

# AMBULANCE *Life*

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**NWAS SET TO SAVE MILLIONS WITH ELECTRIC VEHICLES**

## Electric RRV Trial

**N**orth West Ambulance Service NHS Trust (NWAS) is set to become more environmentally friendly as they plan to introduce electrically powered rapid response vehicles (RRVs) into their fleet.

NWAS will be one of the first ambulance services in the country to introduce electric cars as part of their stan-

fuel costs over the four year lease period.

NWAS currently has 174 rapid response vehicles throughout the North West and will initially be introducing four electrically

powered vehicles as a trial. The Trust will look to replace all RRVs with the new electric models gradually in the coming years once the life-span of the current vehicles comes to an end.

The four vehicles, initially being trialled in Bury and Rochdale, will be an updated version of the BMW i3 model which has won various awards including UK Car of the Year and Green Car of the Year.

The BMW i3 REX AC model, which is already being used in Police and Fire Services in the UK, is equipped with a system that can support the vehicle by extending the mileage range using a small petrol engine that can generate electricity for the battery. This will only be used in extreme circumstances but will provide additional reliability for NWAS.

The Trust said: "Although electric cars have been around for some time, improvements in technology from BMW have allowed the Trust to be confident enough to use them for emergency response units."

"The vehicles are fitted with additional technology meaning the engine can be powered by petrol in the unlikely event that the battery does run out. With the correct charging routines and future battery advancement it is hoped that

this system will only be used on a small number of occasions to allow the Trust to achieve a target of zero emissions.

"Although the technology available on the market has not yet advanced far enough to allow the Trust to introduce electric vehicles throughout its entire ambulance fleet, this is a very exciting starting point and we are looking forward to further advances in the future."

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## Like Father, like Son

**A** lifesaving duo from Colchester community first responder (CFR) group have praised the people for donating more than £6,000 towards their group.

Martin Ford and dad Dennis Ford are set to use the money to purchase two more state of the art CFR bags and equipment for their team. Martin, who works in the railway industry, amassed most of the money through his work connections. He said: "It started out as a simple conversation with some people who I work with, the companies they work for were all really engaged with the concept of CFRs and once they knew they could help, the money started to pour in."

A Just Giving page was set up for the group and so far has raised £6,020 of the £8,000 target. Martin said: "It feels great to have raised so much in such a short space of time; it means that we can have multiple responders attending patients in the Colchester area, which is fantastic news."



Martin and Dennis Ford raise funds for CPR groups

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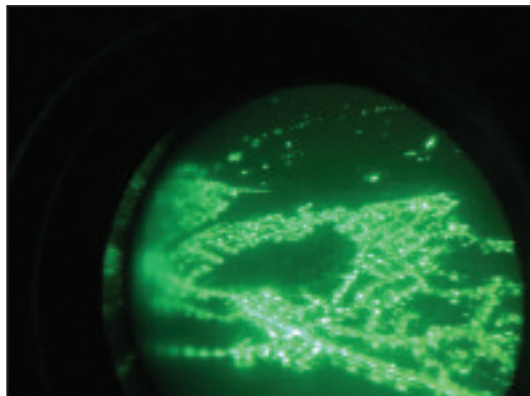


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## Laser attacks on HEMS aircraft



'Image from a HEMS night mission'

Following local reports of laser attacks on Helicopter Emergency Medical Service (HEMS) aircraft in November 2016, the Association of Air Ambulances has conducted a survey with its air operator membership and found that the reported number of three incidents in 2015 has increased to 10 during 2016. These incidents are potentially extremely dangerous, distracting pilots and with unknown health impact on

the vision of the flight crew; the fact that the general public target helicopters is very serious and from the AAA's investigations appears to be a growing problem.

Air Ambulances are either attending a seriously ill patient or carrying patients and the crew who are treating them to hospital. These attacks are potentially extremely dangerous, putting the patient, crew and general public at risk in the event that a laser disorients a pilot, resulting in a life threatening serious incident.

The risk to the loss of life from these acts of stupidity by unwitting people, is not acceptable, not to mention against the law and can result in prosecution from the Police.

