driving a 3 tonne Land Rover over it without any damage.

Company Managing Director Alex Bennett said: "We have listened to our customers' feedback over the last few

years and have taken this onboard when incorporating the many new innovative features in our cabinet. From the outset we wanted to build the best possible cabinet on the market today because I believe passionately in the provision of these life saving devices and for them to function correctly in all weathers you need a superior cabinet. Although we have only just finalised production, we have already had major interest from both UK customers and also several overseas distributors ranging from the USA to Singapore."

The purpose of the cabinet is to provide a waterproof, sealed, heated and controlled environment for an Automated External Defibrillator (AED) so that it is fully accessible by the general public 24/7.

The lifesaving defibrillator is accessed by calling 999 and asking for the ambulance service who will give out a code for the



• The Defib Store 4000 plastic waterproof defibrillator cabinet

cabinet and to open it is a simple matter of pushing the coded lock buttons. The defibrillator can then be used on the patient who is having a cardiac arrest by a member of the public who does not need training as the defibrillator calls out a series of commands for them to follow. The call centre will also deploy

an ambulance to the location of the cabinet the patient is being treated with the defibrillator.

The new Defib Store 4000 cabinet is available to order now with deliveries starting in early April.

• Further information is available at : www.defibstore.co.uk

Ambulance scheme reducing A&E admissions

A multi-agency 'Green Car' scheme to reduce the number of unnecessary A&E admissions has won an Innovation and Quality Improvement Award at the Countess of Chester Hospital's Celebration of Achievement Awards.

Led by North West Ambulance Service (NWAS) and Countess of Chester Hospital, the scheme sees a paramedic and physiotherapist join up to create one emergency service resource available to attend 999 incidents where the patient may benefit from support in the community.

The scheme is primarily aimed at patients who have fallen. It provides a valuable joined-up service by not only helping patients remain safely at home but gives a full therapy review of their home environment and abilities.

The paramedic is able to offer clinical treatment for any injuries sustained during the fall whilst the physiotherapist can arrange further support services and refer to hospital and community colleagues. The team work together to provide practical advice and decide on the best action to take depending on the patient's individual needs.

The 'Green Car' scheme won the Innovation and Quality Improvement Award at the Countess of Chester Hospital's Celebration of Achievement

Awards which took place on 25 January 2019 at Chester Racecourse.

The project initially started in Chester back in February 2018 for a six month trial.

Paul Townley Sector Manager of Wirral & West Cheshire for NWAS: "I'm really pleased with the success of the Green Car and extremely proud that the team has been given this well-deserved recognition."

"It has been a real collaboration of work between NWAS and The Countess of Chester Hospital. By joining up with physiotherapist colleagues from Countess of Chester we have been able to offer patients more specialist care for their specific needs."

"We have been able to respond in a more timely fashion to those patients identified through our dispatch system who do not require a full paramedic ambulance response but would benefit from this more specialised service. The team of paramedics and physiotherapists bring the right care and strategy to these patients."

On the car, the team has access to live 999 data and focus on responding to incidents involving a fall that don't necessarily require an immediate emergency response.

Alison Swanton, Head of Therapies at the Countess of Chester Hospital, said: "We are delighted with the Green Car initiative and the difference it is making to our patients in the community. This partnership provides a more responsive service to patients who have suffered a fall because a joint crew of paramedics and therapists arrive on the scene together."

"By collaborating in this way, our therapists are able to conduct early therapy assessments on patients, reviewing their abilities and home environments as a decision is taken about whether they need to go to hospital. I was really pleased that Green Car won the Innovation and Quality Award at our recent Celebration of Achievement Awards. I believe the way NWAS and The Countess have worked together on this for the benefit of our patients showcases the very best of the NHS."



