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VOL 16 ISSUE 9

SEPTEMBER 2016

DRIVING DOWN FREQUENT CALLS

Tackling frequent callers

A Welsh Ambulance Service initiative has reduced the number of calls made by some frequent callers by as much as 74 per cent.

In January, Clinical Support Officers identified 71 patients across Wales who were responsible for making 437

calls between them that month at a cost of £73,226.

By April, due to ongoing collaborative work with Local Health Boards, the

same 71 patients made 111 calls and the cost of responding to them was brought down to £20,468.

It comes after a project was launched in 2015 focussing on frequent callers, aimed at establishing any unmet care needs they might have.

Data is shared on those who use the service more than five times in a month in partnership with Local Health Boards across Wales, including Cardiff and Vale, which is one of the Trust's leading collaborators.

Once it has been collated, a multi-agency group meets to identify and provide support to them, which could involve providing increased care packages, or community support via third sector or voluntary agencies.

When a known frequent caller dials 999 their call is often intercepted by a paramedic or nurse working in the clinical contact centre.

They are then able to use the patient-specific plans to signpost them to a more appropriate agency, or provide non-emergency transport rather than an emergency ambulance.

Robin Petterson, the Trust's Frequent Caller lead, said: "The important thing to remember is that the patient sits at the heart of our work. People often call 999, when

they simply panic or don't know how to contact other services that are available.

"The great thing about this new way of working is that due to the increased communication and collaboration by all agencies, the patient is receiving more appropriate care for their needs.

"The wider benefit to NHS Wales and the Trust is a reduction in any unnecessary calls, admissions or investigations that may have taken place previously."

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Two hundred calls and counting

Ambulance and fire service staff in the east have attended their 200th medical emergency together.

Firefighters have attended cardiac arrests in some parts of the east since May under a scheme run by the East of England Ambulance Service NHS Trust (EEAST). Under the scheme, firefighters are deployed with ambulance clinicians and community first responders to calls where a patient is not breathing and their heart has stopped beating.

Wendy Risdale-Barrs, EEAST Blue Light Collaboration Regional



Ambulance staff and firefighters already work closely together at incidents such as road traffic collisions

Lead said: "These are the most life-threatening calls where every second counts. The quicker someone can start cardiopulmonary resuscitation (CPR) and shock a person's heart with a defibrillator, the better the chances of survival."

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Saving lives and freeing up resources



Gwent Police Special Constabulary Chief Officer Richard Jones and Chris Hughes, Joint Response Unit Project Lead at the Welsh Ambulance Service

A groundbreaking partnership between the Welsh Ambulance Service and Gwent Police is helping to save lives while freeing up resources.

At the start of July, a Joint Response Unit (JRU) was launched after it was found that between October 2015 and March 2016, the two emergency services attended 2,249 incidents together.

Under the new pilot scheme, a Paramedic and a Special Constable in a specially marked Land Rover carry out shifts covering the Aneurin Bevan Health Board

area, self-selecting appropriate 999 incidents via remote access to calls coming into local control rooms.

During its first month, members of the response unit attended 72 incidents and only required back up from an emergency ambulance on 15 occasions, while the Trust's Urgent Care Service also provided support five times.

This enabled ambulance crews who would normally have attended to respond to members of the public facing potentially life-threatening emergencies elsewhere in the region.

It also meant that police of-

ficers at the scene were freed up to move on to other cases by not having to wait for an ambulance to be allocated, and receiving support from a Special Constable.

Explaining the typical type of incident that the unit responds to and how they are allocated, Chris Hughes, Joint Response Unit Project Lead at the Welsh Ambulance Service, said: "All of the police's workload is passed through the radio so if they were asking any units to attend a car accident in Blackwood then our ears prick up and we can start making our way.

"We attend lots of RTCs as we have the information live and what we're doing is updating both the ambulance and police control rooms, so they already have the job open from us and know they've already got someone en-route."

Chris, who leads and is part of a team of four paramedics with the unit, decided to pursue the initiative after witnessing a similar operation involving London Ambulance Service, in collaboration with the Metropolitan Police.

Once the pilot is completed at the start of October, its success will then be evaluated.

Identifying ambulance crews

Blind and partially sighted patients can now identify ambulance crews in their hour of need thanks to a London Ambulance Service medic.

The Service has launched a new scheme thanks to an idea by one of the Service's emergency ambulance crew, Dean Buttery.

Dean identified the need for the scheme after he came across an elderly blind man who needed help while off duty.

He said: "People were trying to help him, but they were pulling him in different directions and trying to get him to the side of the road. He was swinging his cane about and trying to get peo-

ple away from him as he felt vulnerable and threatened, and this added to the danger. I walked over and tried to help him, explaining that I worked for the ambulance service, but had no way to prove it.

"When I was a police officer, I had a warrant card with the word 'police' in braille, and I realised the Service had

nothing similar. In this situation I could have identified myself to the patient, enabling him to gain my trust."

Dean took action and raised the issue with his colleagues, and the Service's Executive Leadership team embraced the suggestion, leading to a series of workshops and meetings with staff, patient focus groups and the Royal National Institute of Blind People (RNIB).

As a result, the Service has

adopted a safer process in which blind and partially sighted patients can verify the identity of ambulance crews through a re-contact call with the emergency operations centre. Our crews will provide patients who question their identity with a unique code, which the patient can then verify over the phone.

Michael Page, RNIB's New Business Manager, said: "RNIB is pleased to be working with the London Ambulance Ser-

vise to improve accessibility for blind and partially sighted people across a number of areas.

"It's really important that blind and partially sighted people have confidence in the identity of any person who comes to their door, and this new initiative is another tool to help people to check this. We look forward to continuing to work with London Ambulance Service to improve services for people with sight loss."

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Tackling frequent callers

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Anna Sussex, Frequent Attendees Case Load Manager for Cardiff and Vale

University Health Board and lead for the Frequent Attendees project in the area, said: "It was quickly realised that there were a number of agencies working independently with our frequent attendees, and so this project was set up within Cardiff and Vale in order for all parties to work in collaboration rather than isolation.

"By doing this, we can share best working practices, in or-

der for the patient to receive the right help at the right time."

Cardiff and Vale University Health Board has a number of frequent attenders who have an impact on unscheduled care services including the Emergency Unit at University Hospital of Wales and the GP Out of Hours Service.

The Emergency Department at the hospital has 8,000 patients who are classed as frequent attenders, who have generated nearly 32,000 vis-

its in the last 12 months, at a cost of £3.2million to the Health Board.

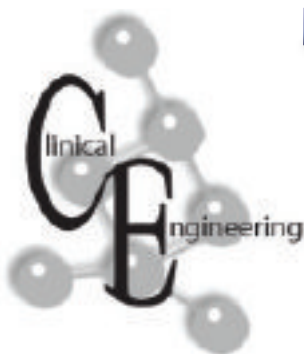
At the start of the project, a group of patients were followed through the system by the multi-agency panel and supported to reduce their use of unscheduled care services.

The outcome of that initial phase showed a reduction in attendances by 84 per cent, a reduction in the amount of time patients had to stay in the department by 91 per cent and a cost saving of 95 per cent.

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United Scottish front against abuse

Police officers, paramedics and firefighters have been punched, threatened and spat on as they stand on the front line at times of emergency.

But now - for the first time ever - the three blue light services have united with one strong and unequivocal voice to demand it ends.

A new staff survey reveals 999 workers report that alcohol misuse is a contributory factor in around half of incidents.

Assistant Chief Constable Mark Williams of Police Scotland said: "The demands being placed on the emergency services by people who are drunk are huge.

"On many occasions, it delays police officers, firefighters and paramedics from getting to members of the public who really do need our protection and help."

Assistant Chief Officer David McGown of the Scottish Fire and Rescue Service added: "The public will be shocked to hear our frontline firefighters and control officers in Scotland are often abused and obstructed by people under the influence of alcohol.

"They are all working to

save lives and protect property. Being drunk is absolutely no excuse for impeding emergency responders or directing abuse at them. We are determined to get the message across - this is reckless, criminal behaviour that risks lives and it can never be tolerated."