The AAA are encouraging the general public not to point lasers at any aircraft under any circumstances and if witnessing an individual pointing laser pens at any type of aircraft, they should notify the Police immediately.

## GPs support NHS 111 patients

North East Ambulance Service (NEAS) is offering General Practitioners the chance to work within its clinical hub in order to provide a better service to patients and reduce the demand on the emergency care system.

Every year the service answers over one million emergency 999 and NHS 111 calls, responds to over 300,000 incidents that resulted in a patient being taken to hospital, treats and discharges up to 20,000 patients with telephone advice as well as more than 80,000 patients discharged at home. Emergency care crews reach over 100,000 incidents within the national target of 8 minutes.

The clinical hub provides enhanced clinical support to call handlers and patients. Clinicians working in the hub offer access to a range of healthcare professionals and clinical assessment to patients who have contacted the NHS 111 service.

NEAS is now expanding this service to offer 111 patients the support of a General Practitioner to provide professional advice over the phone. This service has the potential to decrease the demand on the emergency, primary and secondary services. For example, an NHS 111 caller who requires advice from a GP could be treated and discharged over the phone avoiding the need to attend another service.



GP, Dr Mathew Beattie, Urgent Care Medical Director at NEAS

This opportunity will give GPs the chance to develop their skills and influence the development of the region's urgent and emergency care re-design. GPs in the hub will work collaboratively with a range of healthcare professionals including Nurses, Paramedics and Advanced Practitioners.

GP Dr Mathew Beattie, Urgent Care Medical Director at NEAS explains: "This expansion will give GPs the opportunity to work with paramedics, nurses and a range of healthcare professionals outside of the normal GP environment to share learning and experiences. Having GPs in our Operations Centre has the potential to offer a much smoother experience to healthcare over the telephone or referral to another NHS provider in a timely manner. The future of urgent and emergency care is in greater integration of skills and services, like this.

NEAS is currently offering

GP opportunities to work within its Operations Centre at Newburn Riverside, Newcastle upon Tyne and Hebburn, South Tyneside with the potential to work remotely in the future. The GP service will be available to patients in the out of hours period therefore NEAS is seeking GPs who can support them during weeknight evenings, overnight and at weekends.

Dr Beattie ends: "As a regional provider, NEAS is at the heart of implementing the urgent and emergency care review, working in close partnership with the wider NHS across the North East to deliver a seamless urgent and emergency care service. We already deliver effective and high performing 111 and 999 services. Our ambition is to lead the way in the design and delivery of urgent and emergency care, utilising the clinical hub as the driver for improved demand management".

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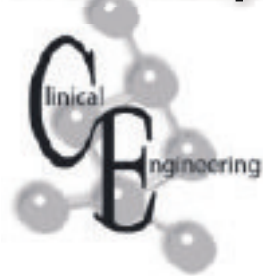
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Ambulance Life is published monthly and is free to all members of the UK's Ambulance Services. © Occucom Ltd 2017

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# 'Fate' brings man together with Life saver



Fate brings together Paramedic Kevin Perera and Steve Bird

**A** Bromley man had a chance encounter with the paramedic who helped to save his life three years after he almost died.

Steve Bird, from Bromley, has suffered with asthma for years and had been diagnosed with a chest infection, when he began struggling for breath at home in March 2013 and called for an ambulance.

He said: "I thought I was dying as I couldn't breathe in or out and couldn't speak to the

ambulance call taker but managed to keep calm and get the door open. I don't remember much after that, only the paramedic's voice talking to me after he brought me round."

London Ambulance Service Trainee Tutor Kevin Perera was the first paramedic on the scene, ahead of the ambulance crew, and started to treat Steve. He was taken to Lewisham Hospital, transferred to the intensive care unit where he was put in an induced coma. He was in

hospital for a total of two and a half months and diagnosed with double pneumonia.

Almost three years later, Steve was attending a British Lung Foundation meeting which was chaired by London Ambulance Service and little did he know that he was sitting next to the paramedic who helped to save his life.

Kevin, who also lives in Bromley, said: "Steve said he recognised my voice and a colleague looked into it and found out that I was the first responder who treated Steve. I still find it hard to believe - it must be fate that so many things were aligned that day in order for us to meet again - three years down the line! It's fantastic to see him again and looking so well, considering what an ordeal he's been through. I don't feel I can take all the credit. It's my training that enabled me to help him and I'm very proud to work for the ambulance service."