• Award winning Countess of Chester Hospital team, (L-R): Jennifer Anson, Senior Physiotherapist; Rose Hooper, Senior Physiotherapist; Kate Ellis, Senior Physiotherapist; Sir Duncan Nichol, Chairman; Graeme Lambert, former RRT team leader; Robert Loughran, Senior Physiotherapist; Alison Kelly, Director of Nursing & Quality; Anna Rees, Clinical Lead for Frailty along with colleagues from North West Ambulance Service, Paul Townley, Sector Manager and Roy Cadwallader, Paramedic.



• (L-R) North West Ambulance Service Sector Manager, Paul Townley with Paramedic, Roy Cadwallader

Praise for SAS crew



A mum has praised the Scottish Ambulance Service following her young son's 10-day stint in Intensive Care.

Jennifer McEwan, of East Kilbride, has spoken of the moment her two-year-old son Jacob was rushed to hospital.

The 33-year-old mum was at home with her two children, Jacob and Theia, aged one. She said Jacob had been experiencing cough and cold symptoms, before he started to experience breathing problems.

Jennifer, a nursing tutor, said: "He deteriorated quite quickly; he had symptoms of a cold and was starting to get worse - he was struggling to breathe.

"I phoned 999 and an ambulance came out - the call handler was fantastic."

Derek Henderson and Brian Walker, both based at East Kilbride Ambulance Station, were dispatched

and arrived within minutes of the call around 5pm on November 4.

The crew "blue lighted" Jacob to hospital, where he was rushed into the A and E department at Hairmyres.

Jacob was then transferred by Sandra Stark of the ScotSTAR team to the Royal Hospital for Sick Children, where spent 10 days in intensive care, including four days hooked up to a ventilator.

Jacob was diagnosed with having croup and RSV. She added: "Jacob is healthy but he just drew the short straw. I just want to say a massive thank you, but a thank you is a massive understatement. It's not just a daily job; it's doing life changing things on a daily basis - the quick response made a big difference.

"Everyone's professionalism and knowledge put me at ease and I have no doubt without their rapid care, things would be significantly worse."

Heartfelt thanks

Patricia Nicholls, 80, had been helping teach at her daughter's dance school on a September morning and on the way home to Cheshunt, Herts, and experienced chest pain.

Her daughter, Helen, pulled over into a pub car park in Bishop's Stortford and phoned 999.

Mrs Nicholls said: "I remember sitting in the car waiting for my daughter to come out of the bank and all of a sudden I felt unwell.

"I tried to get out of the car but didn't have any energy. I had pains everywhere in my stomach, back arms, chest and never thought I was having a heart attack as the pain was everywhere."

EEAST Paramedic Emily Gibney said: "We arrived and found Patricia in the car, quickly diagnosed a myocardial infarction and got her onto the back where she went into cardiac arrest.

"We performed CPR and shocked Patricia once and minutes after she was awake and talking to us again.

"It was a very surreal job and the first of its kind for both myself and Tony [student paramedic]."

Patricia was taken to Lister Hospital in Stevenage for further treatment and is now doing very well at home.

Patricia took in a bag of treats and a thank you card into Harlow ambulance station just before Christmas, and then was able to meet the team who saved her life a couple of weeks later.

She said: "It was a really lovely thing to be able to do. I was very touched they gave up their time off to meet with us, as I know time is precious.

"It was lovely to meet them and thank them all in person. I know without their care I would not be here today.

"They do a fantastic job and are quickly criticised when things aren't to one's satisfaction, but very rarely commended for the life-saving work they do. I personally do not think they get the accolade for the work they do."

Reunited after life-saving call

Crew members from East of England Ambulance Service have been reunited with a patient they saved following a cardiac arrest.

On 4th February, crew members from King's Lynn ambulance station met with a patient they had attended only a month ago during a cardiac arrest. Meeting with a patient so soon after, especially for this type of call, was something the crews were quick to emphasise was a rare occurrence.