Daren Mochrie, the Director of Service Delivery for the Scottish Ambulance Service, commented: "Alcohol has a significant impact on ambulance operations across Scotland. Crews are all too often having to respond to people who are simply intoxicated, delaying their response to patients with a genuine medical need. It is no longer a weekend phenomenon these alcohol related incidents are every day of the week and at all times.

"There can also be a wider impact on our operations as precious resources often have to be taken off the road to be cleaned after an intoxicated patient has been sick, which takes time and removes an ambulance that could be available to respond to a medical emergency."

A recent survey conducted by each of the services reveal a depressing picture.

A third of blue-light workers reported that they had been subjected to physical abuse while attending an alcohol-related incident within the previous four weeks, while two thirds said they had experienced verbal abuse.

Roughly half of all incidents that 999 workers attended in the previous four weeks were alcohol related and almost two thirds of emergency personnel had faced difficulties in securing urgent information because of victims or callers being intoxicated.

Ambulance Director Daren Mochrie, commented: "Our frontline staff should not have to fear for their own safety when treating patients, but alcohol is a key factor in most assaults.

"They respond to patients in all weathers and situations and deserve the public's respect for the high quality care that they provide.

"However, at times they are verbally abused and have to put up with being pushed and spat on, as well as being kicked, punched and in some extreme cases assaulted with a variety of weapons.

"Instances of this kind of behaviour would fall dramatically if people learned to drink responsibly."

Excellent care



John Richardson saved by LAS Paramedics

An Ealing butcher has raised hundreds of pounds for the London Ambulance Service charitable fund after receiving 'excellent care' at the hands of Service medics.

John Richardson, 55, suffered an anaphylactic shock on 10 June at his shop in Northfield Avenue, Ealing.

He said: "I was pale as a

sheet and shaking. My staff had never seen me like that and I was scared because I knew what it was as I had an anaphylactic shock before.

"I couldn't talk properly because my tongue was swollen and my mouth was filling up, and I couldn't stand properly."

John's colleagues called 999 and Paramedic Blake Morrow was soon on scene, quickly followed by Clinical Team Leader David Porter and Emergency Medical Technician (EMT) Ian Derham. David and Ian treated John and took him to West Middlesex Hospital.

"The care was excellent and the guys were absolutely fantastic. They were just brilliant and I can't praise them enough.

"Every year the Northfield Avenue Traders' Association has a fun day and we always have a BBQ outside the shop, giving away burgers and asking people to give donations. This year, I told everyone I was donating to the London Ambulance Service because of what they had done for me.

"It was a fantastic day and a great success for the whole of the road. For me it was very emotional, but it was great because we ended up raising £650 pounds and I couldn't think of anywhere better to give it than to the people who helped me on that day."

John was reunited with Clinical Team Leader David on Tuesday, 16 August.

David said: "It's been really great to see John again and to see an outcome of what we do."



DSAA Team at donor session with board showing As Bs and Os missing

Missing Type

Dorset and Somerset Air Ambulance has announced that it is supporting this year's Missing Type campaign for new blood donors.

The international campaign - first held by NHS Blood and Transplant in 2015 - brings together 25 blood services from 21 countries to call for new donors to ensure blood donation for future generations.

Throughout the campaign As, Bs and Os - the letters of the main blood groups - are disappearing in everyday and iconic locations around the world including America, Australia, Japan and Ireland. Patients from around the world have thanked blood donors in a moving video and famous names in participating nations are backing the campaign.

With many of Dorset and Somerset's Critical Care Team being regular donors, it was no surprise that they were keen to show their

support. Removing the letters As Bs and Os from the DSAA helicopter was seen as a little extreme, so instead they created a board which changed the Charity's logo to red and omitted the important letters before they travelled to a local donation centre to give blood themselves.

Now the crew of Dorset and Somerset Air Ambulance are calling for people across the two counties to do the same and register as the new blood donors of the future. In England, there is a particular need for more young blood donors, more black and Asian donors and more donors with O negative and A negative blood.

Dr. Phil Hyde, Dorset and Somerset Air Ambulance Medical Lead said: "Earlier this year, we announced an enhancement in our critical care capability with the carriage of blood products on board our aircraft. Emergency blood transfusions are usually given to patients who

suffer life-threatening bleeding caused by major trauma or acute medical conditions. 40% of trauma deaths are due to bleeding, so being able to carry and administer blood products to these patients before they get to hospital could be a matter of life or death.

"We are delighted to be able to support the Missing Type campaign and hope that the people of Dorset and Somerset will help 'fill in the gaps' by registering as new donors. Blood transfusions save lives and we need people across Dorset and Somerset to register as new donors at www.blood.co.uk. Every donation helps or saves up to three people."

Mike Stredder, Director of Blood Donation at NHS Blood and Transplant, the service that collects; tests and processes blood for hospitals across England, said: "Blood donation is an amazing gift and we are really grateful to Dorset and Somerset Air Ambulance for their support.

"Thanks to the generosity of our current donors, hospitals have the blood needed to treat patients and there is not a crisis in blood stocks. Despite overall blood use in hospitals declining, we need more people to start giving blood to replace those who can no longer donate and to ensure we have the right mix of blood groups to match patient needs in the future.

"We need more young donors to help ensure the future of blood donation. We also particularly need more donors from Black African, Black Caribbean, mixed race, Arab and South Asian heritage to become blood donors to reflect the ethnic diversity of patients."

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A group of EMTs from the Welsh Ambulance Service, who graduated with a Diploma in Paramedic Sciences at Swansea University

Graduate celebrations

Two cohorts from the Welsh Ambulance Service are celebrating after successfully graduating from university.

A group of Emergency Medical Technicians (EMTs), who enrolled on the Diploma in Paramedic Sciences programme in order to qualify as paramedics, have officially graduated from Swansea

University.

The diploma is the culmination of 18 months of study, which the students undertook while they continued with their day job as EMTs.

The EMT-Paramedic conversion programme was set up in 2013 by the Trust in conjunction with Swansea University, and is designed to support this group of staff in their progression.

The 17-strong cohort collected their awards at a ceremony in the Great Hall in the University's new Bay Campus from the Vice-Chancellor Professor Richard B Davies.

Successful completion of the programme has enabled them to register with the Health and Care Professions Council, and thus operate throughout the Trust in a paramedic role.

Those who were recognised include: Prys Evans, Rhian Jenkins, Matthew Lane, Judith Mills, Adrian Swales, Ruth Jenkins, Tim Lewis, Daniel Myers, Eleanor Strange, Manon Williams, Patrick Connor, Kim Davies, Mark Horrigan, James Passmore, Greg Smith, Martin Woodley and Douglas Wilson.

Meanwhile, another group working in various roles within the Trust recently graduated from the University of South Wales with an MSc in Advanced Clinical Practice.

The course is designed for healthcare professionals who want to extend the scope of their practice regarding consultation, assessment, diagnosis and therapeutic interventions.

It enables them to develop

their understanding of altered physiology to effectively assess a patient's health or ill health status. In addition they studied research methods, influences on current health care practices and independent prescribing.

Those who graduated are Bryn Carwyn Thomas, an Advanced Paramedic Practitioner stationed in Porthmadog, David Morris, a Paramedic at Gelli Station, Georgina Clegg Passmore, an Advanced Paramedic Practitioner at Llanelli Station, and Jeff Price, Regional Practitioner Educator.

Claire Vaughan, the Trust's Director of Workforce and Organisational Development, said: "Our warmest congratulations go out to both groups as studying on top of under-

taking a fast-paced career with the Welsh Ambulance Service is no easy task and requires a large amount of commitment.

"By improving their skills and knowledge, these individuals are seeking to improve the quality of care that we are able to provide to patients across Wales, and their hard work is a credit to them.

"We would also like to thank both universities for continuing to support the development of our staff."

Dr Sian Jones, Deputy Head of the School of Care Sciences at the University of South Wales said: "Advanced practice roles are seen as key to the delivery of high level, effective healthcare services across Wales and beyond.

"The MSc Advanced Clinical Practitioner contains innovative learning, teaching and assessment strategies supported by state-of-the-art facilities in the University of South Wales Clinical Simulation Centre and has a long and successful track record of preparing practitioners to meet the challenges of providing services at advanced practice levels.