Steve added: "I wouldn't be here if it wasn't for Kevin and his colleagues. I have mixed emotions - I'm happy and grateful because I'm alive but it's also a very strange feeling - not many people can say they've met the person who saved their life."

Since the chance encounter, the two have remained in touch.

## Under one roof

**A** new Emergency Services Station which sees all three blue light services based under the same roof for the first time in South Wales was launched on Monday February 13th 2017.

Refurbishment work on transforming Abertillery Fire Station to provide modern and upgraded facilities to accommodate all three emer-

gency services began last year.

Welsh Ambulance Service crews, Gwent Police officers, and South Wales Fire and Rescue Service crews now have their own vehicle bay and access to all the facilities and office space they require. In a model which could pave the way for future service provision in Gwent, this is also the first time all three emergency services have

been based permanently under the same roof in South Wales.

Patsy Roseblade, Director of Finance and Deputy Chief Executive at the Welsh Ambulance Services NHS Trust said: "We're delighted to be able to share this facility with our emergency services partners."

"This combined facility here at Abertillery will enable us to work more closely for the benefit of the communities we serve as well as achieving some operational efficiencies."



**M**ore than 200 people turned out for a recruitment and awareness event to find out more about working for the Welsh Ambulance Service.

There was a large turnout from the local community, as well as people from further afield in Wales and England, at the event which was held at the Culture and Media Centre in Loudoun Square, Butetown, Cardiff.

Those attending had the chance to learn about what the Welsh Ambulance Service does and the varied career opportunities on offer.

The drop-in session was the first of its kind held by the Trust and was specifically targeted at black, minority, and ethnic communities.

Bob Tooby, Head of Operations for the Cardiff and Vale Health Board area, said: "It was absolutely fantastic to see so many people there, including those who took days off and went out of

their way to be there.

"Our venue in the heart of Butetown was an intentional move to encourage as many local attendees as possible with an emphasis on minority communities, who often are not aware of the jobs available or the wider range of our activities."

"It's very important to us that we support our patient facing service with pro-active engagement amongst all of our communities."

Staff from across the broad range of service areas within the Trust were on hand on the day to explain their roles

and advise on career pathways.

Following its success, there are now plans to hold a similar event in the summer.

Claire Vaughan, the Trust's Executive Director of Workforce and Organisational Development, said: "This event was an excellent opportunity for people to learn about the wide variety of roles carried out right across the Trust."

"We were absolutely delighted to see the high level of interest and enthusiasm from all of those who attended on the day."



There was a large turnout at the Welsh Ambulance Service's recruitment and awareness day in Butetown, Cardiff

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# The Magnificent Seven

**West Midlands Ambulance Service (WMAS) is investing over £400,000 to strengthen its Hazardous Area Response Team (HART) beyond the standard national requirements.**

The Trust has to have 42 HART paramedics, which breaks down into seven teams of six. However, in order to add extra resilience, WMAS has employed an extra seven HART paramedics to ensure an operational capability of seven teams of seven.

Having an additional seventh member of the team also allows them to provide a more robust response to HART incidents but also the seventh member of the team can work with Trust staff at bariatric incidents using specialist equipment that has been issued to HART. All ambulances are able to carry a bariatric stretcher. They are held at each hub as well as specialist bariatric vehicles across the Trust.



HART and Special Operations Manager for WMAS, James Price, said: "The significance of the Trust's decision to extend our HART teams cannot be underestimated.

"Not only does it give us increased resilience in terms of a job HART are required to attend, it also further develops the skillset of an additional seven members of staff into the diverse operating environment of Hazardous Area Response Teams.

"By increasing the number of HART paramedics within the West Midlands, we are

further enhancing the service patients receive throughout the region when calling 999 in their hour of need."

WMAS trialled the Urban Search and Rescue element of HART in 2008, before going fully live with the incident response unit and its associated specialist vehicles in 2009. During the next two years WMAS HART was at the forefront of implementing both the inland water capability and firearms element that can now be seen in HART teams across the country.