In the early hours of Saturday 5th January, Hester Holman woke up at her home

in Weasenham with what she thought was severe acid reflux. Her partner, Jim went to get the heartburn relief she often used, but before Hester could even lift it to her mouth she collapsed.

Jim immediately dialled 999, putting his phone on loud speaker and began CPR.

Paramedic Gary Smith and student paramedic Jonathon Hall were the first to arrive, with Jonathon taking over CPR until a LUCAS device arrived with Carl Smith, critical care paramedic and Tony Chisam, leading operations manager.

Also on the scene were paramedics Gemma

Proudfoot and Dave O'Callaghan.

During their meeting, Mr Smith described the challenges they faced to Hester, who didn't have any memory of the event herself.

He said: "We got the first pulse back at 4.32am, but then we noticed another abnormal rhythm with her heart. We got that back to normal, and then her blood pressure was elevated."

Although the crews arrived, they made it clear that without Jim's early CPR the outcome could have been very different.

Mr Smith emphasised: "Early

CPR and early defibrillation is key.

"It's very rare we get to meet with patients after these calls. The chance of survival for cardiac arrests in the UK is less than 10%, so it's really great to be here today meeting with Hester and her family."

Hester, 47, also found out she went on to have a second cardiac arrest before being transported to the nearest heart attack centre at the Norfolk and Norwich University Hospital, where a team was waiting for her arrival.

She said: "You're absolutely brilliant; I can't thank you all enough."



New born lifesavers

A mum who gave birth three months early has been reunited with the South Western Ambulance Service NHS Foundation Trust (SWASFT) team who saved her newborn baby.

Lucy Knight, 29, went into labour 13 weeks ahead of her due date at home with boyfriend Dean Glover, 27, in Ilminster, Somerset.

Baby Eli Glover was born on 12 July, at just 26 weeks and six days, and weighed only 846g (1lb and 14oz).

Eli was in a critical condition, but survived and was well enough to go home two weeks before he had been due.

Lucy, Dean, and Eli made a special visit to Taunton Ambulance Station on Thursday 7 February to thank the SWASFT team for helping to save Eli's life.

Lucy said: "When Eli was born, I didn't want to look, because I didn't think he would be alive. But he was

breathing and crying, which was a huge relief.

"I remember noticing how tiny he was. But I was in such a state of shock that I couldn't really feel anything. I was like an empty shell with no emotion.

"We're so grateful to the call handler for keeping me calm, and for helping us to keep Eli stable and safe until the paramedics arrived. The crew were absolutely amazing. We cannot thank them enough for getting me and Eli to the hospital safely.

"The outcome could have been very different. But so many people played a part in saving my baby's life, and we are forever grateful to them all.

"Eli is a little miracle, and we're so delighted he's alive and at home with us."

Lucy originally called 999, because she thought she might be giving birth. Minutes later Dean delivered his new son on the bathroom floor.

SWASFT Emergency Medical

Dispatcher, Lydia Gardiner, who took the call, ensured Eli was breathing and was kept warm.

She said: "It's always a privilege to help deliver a baby over the phone, and this call is one I won't forget.

"I knew Lucy needed help when she said she was only 27 weeks pregnant but was pushing and felt like she could see the baby's head. But when she said she was having contractions, we lost phone signal. By the time I managed to reach her the baby had been born. So my priority was then to make sure he was breathing and was kept warm. Even though the baby was struggling to breathe, the paramedics soon arrived and I handed over to them. So I had no idea if Eli was going to survive.

"I was delighted to hear Eli is doing so well, and it's such a privilege to meet him and his family. We don't always know the outcome of calls we take, let alone have the opportunity

to meet patients."

Paramedics arrived to treat Eli who was so small he could fit into the palm of his mum's hand. Despite it being a hot day, the crew drove with the heating on to neonatal intensive care unit at Musgrove Park Hospital in Taunton.

SWASFT Lead Paramedic, Aaron Doolan, said: "Heat loss is extremely detrimental to a new-born. So when we're travelling to the hospital in this situation, we always turn the vehicle's heating on, as well as wrapping a new-born in a baby blanket."