"This course has been accessed by paramedics employed by the Welsh Ambulance Service Trust since its inception and the School of Care Sciences is pleased and proud to work in collaboration with both these students and the Trust to improve the quality of pre-hospital services to patients across Wales."

Congratulations

For the third year running the Welsh Ambulance Services NHS Trust (WAST) Hazardous Area Response Team (HART) have performed well in the annual National Resilience and Capability Survey attaining an 'Exceptional' status which is testament to the professionalism of the team members and their line managers.

The survey is designed to evaluate the HART provision from the staff perspective and looks at workplace features, health and well-being and preparedness to undertake the HART role, the survey

is coordinated by Zeal Solutions who are occupational psychologists who have worked with HART since its inception:

WAST HART scored as no.1 from the 18 teams across the UK. WAST HART classed as Exceptional, the rest of the teams were predominantly 'average' in their scores.

Chris Sims, Head of Operations - Resilience and Specialist Operations said: "It's important that we don't take this positive result for granted. We must continue to ensure that we act proac-

tively to communicate effectively and support the teams to deliver in their specialist role, which is often difficult and challenging. Using the Trust's vision, values and behaviours as a framework is essential to this."



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Pioneering training scheme

Seven recruits from different walks of life have successfully completed a new course with the East of England Ambulance Service NHS Trust.

The group passed their final assessments last month to become the Trust's first ever intermediate ambulance practitioners (IAP).

They completed the six-week programme in Norwich and will join the front line once they complete their blue-light driver training.

The Trust is looking to hire 300 IAPs and associate ambulance practitioners (AAPs) this year to increase staffing levels and improve response



times to patients.

The IAP role gives people the opportunity to get their first step on the ladder in emergency care and will provide them with the opportunity to learn new skills and progress to become AAPs.

Education Training Officer Andy Ormiston said: "This is a pioneering scheme and we

are the first in the country to run the IAP course. It is a brilliant way to enter the ambulance service by supporting existing experienced clinicians and gives the opportunity to upskill and progress their career. Some people are nervous about paramedic training, but this is a really good way of learning in stages."

Tablet first for SECAMB

South East Coast Ambulance Service's (SECAMB's) electronic Patient Clinical Record (ePCR) project will expand further having been given Board approval to be used by all clinicians across the Trust's Thanet Operational Unit area.

SECAMB is currently the only ambulance Trust in the UK using iPads for its clinical records.

To date 20 staff in Thanet have been using the iPads and have now completed more than 1,000 ePCRs as part of the extended testing and rollout process. Over the coming weeks and months the iPads will be issued to a further approximately 200 clinicians.

The project has been continually assessed and improved since its operational launch in October 2015 with an improved software version deployed recently.

SECAMB IT Development Project Manager Karen Mann said: "The development of our ePCR is an important part of the Trust's plans to streamline the handover process with hospital emergency departments at the same time as reducing the amount of paper used. It will also be useful for our clinicians during assessments for patients not conveyed to hospital and eventually improve our links with local healthcare teams and GP surgeries."

SECAMB paramedic Mike Earl was the first paramedics to use the iPad and ePCR application. He said: "This is a really worthwhile innovation. The quality of the documentation is much better and more legible. With it being electronic there are no constraints to a text box and you can write as much as you like without the need to fill in a continuation sheet as you would have to with the paper system."

"It's also of benefit that data can be captured and audited instantly and although we're in the early stages it's also been well received by our hospital colleagues. Staff also like the fact that with the software operated on an iPad, the equipment is multi-functional."

The scheme is expected to next roll-out across SECAMB's Ashford operational area in Kent and eventually throughout the rest of the Trust's region.

SECAMB's ePCR project has been developed with leading UK-based IT provider Kainos utilizing their Evolve software.

Head of SECAMB IT Mark Chivers said: "This is an important project for the Trust. Not only does it improve patient care and efficiency but it also takes us forward on our mission to be digitally mature."

"The iPad is intuitive and the clinicians use it not just for the ePCRs but also for messaging, web browsing and more, while keeping data safe utilizing the iOS' inherent security strengths."

The project team has been working closely with the hospitals in the trial area to ensure a smooth and secure handover process.

SECAMB's ePCR Clinical Lead Steve Topley said: "Providing a hospital with a seamless handover of accurate legible electronic handover notes makes it quicker and easier for them to provide rapid, focused care. It saves precious time and can greatly improve safety for patients."



NOW RECRUITING FOR OUR FRONT LINE AMBULANCE SERVICE

Be part of a progressive and diverse Ambulance Service at the forefront of patient care and market leaders in Bariatric, Mental Health and A&E support. Our commitment to patient care and dignity has seen our service grown steadily over the last 10 years in to what is recognised as the largest Independent Ambulance Services in the UK.

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parameters; FiCO2, EtCO2 Respiration Rate, SpO2 and Pulse Rate, the VM-2500 series is designed to help improve patient care and allow more time to be spent with the patient due to its rapid warm-up and response

times. With no maintenance or calibration required, these high performance capnographs are a cost effective system for patient monitoring during resuscitation, even in the most difficult emergency situations.

SP Services launch LifePOINT Plus AED's

In response to the growing awareness of the need for AEDs, SP Services have expanded their AED's range to include LifePOINT Plus defibrillators.

The LifePOINT Plus AED's have outstanding specifications and are portable,

lightweight, reliable and easy to use. With prices starting at just £795 and exclusively available through SP Services.

Designed to keep sudden cardiac arrest (SCA) victims alive by directing the user with voice commands, the LifePOINT Plus AED's can be quickly deployed in the event

of an SCA, with a simple three-step operation of simply turning the device on, unpacking the pads and attaching them to the patient's chest, followed by defibrillation which is administered semi-automatically. A training model is also available at £295.

With realtime feedback, the rescuer can provide the best CPR resuscitation possible in a SCA situation. The units have a five-year warranty and come in a heavy duty integrated carry case.

Paul Watts, Head of Business Development at SP Services said: "The LifePOINT Plus defibrillators are a great addition to our range and will enable more businesses, schools, sports clubs and the wider community to have access to them. Without the need

for training, the rescuer can administer CPR with defibrillation promptly without waiting for several minutes for the emergency services to arrive, potentially saving many lives each year."

• To see the full range visit www.spservices.co.uk



The Emergency Services Show 2016

Ambulance Life readers can get their hands-on the very latest medical equipment at the free-to-attend Emergency Services Show taking place at the NEC, Birmingham from 21-22 September 2016.

Around the exhibition there

are numerous opportunities for visitors to take part in free CPD workshops, test and improve their skills, handle new kit and speak to medical training experts. The show features a Physio Control Learning Centre with speakers from the world of resuscitation and emergency care, an expanded College of Paramedics CPD

Area, a new interactive Trauma Care & Education Zone and over 450 exhibiting companies, many of whom will be launching and demonstrating new products.

Physio Control presentation

Physio Control will host a Learning Centre on its stand with daily presentations on ventricular fibrillation, data downloads (how they can improve OHCA survival) and mechanical CPR. Tickets are allocated on a first-come first-served basis and can be booked by contacting Samantha Amena on 07799 364823 or Samantha.amena@physio-control.com. Elsewhere on the stand visitors can try out the third generation LUCAS chest compression system which collects data on every compression, downloadable via Bluetooth.

Comprising CPD skills designed to be completed in a circuit, the interactive Trauma Care & Education Zone is open to anyone involved in pre-hospital care, with any skill level, at no cost. The four 20-minute skills stations will cover airway management,

haemorrhage control, splinting and immobilisation and burns. Products and technology on the stations will include the new Introes™ Pocket Bougie, ThoraQuik Chest Decompression Device, VAR Vortran Automatic Resuscitator, WoundClot, Celox, iClamp, Lewis Pelvic Applicator, XCollar, scoop stretchers and the new range of Water-Jel First Responder dressings. Places are available on a first-come first-served basis and most be booked in advance. To book a place for the CPD Skills Stations visit <http://www.traumacare.org.uk/ess-training-education-zone>

Visitors can test their defibrillation skills on the Powerheart G5 AED on the Cardiac Science stand and take part in the CPR challenge on the Zoll stand. Ortus Technology will be demonstrating the Corpul3 pre-hospital monitor defibrillator on a fully kitted vehicle in the outside exhibition area, and the Telemedicine Receiving Centre on its stand inside. Latest developments in pre-hospital signs monitors can also be seen on the RDT stand.