# Mental health scheme shortlisted



Mental Health Street Triage team

**An initiative that ensures patients who are experiencing mental health crises are given the correct care quickly has been shortlisted in the Health Service Journal (HSJ) Value in Healthcare award.**

The Mental Health Street Triage is a collaborative scheme ran between agencies in Bedfordshire, including the East of England Ambulance Service NHS Trust (EEAST). The team is one of eight that has been shortlisted, from a total of

1,500 entries, with the winner announced on 24th May.

The project involves a paramedic, police officer, and mental health professional joining forces in one car set up to respond to mental health crisis calls 365 days a year. Operating from 3pm - 1am, and based at police headquarters in Kempston and Luton, the car covers the whole county.

Lisa Merkitt from the East of England Ambulance Service NHS Trust (EEAST) said: "It is a privilege to be nominated for such a prestigious award and the team are immensely

proud that we have been nationally recognised for all of our hard work.

She added: "The Mental Health Street Triage team work tirelessly to provide an invaluable and innovative service to patients across Bedfordshire ensuring they receive the appropriate care in emergency situations. I am extremely proud to be a part of this project and look forward to the scheme becoming an integral part of emergency care across the county."

The Mental Health Street Triage is a partnership between East London NHS Foundation Trust (ELFT), Bedfordshire Police, EEAST, Bedfordshire Clinical Commissioning Group, Luton Clinical Commissioning Group and mental health charities Mind BLMK and the Samaritans.

Jaki Whittred from Bedfordshire Police said: "The Mental Health Street Triage team are continuing to work incredibly hard to ensure patients across the county are accessing appropriate care. I am really proud that the scheme has been shortlisted for this prestigious award, and that the partnership working between all agencies involved is being recognised nationally."



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# Mobile message

**South East Coast Ambulance Service NHS Foundation Trust is supporting NHS England in a public information campaign on when to call 999 and NHS 111.**

All of the Trust's operational ambulances and cars will carry messages on how the two services work together and the Trust hopes the posters will help remind people that 999 is for serious and life-threatening emergencies only and to contact NHS 111 when they require urgent advice and assistance for conditions that are not life-threatening.

SECAmb Head of Fleet and Logistics John Griffiths said: "We hope that the presence of the posters on highly visible ambulances and cars will remind people to make the right choice."



# Grandfather says thank you



Pictured left to right: Iain Hendy, John Moore, Jamie Pattison

**A** man who suffered a cardiac arrest on New Year's Eve at his home in Billingham has been reunited with the crew who saved his life.

John Moore, aged 69, was at home planning on going out to celebrate the New Year with friends when he collapsed. His wife Kathleen and family friend, David, immediately performed CPR and called 999.

North East Ambulance Service (NEAS) Emergency Care Clinical Manager Iain Hendy was first on scene quickly followed by Emergency Care Technicians Jamie Pattison and Steven Laird.

The former rugby player and coach, John is a father of two and a grandfather of four and is recovering well, looking forward to spending more time with his children and grandchildren.

Kathleen, an ex-nurse said: "John was sitting laughing and joking one minute and the next he was slumped in the chair. Lesley and I got John on the floor while David rang 999, I started CPR straight away.

"Lesley took the phone from David so he could take over CPR from me and the call handler counted with us so David could get the rhythm right. The call handler was brilliant the whole time."

NEAS call handlers support over 2,200 999 callers with CPR each year. In 2015/16 the service answered 1.160 million emergency 999 and NHS 111 calls, responded to 295,855 incidents that resulted in a patient being taken to hospital, treated and discharged 19,949 patients with telephone advice and treated and discharged 85,021 patients at home. In the same year, emergency care crews reached 132,948 incidents within the national target of 8 minutes.

Once on scene, Iain, Emergency Care Clinical Manager who has worked at NEAS for 21 years, assessed

John and took over performing CPR. John was shocked three times with a defibrillator and once he regained consciousness he was taken to James Cook Hospital by the crew.

Iain added: "It's been great to see John looking so well. It really gives you a rewarding feeling to know you have been able to make a difference to someone's life."

Speaking about the reunion

Jamie, who joined NEAS six months ago, said: "We don't get to see patients after the incident very often so it is great to be able to meet John to see how he is getting on."