Eli spent 76 days in the neonatal intensive care unit. During this time he had two bleeds on the brain and a partially collapsed lung.

Eli was allowed home at the end of September, and although he still has some health complications, the infant hasn't shown any signs of permanent brain damage.

Life is sweet-Honey!



A dog that saved the life of her owner is being celebrated by London Ambulance Service on Love Your Pet Day.

Honey, a red cocker spaniel, saw Derek James collapse at his home in Sutton. The 57-year-old was in cardiac arrest. The dog raced to alert Derek's wife Helene, who was walking out the door.

The mother of two said: "I had just gone to the garden to switch the sprinkler off before going out shopping when Honey appeared screaming and making a horrible noise."

"She jumped up and ran back in the house. I went back in to tell Derek to look at the stupid dog when I found him collapsed. I had my purse in my hand and was heading out. It was only the dog running out that stopped

me."

Helene dialled 999 for an ambulance and spoke to emergency call taker Becky Smith, paramedic Chris Harbour was then dispatched to the scene.

He said: "I've had more than a few canine and even feline obstructions during incidents but I've probably had more when they just know we're there for a good reason and sit back and chill."

"The dog alerting Helene so she could call for help is a link in the chain that's irreplaceable."

Chris was joined by London Ambulance Service crews Laura Mannes, Louise White, Ian Creasey, and Ian Pullen. The team treated Derek for 45 minutes before taking him to St George's Hospital, Tooting.

The couple's daughter-in-

law Theresa Johnson is also a paramedic with London Ambulance Service. She said: "When Helene called me it sounded horrendous; she said we had lost Derek. It was very strange hearing what happened, but it reinforced the feeling that you have to do your job the best you can."

Black cab driver Derek, who was in hospital less than a week, said: "One minute I was there, the next I was gone. It was my wife who wanted to get the dog. At the time I wasn't fussed about getting another one as it would be me who would end up having to walk it."

Helene added: "Honey did her bit but it's thanks to all the people who responded that Derek is here today."

BOY MEETS LIFESAVERS

A young boy who survived a near-drowning at a Devon swimming pool has been reunited with the South Western Ambulance Service NHS Foundation Trust (SWASFT) crew who saved him.

Riley Broome, 6, was at the Riviera International Centre, Torquay, in September with his younger brother and great grandmother when he went underwater.

Riley was unconscious and not breathing, and needed urgent medical help.

A pool lifeguard and an off-duty nurse began CPR after he was pulled from the water.

Off-duty SWASFT student paramedic Joe Cartwright stepped in to continue the resuscitation effort and support Riley until ambulance crews arrived.

Riley, who is now seven, and his mother, Tash Munro, went to Torquay Ambulance Station on Thursday 21 February to thank Joe for coming to his aid.

Joe said: "At the time my

training and adrenaline took over, but once I had time to reflect I realised the magnitude of what had just happened."

"It's been lovely to meet Riley again. He was very poorly, but now he's much livelier."

Riley and Tash also thanked Lead Paramedic Kate Butler, Paramedic Hannah Guest, and Emergency Care Assistant Robert Dale who treated him as well.

Riley was driven by ambulance to hospital where he stayed for the rest of the day.

Tash, who was at home with her new-born baby at the time of the incident, said: "A normal Saturday morning almost turned into the worst of my life. I got a call to say Riley was face down in the deep end. But the lifeguard, the off-duty nurse, and the off-duty paramedic were amazing. They brought him back to life. I'm so thankful."

"Having seen the CCTV footage, this seems to have been an example of silent drowning, because no one realised what

was happening to Riley until someone bumped into him."

"When you go swimming with young children, you've got to have eyes in the back of your head, because you never know what might happen."