New First aid devices

Among the new emergency first aid devices being showcased is the revolutionary Dechoker, developed with a view to it becoming a part of all first aid kits across homes and businesses in the UK. Medacx will be launching the Stephan EVE emergency transport ventilator and its new nasopharyngeal airway, iWay. TyTek Medical will showcase the new PneumoDart® thoracic valved chest decompression needle and Pentland Medical will exhibit two new patented products: the Xanas Nasal Sensor and the Jaw Elevation Device.

Developments in training aids will also be revealed. New exhibitor Bariquins will be showcasing "Barry" its obesity mannequin while on the Ruth Lee stand visitors can see a new ligature training mannequin developed to help the many professionals who deal with suicides. Laerdal will be launching the Resuscitation Quality Improver for CPR Training and CPDMe will be talking to visitors about the clinical skills app it has launched with MedTree. MedicAlert ID will be launching training packs to show

emergency responders how to recognise the ID bracelets and use the support service.

Visitors can also see the latest lifting and access solutions. Hospital Aids will showcase its new range of Med Sled™ evacuation devices with a stairwell braking system – to enable the sled to easily descend several flights of stairs in a matter of minutes. In the co-located show Home Safety, Mangar Health invites visitors to try out its lifting cushion and MPL Locksmith Training will be showing how first response services personnel can access properties rapidly and non-destructively by having the right tools allied to the right skills.

These are just a few of the highlights of interest to pre-hospital care visitors.

Visitor entry, CPD workshops, seminar theatres and parking at The Emergency Services Show are all free. The NEC is next to Birmingham International station and Birmingham Airport as well as being directly accessible by motorway.

• To register for free entry visit www.emergencyuk.com



Visitors to the Physio Control stand can try out the third generation LUCAS chest compression system

VM-2500 range of high performance Capnographs
address the growing emphasis
on the use of Capnography
during resuscitation and intubation

Available as Mainstream
and Sidestream units



Visit us at
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The Emergency
Services Show

Start-up
full scale
accuracy
within 10
seconds

VersaStream®
Gas Sampling Lines

Versatile, lower cost, innovative
solutions for sidestream monitoring



AlcoTrue M Breathalyser

Professional medical breathalyser
for rapid, accurate determination of
breath alcohol concentration



Ready to test
in 6 seconds

**CO Screen Carbon
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Rapid assessment of
Carbon Monoxide Poisoning
for Emergency Services
and First Responders



Rapid
response time
< 30 seconds



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ZOLL Medical Introduces Two New AEDs In The UK

ZOLL AED 3 – Even Better Support for Rescuers

ZOLL® Medical Corporation, an Asahi Kasei Group Company that manufactures medical devices and related software solutions is expanding its existing product line of automated external defibrillators (AEDs) in the UK with the introduction of the ZOLL AED 3™ and the ZOLL AED 3™ BLS (basic life support). www.zoll.com/uk/aed3

These new AEDs build on ZOLL's legacy of introducing new technology to the AED market to help improve outcomes for cardiac arrest patients. Enhanced Real CPR Help® gives rescuers the power to know when they are providing high-quality chest compressions. ZOLL has also introduced the world's first 5-year universal electrode for both adult and paediatric patients, further improving cost of ownership. Every ZOLL AED 3 comes with Programme Management Onboard™, which notifies users immediately if the device fails a self-test, or if the battery is due to be replaced, ensuring the device is ready to be used.

The ZOLL AED 3 BLS model is designed specifically for the needs of firstresponders with the CPR Dashboard™ and the ability to deliver the patient record directly to health care providers.

"We are extremely excited to add two new AEDs to our market-leading portfolio of automated external defibrillators," said A. Ernest Whiton, President of ZOLL's global Resuscitation division. "With the addition of these two new models, our company offers an even more comprehensive line of AEDs to meet the needs of both our public access and BLS customers, including

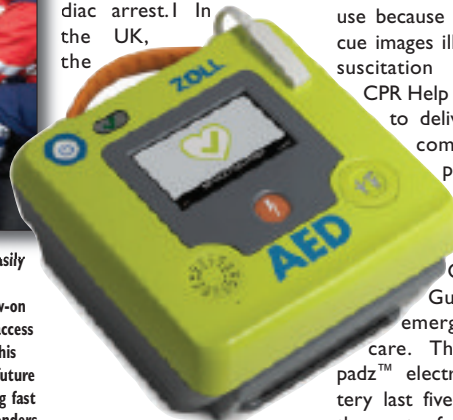


The ZOLL AED 3™ BLS can be easily cloud-connected to RescueNet® CaseReview to help ensure follow-on care providers have immediate access to the full clinical case record. This can be very helpful in deciding future care of the patient and providing fast debriefing feedback to the responders on CPR quality and case data

the latest tools to better manage their AEDs' readiness and access to clinical event data."

"This next generation of AEDs extends ZOLL's reputation for defibrillators that offer Real CPR Help,

real-time CPR feedback, providing even better support for rescuers," said Richard Knell-Moore, Country Manager of ZOLL Medical UK "We are pleased to make these lifesaving devices available to both lay and professional rescuers in the UK. ZOLL estimates there are at least 1 million deaths globally each year from sudden cardiac arrest. In the UK, the



annual number of such deaths is approximately 100,000."

About Sudden Cardiac Arrest (SCA)

SCA is an abrupt disruption of the heart's function, which causes a lack of blood flow to vital organs. It is the leading cause of unexpected death in the world and strikes without warning. When sudden cardiac arrest occurs, the fact is that only

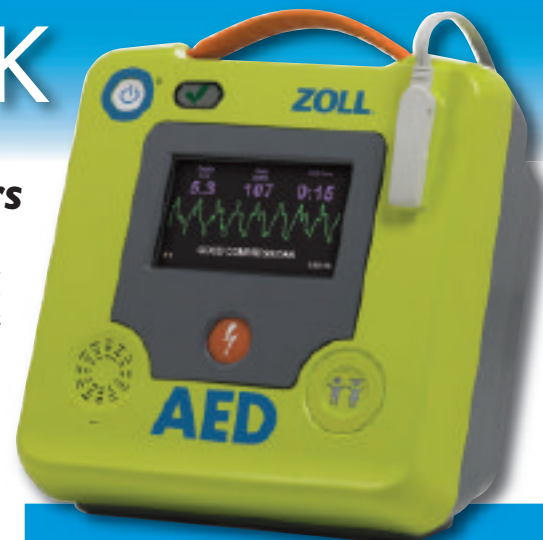
half of the victims will need a shock. But all will require CPR. Survival is poor in most countries, typically less than 8%; improvements in resuscitation practices could save as many as half of these victims.

ZOLL AED 3: Easy to Use, Easy to Own, Easy to Maintain

The ZOLL AED 3 is easy to use because full-colour rescue images illustrate the resuscitation process. Real

CPR Help guides rescuers to deliver Guidelines-compliant compressions based on the UK and European Resuscitation Council's 2015 Guidelines for emergency cardiac care. The CPR Unipadz™ electrodes and battery last five years, keeping the cost of ownership low and making the ZOLL AED 3 easy to own.

State-of-the-art technology makes the ZOLL AED 3 easy to maintain. It features Programme Management Onboard, which instills confidence that the AED will be ready to go when needed because it enables users to cloud-connect the ZOLL AED 3 to ZOLL's PlusTrac™ AED Programme Management System. PlusTrac imme-



ZOLL AED 3™ BLS

- Delivering a shock in 8 seconds with a new battery, the ZOLL AED 3™ BLS is among the fastest AEDs at delivering a shock after chest compressions stop.
- The CPR Dashboard™ on the new ZOLL AED 3™ BLS shows patient ECG, compression rate and depth, a CPR cycle countdown timer, shock count, and total elapsed time.
- The new ZOLL AED 3™ BLS can be used flat or upright for the best visibility during a rescue.
- Reviewable clinical event data on the new ZOLL AED 3™ BLS show key statistics, along with patient ECG data and corresponding chest compressions.

diately notifies users by email after any failed self-test and provides alerts as the battery nears the end of its useful life.