# Burnley FC initiative

**B**urnley Football Club and North West Ambulance Service NHS Trust (NWAS) have teamed up for the second year to show match goers how easy it is to save the life of someone in cardiac arrest.

Football fans attending the Burnley v Chelsea match on Sunday 12 February at Burnley Football Club were given demonstrations of CPR by NWAS and had the opportunity to have a go themselves.

Following the success of last year's Saving Lives event, Club Doctor at Burnley Football Club, Simon Morris has overseen its return. He explained: "We've seen many



high-profile cases of cardiac arrest in football, including Bolton Wanderers' Fabrice Muamba (who collapsed during a match with Tottenham Hotspur in 2012), which prove that this potentially tragic experience can happen to anyone."

Before the game, NWAS

were present in the club's 'Fanzone' teaching match-goers the life-saving skills. This was followed by a half-time display on the pitch from NWAS volunteers demonstrated CPR and how to use a defibrillator to thousands of fans.

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# Generous response



Pictured (l-r) - Lisa Yeomans, Martin Hill and Mike Nixon

**T**hanks to the generosity of the community within which they work, West Midlands Ambulance Service (WMAS) Alvey Community First Responders (CFRs) have proudly unveiled their brand new and improved response car.

As well as offering increased reliability, its 4x4 capabilities

will bring obvious benefits in the rural area in which the group responds. It also boasts the new high visibility West Midlands Ambulance Service (WMAS) CFR livery which will make it safer for the team when mobilising to incidents.

The new car features two-way radio with the Emergency Operations Centres at WMAS, which will allow faster response to 999 emer-

gencies and more frequent updates about the job they are attending.

The car has been purchased thanks to kind donations received from members of the general public and charity organisations based in and around the village of Alvey and the Severn Valley.

A substantial proportion of the money was received when Alvey CFRs joined

forces with other CFR schemes within the Bridgnorth and District CFR group after being nominated as Bridgnorth Sainsbury's Charity of the Year for 2015-16.

Scheme member Martin Hill, said: "We are extremely grateful and humbled for the donations and kind comments we regularly receive from all over our community and would like to thank all those who support us.

"The scheme has been running for 12 years now and has provided immediate and life-saving care for many residents and visitors throughout our community in that time.

"Our scheme relies solely on voluntary donations from both the public and charity organisations. We have annual rising costs that have to be met along with updating or replacing key equipment such as defibrillators, all of which are there to save lives and assist our community during times of medical emergency.

"The village residents regularly support events that are organised by the community to raise funds which is truly fantastic. It would be great also to secure sponsorship

from local businesses. We now have a high visibility car that would provide any corporate sponsor with a great advertising opportunity.

"We are also looking for others to join the scheme to help fundraise; we want to keep this scheme going into the future."



New recruits

## CFR welcome!

**F**our members of East Midlands Ambulance Service (EMAS) team will now help save lives in their spare time as part of EMAS Community First Responders volunteering scheme.

Senior communications officer Emily Dunn, care assistant Kim Godman, Gemma Shankland, an emergency medical dispatcher and Helen Wright a call handler for the

Patient Transport Services, are the latest staff from within the service to sign up to be trained as Community First Responders (CFR) and will now join the dedicated team.

James Hornby, the community response manager for CFR said he was delighted that the four women had decided to generously volunteer their time to such a vital service.

## 'Miracle man' reunion



**A**'miracle man' football fan who was unresponsive for 10 minutes after suffering a cardiac arrest just before a match has been reunited with the East Midlands Ambulance Service (EMAS) crews who saved his life.

Ian Taylor, 52, from Bulwell, was waiting for Matlock Town FC to take on Workington AFC on Saturday, January 21, and was queuing at the snack counter for a cup of Bovril when he suddenly suffered a cardiac arrest.

On Tuesday, February 14, Ian

was reunited with EMAS paramedics Martin Coleman and Simon Warren, and technician Meryl Gabbittas who saved his life on that fateful day.

Ian, a lift engineer based in Nottingham, said that he was overwhelmed meeting the paramedics and could not thank them enough for giving him a second chance.

He said: "It's hard to find the words to say thank you when someone has saved your life. Thank you doesn't really cover it.