Joe, who is also a retained firefighter, said: "I was told that a boy had been pulled from the water and was not breathing. When I arrived to help he was grey, but then he began coughing up water and breathing for himself."

"At first he was barely conscious. I kept talking to him, and tried to keep him calm and warm. I monitored him and checked his breathing until the crews arrived. Then I carried him into the ambulance."

"The nurse and the lifeguard did an amazing job with the initial CPR. I'm pleased I was able to help with the CPR and the post-resuscitation care. At the time my training and adrenaline took over, but once I had time to reflect I realised the magnitude of what had just happened."

Hoddle teams up with BHF

Football legend and former England Manager, Glenn Hoddle has announced his plans to work with the BHF following his cardiac arrest last October.

In an interview with the Sun, Glenn discussed his cardiac arrest publicly for the first time and used the opportunity to raise awareness of the importance of CPR and defibrillation.

Last October Glenn Hoddle suffered a cardiac arrest shortly after filming in the BT Sport studio. Sound engineer Simon Daniels quickly started to administer CPR, and used

the studio's defibrillator on Glenn - quick actions which undoubtedly saved his life.

Speaking to the Sun, Glenn said: "Thank God first-aider Simon was nearby and got to me so quickly. He performed chest compressions and fitted a defibrillator on my chest to keep me alive."

"It keeps hitting me in waves, how lucky I am despite everything. The stars were aligned in many, many different ways."

"I want to save lives with this campaign. I am going to be working with the British Heart

Foundation to raise awareness of the project and to provide the equipment and training in the most small and basic football clubs. None of us know when we might need a defibrillator to save a life."

"Football has been my life and this is a way for me to be a positive force and give something back to the game that has treated me so well."

Glenn Hoddle and the BHF will be working together to raise awareness of CPR and defibrillation, and plan to place more defibrillators and CPR kits in grassroots football clubs.

Proud mum



Keisha Moore, 44, tried to phone London Ambulance Service after collapsing at home in pain but was unable to breathe - let alone talk.

Keisha's nine-year old daughter Rihaanna Malcolm-Moore came to her rescue and picked up the phone and made the 999 call.

Mum Keisha said: "I am so proud of her. She just took over. She told me she was calling an ambulance. She's actually quite shy but she was able to stay calm and give our full address and contact details and say what had happened."

Not only was Rihaanna able to give all the necessary details to the call handler but remarkably she could recite her post code using the phonetic alphabet.

- London Ambulance Service call handler, checking postcode, said: "Is that TT?"
- Rihaanna said: "It's Papa Tango." She went on to give her full post code in the same way.

She also explained that her mum has asthma and chronic anaemia. During the call, she added that her mother was in a cold sweat, felt sick and was in pain all over.

Dipesh Makwana, the call handler who answered Rihaanna's 999 call presented her with a certificate to recognise her exceptional response.

He said: "Rihaanna really stood out - she was so calm and clear even though she must have been very frightened when her mum couldn't breathe."

"Her mum has also taught her what to do in an emergency and they are a fantastic example to all families - children can save lives."

Because of Rihaanna's call, a paramedic arrived at their home in just over five minutes. And a second ambulance arrived a few minutes later to take her to hospital.

Keisha started teaching Rihaanna how to make emergency calls when she was

just two years old and at four taught her to recite her mobile number. But Keisha admits she had no idea her daughter could use the phonetic alphabet.

She said: "I was really surprised she could do that - she must have just picked that up. She is a bright girl."

Rihaanna first made a 999 call for her mum when she was six years old - and then last year she made another call when her aunt slipped in the shower and suffered a head injury.

Rihaanna, who goes to St Cyprian's Greek Orthodox Academy, in Thornton Heath, wants to be a heart surgeon when she grows up. Rihaanna herself spent some of her early life in hospital after being born prematurely.

After meeting the call handler and crews at the ambulance HQ in Waterloo, Rihaanna added: "Well I have always wanted to be a heart surgeon... but also maybe a paramedic."



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