ZOLL AED 3 BLS: The AED for First Responders

Designed specifically for professional rescuers, the ZOLL AED 3 BLS is built on a defibrillation platform of unmatched support. The CPR Dashboard shows elapsed time since power on, remaining time countdown for the current CPR cycle, number of shocks delivered, the patient's current ECG in real time, and the depth and rate of chest compressions. For a paediatric rescue, the rescuer just has to push the Child button. The AED 3 BLS is the only AED to provide paediatric CPR metrics using the CPR Dashboard.

Providing a shock in 8 sec-

onds with a new battery, the ZOLL AED 3 BLS is among the fastest AEDs at delivering a shock after chest compressions stop, and once the analysis starts. Because it is WiFi-enabled, first responders can easily export clinical event data to RescueNet® CaseReview, a ZOLL Online product that simplifies clinical event reporting and the viewing and distribution of CPR quality metric analysis.

ZOLL AED 3 units are available in many languages, including English, French, Spanish, German, Italian, Dutch, Swedish, Latin American Spanish, and Danish.

ZOLL AED 3 units are not available for sale in the United States or Canada. These products are pending regulatory approval from the U.S. Food and Drug Administration or Health Canada.

ZOLL AED 3™

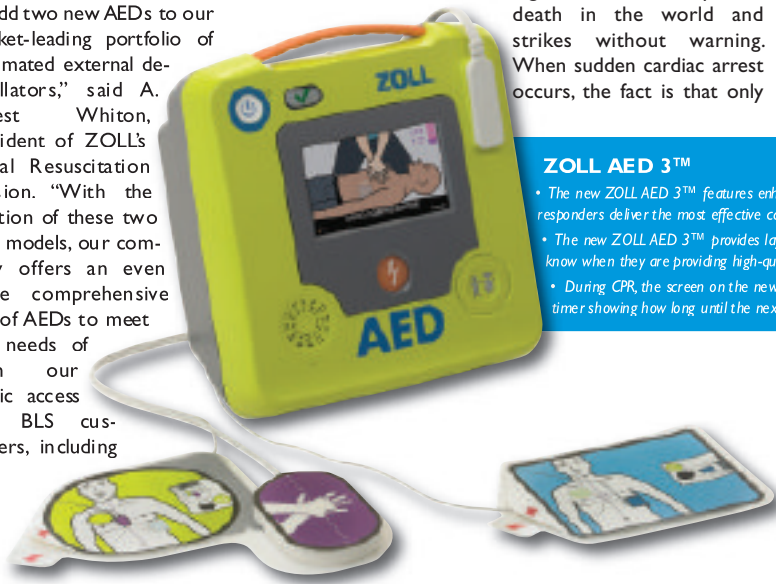
- The new ZOLL AED 3™ features enhanced Real CPR Help® to help responders deliver the most effective care.
- The new ZOLL AED 3™ provides lay rescuers with Real CPR Help® so they know when they are providing high-quality CPR.
- During CPR, the screen on the new ZOLL AED 3™ presents a count-down timer showing how long until the next heart analysis.

About ZOLL Medical Corporation

ZOLL Medical Corporation, an Asahi Kasei Group Company, develops and markets medical devices and software solutions that help advance emergency care and save lives, while increasing clinical and operational efficiencies. With products for defibrillation and monitoring, circulation and CPR

feedback, data management, therapeutic temperature management, and ventilation, ZOLL provides a comprehensive set of technologies that help clinicians, EMS and fire professionals, and lay rescuers treat victims needing resuscitation and acute critical care.

• For more information, visit www.zoll.com



THE ALL-NEW ZOLL AED 3™

Easy to use. Easy to own. Easy to maintain.



Easy to use with improved Real CPR Help® clear audio prompts, and full-colour rescue images that together help you deliver the most effective rescue.

Easy to own because it has the world's first five-year universal electrode pads and a battery that lasts up to five years, keeping the cost to own surprisingly low.

Easy to maintain because Programme Management Onboard™ notifies you immediately after any failed self-test and provides alerts as the battery nears the end of its useful life. Worry-free readiness with no maintenance inspections required.

For more information,
visit www.zoll.com/aed3.

ZOLL®

The ZOLL AED 3 is not available for sale in the U.S. or Canada. The product has not received regulatory clearance/approval from the U.S. Food and Drug Administration or Health Canada.
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MCN PP 1603 0161-05

Spit Guard Pro

- the safest and most humane way to protect Ambulance staff



Manufacturers of Spit Guard Pro, the protective restraint hood used to prevent restrained people spitting at public service providers such as Ambulance staff, have moved to reassure the public that it is the safest and most humane method of protecting both parties involved in a restraint situation.

British Transport Police recently used a Spit Guard when restraining a young man at a London underground station. Footage of the arrest flooded social media and has been picked up by numerous mainstream media.

Spit Guard Pro was designed and is manufactured by KIT Design, a specialist Personal Protective Clothing company

based in Sheffield. Director of the company, Paula Romano, says the public should be reassured that Spit Guard Pro has been developed over many years to the highest of health and safety standards.

"Spit Guard is absolutely the safest and most humane way to protect anyone at risk of being spat at, such as Ambulance drivers and Paramedics as well as a member of the public that is being restrained. It is manufactured to the highest design standards that take into account both the safety of whoever is applying it and the person wearing it.

"Spit Guard Pro should only be used in dangerous positions when someone threatens to spit at a member of staff. Apart from the awful discomfort of being spat at, Spit Guard Pro protects the professionals from the threat of contracting transferable diseases such as HIV AIDS, Hepatitis C and other infectious diseases.

"The Guard is hypo-allergenic and does not constrain the wearer in any way. It allows them to breathe easily, maintain vision and able to hear what is being asked of

them in a restraint situation. We accept that to the untrained eye it is a strange looking and startling looking thing, but we have spent years developing it and it is the only one of its kind to have been certified under the CE 93/42/EEC Directive and is globally recognised as the most effective and safest of all similar products," says Paula Romano.

Ross Ferguson who is a member of the Security Industry Authority's (SIA) expert panel on restraint techniques says if an approved spit guard is being used properly, then the public need have no fear about its use.

"Restraint should always be a last resort but it is part and parcel of daily life in many industries and services. Spitting is a really big problem, with serious risks to the health of members of staff involved in restraining people. We are aware that there are differing opinions on the use of hoods but there are solutions, and Spit Guard Pro is one I approve of," said Ross Ferguson.

Director of Kit Design, Paula Romano, says that Spit Guard PRO is recognised by many Police forces as the best option to deal with spitting; "We are currently supplying police forces in Norway, Sweden, Scotland and Finland as well as the British Transport Police, Staffordshire and West Mercia Police and it is currently being trialled by the Metropolitan Police. It can be used when people become aggressive in public places as

well as prisons, hospitals, care homes and mental health services. It has been designed to catch and contain any spit or vomit and cannot be removed by the person. In the case of the person being ill while wearing it, Spit Guard Pro can be removed without any of the contents of the hood coming into contact with the wearer or the person removing it. With it being disposable there is no risk from infection or contamination either," says Paula Romano.

Spit Guard Pro comes with full safety instructions on how to use it and KIT Design advises all user to contact the British Transport Police about training to use it as it is running the national training programme in its application.

KIT Design, which is based in Sheffield, has been manufacturing its spit guard for over five years. Its unique features include protection against asphyxiation, a quick release system; the spit hood contains all fluids safely and hygienically for easy disposal. These features make it very different to other products on the market which often allow phlegm to go through the gauze, do not capture all emissions and or use straps to hold them in place.

• For further information contact: KIT Design Ltd, International House, Nunnery Drive, Sheffield, S2 1TA

E: sales@kitdesignworks.co.uk

Tel: 0114 279 8136

www.kitdesignworks.co.uk

YPO to attend Emergency Services Show

YPO, the UK's largest publicly owned buying organisation will be attending The Emergency Services Show at the Birmingham NEC on 21 and 22 September 2016. The organisation will be showcasing its broad range of service contracts, also known as frameworks, designed specifically for emergency services customers.

Attending the show will be YPO's expert emergency services team, on hand to talk to delegates about the wide range of services from YPO, and listen to needs and requirements. A fleet specialist will also be there to offer ad-

vice on vehicles. As a thank you, visitors to YPO's stand (A78) could be in with a chance to win a £250 YPO voucher.

YPO's focus at The Emergency Services Show will be around training. The organisation will be showcasing its 'Training for Emergency Services' framework, which has been developed by procurement professionals and fire and police customers. It covers a full range of general training along with bespoke courses such as 'Prevention and Protection', 'Technical Water Rescue' and 'Fire Investigation'. Launched in June this year, the training framework is the first national framework agreement of its

type and has been designed to be flexible and adaptable.

YPO's category specialist for emergency services Sarah Earl said: "We're always very keen to talk to our customers and potential new customers about the challenges they're facing and what we can do to help.

"We'll be there to offer advice, discuss options for collaboration and talk about our framework in more detail. We look forward to seeing you there!"

• Please visit YPO on stand A78 and for any further information email: emergencieservices@ypo.co.uk Telephone: 01924 836 992 or visit www.ypo.co.uk

Assaults rise

More medics in London are being physically attacked according to new figures released in August.

A total of 439 physical assaults on ambulance staff were recorded last year (2015/16) - an increase of 14 per cent from 2014/15 (up from 385).

On average one staff member is assaulted each day in London and staff working in the control room regularly experience verbal abuse while taking emergency calls.

Paul Woodrow, Director of Operations, said: "It's absolutely unacceptable that our staff are being attacked, or verbally abused while trying to do their job and care for patients. We will do everything in our

power to encourage staff to report these incidents and work with the police and prosecuting authorities to make sure those responsible are dealt with through the courts.

"All of our frontline staff receive training about what to do in a potentially confrontational situation and are equipped with protective clothing to wear. They also have access to digital radios so that they can call for help if they need it and there is an emergency button, which automatically connects to our control room, so police help can be requested immediately."

Assaults on our staff range from verbal abuse to physical

attacks and around fifty members of our staff are spat on each year. The Service has introduced spit kits this year, which means that the police can process samples recovered from staff and send them for DNA analysis to help identify offenders and bring them to justice.

Tim Weekes, who was spat at by a patient three years ago, said: "I've been assaulted a few times while working as a paramedic, but one of the most offensive times was when a colleague and I were spat at while trying to treat a patient at Hammersmith.

"We reported the incident and thankfully the person was prosecuted. These spit kits are a great idea and make it even easier for the police prosecute people who treat us this way while we're trying to help patients."

New direction for SWASFT

Recently published research investigating the reasons behind a rise in ambulance call-outs in the South West is already being used by a local ambulance service trust to work with commissioners to introduce positive changes and to reinforce its track record for using research to develop its services.

The South Western Ambulance Service NHS Foundation Trust (SWASFT) asked researchers from the National Institute for Health Research Collaboration for Leadership in Applied Health Research and Care South West (NIHR PenCLAHRC), to investigate the annual growth in activities relating to 999 incidences - a rise of 24 per cent over the past four years.

The research team developed a computer simulation to investigate the factors that most influence demand for ambulance services in the South West. The simulation found that falls in the elderly scored much higher than other known

sources of high demand, followed by users of adult mental health services.

Although the resulting study was only published recently in the Journal of Paramedic Medicine, the NIHR PenCLAHRC team shared their results with SWASFT early so that the Trust could use the results to work with commissioners to develop services.

The study suggested that adopting the recommendations of existing guidance around falls in the elderly, and the development of support strategies to help adults with mental health requirements use the ambulance service appropriately, could significantly reduce the demand for ambulances.

Taking the results of the research, SWASFT is working with commissioners and stakeholders to develop services for those who are frail and experience a fall.

The study was led by Dr. Daniel Chalk, Research Fellow in Applied Healthcare Modelling and Analysis, NIHR PenCLAHRC and University of

Exeter Medical School.

He said: "Little work had been done to analyse the reasons behind the rise in ambulance call-outs in the South West, and the request from SWASFT for us to investigate this phenomenon has been timely. As a consequence not only have we achieved some clarity about call-out sources where there was none before, we have also identified a situation where, with different parts of the health service working together, we could mitigate a growing area of concern. We are delighted that SWASFT has taken the results of our research and used them to engage with commissioners on service development."

Sarah Black, Research and Audit Manager from SWASFT, added: "If we are to tackle the growing numbers of 999 calls we need to understand where they are coming from and why, which is why this research is important to us. The findings are playing a vital role in our ongoing discussions with commissioners about how we develop our service."

Heart disease visits rise

According to new research funded by the British Heart Foundation (BHF) hospital visits for heart disease and stroke are increasing.

The number of hospital visits has increased by 46,000 over the last three years. In 2013 and 14 there were around 1.7 million hospital visits for cardiovascular disease across the UK, a figure that has increased by 46,000 over the last three years.

This increasing number of hospital visits may be partly due to an increasing and ageing population and improving survival rates, and is putting heavy pressure on the health-care system.

Equal improvements needed

Dr Nick Townsend, a BHF-funded researcher at University of Oxford, said: "Despite large reductions in mortality from heart disease and stroke, these conditions have remained a substantial

burden to the UK, with rises in treatment and hospital admissions for all cardiovascular conditions.

"There is some evidence that improvements have not occurred equally for men and women or between the countries of the UK. Eighty per cent of these increased admissions are men.

"Although these are promising trends for mortality and stroke admissions in women, prevalence and treatment are increasing over time for all heart disease and stroke."

Heart disease numbers vary by nation

The study also found that the burden of cardiovascular disease was different between nations in the UK. Scotland had highest death rates and prevalence of cardiovascular disease in the UK - the authors say this is potentially because of its higher levels of deprivation.

In Scotland, 4.3 per cent of the population are living with

coronary heart disease, compared with 3.9 per cent in both Wales and Northern Ireland, and 3.3 per cent in England.

More research still crucial

The study did observe however that the death rate for heart disease and stroke has fallen by 70 percent over the last 35 years, with 341,000 deaths due to cardiovascular disease in 1979 to 155,000 deaths in 2014.

BHF believe advances in medical research leading to better diagnosis and treatments have helped dramatically reduce the number of deaths from heart disease and stroke.

But these increasing hospital visits for CVD are placing a massive burden on the health-care system and more research is urgently needed to prevent, diagnose and treat heart disease. Currently, around seven million people in the UK are living with cardiovascular disease.

LUCAS® 3 Chest Compression System

Explore our newest innovations on mechanical chest compressions.

Hard Shell Case



Stabilization Strap



Slim Back Plate



Bluetooth connectivity and post-event performance reports



Come and visit us at **The Emergency Services Show, stand A35.**
For more information please contact your local sales representative.

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Italian thanks



Alfredo Cantoni, front right, presents Yorkshire Ambulance Service certificates of commendation to his lifesavers, from left, Jason Moore (P&O Ferries), Steve Johnson (Clinical Supervisor with Yorkshire Ambulance Service), Sara Marques (P&O Ferries) and Maite Bilboa (P&O Ferries)

A patient is travelling from Italy to Hull to meet the team who saved his life when he suffered a cardiac arrest while on holiday.

Alfredo Cantoni collapsed on board P&O Ferries' Pride of York which was about to leave for Zeebrugge from King George Dock in Hull in May.

Quick-thinking Jason Moore, On Board Services Manager, with support from his colleagues, used cardiopulmonary resuscitation (CPR) and a defibrillator to save Mr Cantoni's life.

The team from Yorkshire Ambulance Service (YAS) - Clinical Supervisor Steve Johnson, Paramedics Matt Dearing and Andy Brayshaw-Brown and Emergency Care

Assistant Ian Carter - were then able to stabilise Alfredo before taking him to Hull Royal Infirmary.

Mr Cantoni and his wife Elizabeth returned to the UK to be reunited with the ferry crew and ambulance staff who saved his life on Thursday 18 August 2016 - exactly three months after his cardiac arrest and one day before his 75th birthday.

Steve Johnson is a member of YAS's Red Arrest Team which provides specific care to patients in cardiac arrest said: "Jason and his colleagues thoroughly deserve to be recognised for saving Mr Cantoni's life through excellent bystander CPR and the use of a defibrillator. It's an example of the Chain of Survival working at its best - an early call for help from Mrs Cantoni, early CPR and early defibrillation, a combination of which enabled us to stabilise Mr Cantoni and take him to hospital for advanced care."

Jason recalled how he had

just completed his daily pre-departure checks when his colleagues Luis Coelho and Ria Pickering were alerted to a passenger who was unconscious in his cabin. He grabbed the first aid bag and defibrillator and rushed to the scene where he found Mr Cantoni whose heart had stopped and was not breathing.

After a quick assessment, Jason began CPR and used a defibrillator. Stewardess Sara Marques was on hand to comfort Mrs Cantoni and then went to get assistance. Fellow crew members Maite Bilboa and Theresa Canter called 999, appealed for on-board medical assistance and gathered additional medical kit.

Jason said: "After five or six bouts of CPR and one shock with the defibrillator, signs of life started to return and I could see his eyelids flicker a little. Then there was a slight intake of breath and the signs of life began to get stronger and stronger. We then put Mr Cantoni on oxygen and monitored him until the very welcome sight of the ambulance service and I then knew he was going to be okay."

chester Police (GMP).

An estimated 14,000 visitors came along to watch, ask questions and get involved in the range of demonstrations and displays that were on show.

In recognition of the collaboration between NWS activating and working alongside GMPFRS crews to respond to cardiac arrest call outs, this year's event put teaching cardiopulmonary resuscitation (CPR) at its heart.

The aim was to teach as many people as possible how to perform CPR and create a community of lifesavers to help improve survival rates for out of hospital cardiac arrests. This is one of the UK's biggest killers and a person's chance of surviving can be greatly improved when CPR is given within the first few minutes of them collapsing.

To show what would happen in an emergency situation if a person does collapse, NWS staff and volunteer Community First Responders acted out a live demonstration in front of a packed audience in the main

arena. It explained that cardiac arrests can happen to anyone at any time and how absolutely anyone can become a lifesaver by calling 999 and performing CPR until help arrives to take over.

Spectators were then invited into the arena to get a hands-on go at trying CPR for themselves as NWS staff, volunteers and cadets from GMPFRS taught them these vital lifesaving skills.

Derek Cartwright, NWS Chief Executive said: "This year's event once again promoted the fantastic work of the emergency services and how we all work together to serve the people of Greater Manchester."

"I am even more delighted that the event featured the importance of learning CPR, with more than 500 people of all ages going away knowing how they can help to save a life, which one day could be called upon for one of their family or friends."

"I especially would like to thank all our staff and volunteers who gave up their time to help make the day such a success."

National Air Ambulance Conference

The event, which takes place on Monday 14th November at the Millennium Gloucester Hotel in London, is expected to be a sell-out, which is no surprise given the heavy weight speakers which have already been announced.

The event will have a new streamlined structure and focus on the key subjects: Quality, Innovation, Resilience and Horizon with experts within the key colleges of Clinical, Air Operations and Charity sector delivering presentations on the respective topics, followed by an opportunity for questions and answers.

Andrew Haines, CEO of the Civil Aviation Authority (CAA), was appointed as a Board Member and Chief Executive Officer of the Civil Aviation Authority in August 2009 and for a further 5 years in August 2012. He joined the CAA after a wide-ranging career in the rail industry.

Keith Prior, Director of the National Ambulance Resilience Unit (NARU) has over 34 years' experience with the NHS Ambulance Service. In 2011, Keith was appointed Director of NARU and leads in its liaison with Government, NHS England, NHS Ambulance Trusts and stakeholders. Under Keith's leadership NARU has grown to become widely recognised as the leading organisation for National Ambulance Service Emergency Preparedness, Resilience and Response.

Thilo Scheffler, Technical Director, DRF Luftrettung (DRF) represents one of the leading European HEMS operations based in Germany. Thilo will be speaking about

the future vision of HEMS in Germany and will give a different perspective to the UK model of operation.

Organised by the AAA; the leading pre-hospital air ambulance conference has become a firm fixture on event calendars across the world wide air ambulance community and is open to all members and non-members. It aims to inspire, inform and incite debate, providing a platform for the air ambulance industry to come together, share ideas and build partnerships.

Andrew Scriven, who manages the event said: "We are extremely excited about this year's event and plans are coming together extremely well. The fact that leading experts within the Clinical, Operational and Charity sector are queuing up to play a part is extremely satisfying. Given the fact that the National Conference is seen as one of the leading pre-hospital events to attend and the level of specialist information available to attendees, the delegate rates are exceptional value, both for our members and non-members alike."

Last year's National Conference saw 90% of the UK Air Ambulance operations attend with a sell-out 275 delegates. The event has grown year on year and has become the pinnacle event to attend within the sector.

The conference is followed by the prestigious Air Ambulance Awards of Excellence and Gala Dinner held during the evening. Nominations for this year's awards will close on 1st September 2016.

• **For more information on the programme of events and to register online visit: www.aaa.org.uk**

Lifesaving 999 Day



The sixth annual 999 Day at the Trafford Centre Manchester, has once again proved to be an outstanding success in highlighting the region's hardworking emergency services alongside community safety and support services.

Over the past six years the event has got bigger and better in showcasing the work of staff and also the different types of emergency vehicles, from North West Ambulance Service (NWS), Greater Manchester Fire and Rescue Service (GM-FRS) and Greater Man-

Have you got what it takes?

On 8-9 October The Royal Marines Charity and Devon Air Ambulance will be hosting the ultimate challenge as competitors are invited to take part in the Royal Marines Commando Challenge, a 4, 10 or 17K mud

run and obstacle course using the Royal Marines Endurance Course on Woodbury Common.

The course, which is used daily for Royal Marines recruit and officer training, takes you across the rough moorland and woodland of Woodbury Common

near Lymington and features tunnels, pipes, wading pools and an underwater culvert called the sheep dip, one of the toughest obstacles of the lot that even the Royal Marines have nightmares about!

Charity Ambassador Henry Cavill, whose team will be join-

ing him, is keen to try his hand at the Endurance Course and raise funds for the two charities.

• **Think you and your team have what it takes?**
Visit
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Marie Trotter is pictured with inspirational patient Kacie Martin

On the run

A North East Ambulance Service paramedic is tackling the Great North Run on Sunday September 11th in honour of a very special patient.

Four-year-old Kacie Martin, from Wallsend, who has the rare muscle wasting illness Spinal Muscular Atrophy (SMA) Type 1, has been in and out of hospital since she was a baby.

On one of those occasions, in January this year, Kacie was treated by North East Ambulance Service paramedic Marie Trotter for a collapsed lung.

Despite only being with Kacie for less than an hour, Marie was so inspired by the four-year-old that she decided to join the thousands of runners in the Great North Run on Kacie's behalf.

She hopes to raise enough money to buy Kacie a Lazy Spa hydrotherapy pool for their garden to allow Kacie to have hydrotherapy treatment at home.

Marie said: "Working for the ambulance service you obviously see a lot of patients who stick with you but none have made me want to run a half marathon before!

"There was just something about Kacie. She was such a sweet little girl, chatting away at me; even with everything she's got going on medically, she just doesn't let anything get to her.

"I told her that night that she was my favourite patient ever. I came away from her thinking she was a really special little girl, she's one of a kind.

"Kacie uses the jacuzzi at St Oswald's Hospice and absolutely loves it so we thought it would be really nice to use the money Marie raises to buy her one."

• **To sponsor Marie, please visit**
<https://www.justgiving.com/crowdfunding/Marie-trotter>

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College appointment

Her "unique blend of professionalism" has helped one of East of England Ambulance Service NHS Trust (EEAST) senior

clinical managers secure a top Board role at the College of Paramedics.

Tracy Nicholls, the ambulance service's Head of Clinical Quality, began the

role of vice chair at the College of Paramedics on 1st September, joining one other vice-chair and deputy chair with specific responsibilities to oversee the Board's busi-

ness objectives. She'll be taking this prestigious role on alongside her current clinical quality post here at EEAST. Professor Andy Newton, Chair of the College of Paramedics, said they were "delighted" that Tracy had been appointed: "She is a long-standing member of the

College who has served on firstly the Governing Council and more latterly the Board as the representative for the East of England. Tracy has led important projects including sepsis awareness and education and brings a unique blend of professionalism and experience to this new position."



Tracy Nicholls, College of Paramedics



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Left to Right: Dave Hankins, Cllr Smith, Phil Crowther

Amazing duo

One half of a duo of paramedics who have almost 90 years of service has retired.

It came only a fortnight after the pair were given a civic award by the Chair of Wychavon District Council, Worcestershire.

Paramedics Dave Hankins and Phil Crowther were presented with certificates by Councillor Frances Smith at a meeting of the full council.

The pair worked on a rapid response vehicle based at Evesham. Dave started with Worcester City and District Voluntary Ambulance Service in July 1969 while Phil is a comparative spring chick having started in London in 1975 before moving to Worcestershire in 1979.

But now Phil has hung his radio up for the very last time after 41 years of work with the ambulance service.

The pair were honoured by the Council after Councillor Smith saw them receive long service awards at the West Midlands Ambulance Service Trust Annual Awards Ceremony.

As well as being a dedicated paramedic, Phil was a stalwart of the Staff Advice and Liaison Scheme (SALS), which supports ambulance staff who have had to deal with particularly traumatic cases.

A large group of staff, past and present joined him last month in Evesham for an appropriate send off.

Phil said: "I have had a fantastic career. In particular, I am immensely proud that I helped to train no fewer than 120 paramedics when I worked in the Training Department.

"Thank you to all who came to say farewell - a definite throat-lump moment."

While Phil will be taking life a little easier from now on, it seemed appropriate that he handed over the keys of the response car to Dave.

Dave says he has no plans to take life a little easier any time soon. He said: "I am immensely proud to work for West Midlands Ambulance Service. I can honestly say that I have enjoyed every single day helping people; helping my community."

AED dancing for joy

A world class touring classical ballet company in Birmingham is dancing for joy after receiving not one but two defibrillators thanks to West Midlands Ambulance Service.

The Trust recently donated two automated external defibrillators to Birmingham Royal Ballet.

Andy Jaynes, the Trust's Community Response Manager, said: "Birmingham Royal Ballet is a huge organisation and, as well as its main building in Thorp Street, it has a separate storage facility and when the company is on tour

there are naturally a lot of people involved. Last year I helped the company purchase its first defibrillator following some life-saving training we delivered to staff. Thanks to Birmingham International Airport, who recently returned two defibrillators to the ambulance service, I decided to donate the re-commissioned devices to Birmingham Royal Ballet, so that it now has a device at each of its locations as well as an additional device to take on tour."

Sam Howe, Human Resources Assistant from Birmingham Royal Ballet, said:

"We've worked in partnership with West Midlands Ambulance Service for many years to promote first-aid training and awareness in the workplace. Last year, they provided advanced first aid training to our staff where it was identified that the company would benefit from additional defibrillator units for the safety of its staff and dancers. The training we received was fantastic. The ongoing support we've had from the ambulance service has been second to none and we're very grateful to them for our two new defibrillators."



UK's largest touring ballet company adds lifesaving skills to their repertoire

Great-granddaughter raises alarm

An eight-year-old Sussex girl has been recognised by South East Coast Ambulance Service (SECamb) for her brave actions in raising the alarm for her great-grandfather when he had collapsed at his home in Bexhill, East Sussex.

On walking into the house, Maia Bryant, a Glenleigh Park Academy pupil, who has autism, immediately alerted her family when she found her great-grandfather, Leo Turtle, (87) slumped on the

floor and barely conscious after he had suffered a stroke on 21 May 2016.

SECamb ambulance technician Kate Sayers was first on scene followed by an ambulance crew with paramedic Phil Ibrahim and emergency care support worker Coral Martin who took Leo to Eastbourne District General Hospital for emergency treatment.

Maia's grandfather Tony said: "Those who know Maia will know it can be difficult for her to follow instructions due to her autism but she did

everything that was asked of her by myself and the paramedics. She was just such a great help to all of us."

Maia and her family paid a surprise visit to Hastings Make Ready Centre on Thursday 4 August when she was shown around the ambulance station while paramedic Phil Ibrahim explained all the emergency equipment inside an ambulance and instructed her how to immobilise a broken arm. He then presented Maia with a Chief Executive Commendation certificate for her quick thinking in sens-

ing something was wrong and for her helpful actions once paramedics were on scene.

Phil said: "I'm really pleased that we have been able to recognise Maia's help on that day. It can't have been easy for her to handle such a distressing situation but she did extremely well and her great grandfather and all her family can be very proud of her."

Grandfather Tony added: "We all had a lovely time at the station and I would like to thank Phil, Coral and Kate who came so quickly to help my dad."



Maia Bryant with her certificate

Cardiac arrest patient meets Paramedic lifesaver

A Nottinghamshire family are getting the chance to say thank you to the Paramedic who saved their mum's life, even though he wasn't officially on duty.

Jayne Stevens, 55, collapsed at home in Kimberley suffering multiple cardiac arrests. Her daughter Hayley, 36, saw her mum through the letter-box during a chance visit and managed to get in through an open window to help her. Hayley dialled 999 and began to perform cardio pulmonary resuscitation (CPR).

The person who responded to the call was Mark Bushell who works for EMAS as a Paramedic but

wasn't on duty in his usual role at the time. As part of the EMAS Emergency First Responder scheme, Mark was volunteering his spare time to respond to any emergency calls in his local area.

Mark said: "I had only been on call for about half an hour when the alert came in. I try to do an Emergency First Responder shift a few times a month as normal shifts and life allows."

"When I got there, Jayne was on the floor and her daughter was doing CPR. I set up the defibrillator and shocked her and a pulse came back straight away."

Jayne was rushed to Queen's Medical Centre in

Nottingham and later transferred to the City Hospital, where she spent a week in a coma. She was seriously ill having suffered 7 cardiac arrests in total but thankfully has now made a full recovery.

Jayne's daughter Hayley who found her mum added: "My mum still gets very tired but on the whole is valuing her life. We just feel so grateful that it was Mark who turned up. We want him to get the recognition he deserves and that is why we've invited him around to mum's house so that she can say thank you face to face."

Mark met Jayne and Hayley on Friday 26 August at Jayne's home in Kimberley.

Survivor says thanks

Less than three months after suffering a cardiac arrest, a Sussex man has met with the Emergency Medical Advisor (EMA) who answered the 999 call made for him by a passer-by who also performed CPR.

Survivor, Peter Williams and his life-saver Jim Burroughs, both from Billingshurst, West Sussex, met with EMA Lauren McCracken, at South East Coast Ambulance Service's (SECamb) Emergency Operations Centre in Lewes on Thursday 11 August.

Peter, 69, a building surveyor, collapsed on his way to Billingshurst station while running to catch a train to London on 25 May 2016. Jim, who was out on an early morning walk, heard some commotion a distance away and ran to see what

was happening.

He found Peter motionless and barely breathing lying in the road and immediately rang 999 for help. What followed was a phone call Jim will never forget and which saved Peter's life.

Lauren McCracken, who was on duty that day in Lewes, triaged the call as she would normally do but during the call it became clear that Peter had stopped breathing altogether and needed life support in the form of CPR.

Jim, who thought Peter was beyond help, was encouraged by Lauren to start chest compressions and urged him not to stop or slow down until the paramedics arrived.

Jim said: "Giving chest compressions was really exhausting but even though I had had a shoulder operation a couple of weeks before I do not



Peter Williams and his life-saver Jim Burroughs with EMA Lauren McCracken

remember it being a problem. The adrenaline kicked in and I just kept going while listening to Lauren's voice and her calm and clear instructions."

Both men finally met Lauren at the poignant get together in Lewes. Lauren, who has been a call taker for less than a year, said: "I was overwhelmed to see Peter and Jim standing there in front of me. It really has put my job into perspective and is a real reminder that what I and my colleagues do here saves lives."

Peter was discharged from hospital on 5 June and he was back at work surveying buildings the next day.

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