"I can't believe how lucky I was - I think all my luck all

came in at once. It is a miracle that I survived. The paramedics were fantastic and the football club have been great too."

Luckily, Ian collapsed next to the first aid room behind an off-duty doctor and a retired midwife, who were able to begin CPR immediately, and volunteers from Matlock Town Football Club also helped with the chest compressions.

Before the defibrillator at the club could be used, Martin arrived in an EMAS Fast Response Vehicle within 90 seconds and was able to use his defibrillator, and an ambulance crew arrived four minutes after the 999 call was made.

The air ambulance also attended the incident and landed on the pitch, but Ian was taken to hospital by land ambulance.

Ian's brother, Alan Taylor, 61, a cab driver from Bulwell, was stood next to Ian when he collapsed and said he thought he was dead.

He said: "I thought he was

gone. They defibrillated him seven times in 11 minutes and he was going blue. It was like a film and surreal. I didn't know what to do, and at that point I was elbowed out the way by people who did."

Hedley Ashman, 72, from Matlock, was the first volunteer from the club to help with CPR.

He said: "I couldn't find a pulse so I knew I just had to do as much as I could until the ambulance arrived. You never expect to use your training like that."

After 10 minutes the paramedics finally managed to shock his heart back into rhythm and he was taken to Royal Derby Hospital.

Martin Coleman, 37, EMAS team leader for Matlock, Alfreton and Ripley, explained just how fortunate Ian was.

He said: "We were only at Matlock Ambulance Station round the corner, but I was just leaving and the crew had just gone on their break when the call came in.

"It is great to see Ian up and about and looking so well."

Ian had a triple bypass a year ago and has now had a pacemaker fitted, and is due to make a full recovery.

## Daughter gives mum CPR

**A**life-saving daughter has been recognised by Yorkshire Ambulance Service NHS Trust (YAS) after helping to resuscitate her mother at their workplace.

Ellen Hallas, 50, Barnsley, collapsed while working on a production line at Kostal UK Ltd in Goldthorpe, Rotherham, last December, owing to an existing heart condition; hypertrophic cardiomyopathy.

She was placed in the recovery position by a work colleague before her daughter Rachel, 25 - a Team Leader at the firm and qualified Community First Responder (CFR) with YAS, became aware of the situation and quickly realised she needed to start cardiopulmonary resuscitation (CPR) in an attempt to save her mother's life.

Rachel then assisted her colleagues who used the

on-site defibrillator to restart Ellen's heart and continued CPR until she started breathing again, supported by the ambulance call taker. The ambulance crew arrived to continue Ellen's care before taking her to Barnsley Hospital. She remained in hospital for five weeks and was fitted with an Implantable Cardioverter Defibrillator (ICD).

Rachel has been a volunteer CFR for YAS for two years, having joined specifically due to her mum's heart condition so that she knew what to do if her mum was ever in difficulty. She said: "When I began as a CFR I didn't know if I would be able to attempt CPR on anyone, never mind a close family member. I'm really glad I had those skills as I don't think my mum would still be here if I hadn't."

# Honour for Chris

**A**welsh Ambulance Service boss has spoken of his pride after being awarded the Queen's Ambulance Service Medal.

Chris Sims, Head of Operations - Resilience, was presented with the medal by Prince Charles at a ceremony held on Friday 10th February 2017 at Buckingham Palace.

It comes after he was named as the recipient of the award, which was established to recognise individuals' distinguished and meritorious

service, in the Birthday Honours List in 2016.

Chris, from Cardiff, said the occasion was made even more special by having his wife Lesley and daughters Charlotte, Brittany and Kaitlin in attendance.

He said: "It was amazing and so well organised, it was incredible really. It was nice to have the family there and Prince Charles was doing the investiture."

"Everybody gets a chance to have a chat with him and he asked me what it was like working for the ambulance

service and how long I'd been in the job.

"I was immensely proud to know my family was sat there in the audience when I think of all the years I've done this job and missed a few birthdays through shift work and various things.

"It was nice to be able to involve them in something like this as thanks to them."

Chris has been a stalwart with the Welsh Ambulance Service for almost 32 years and has held no less than 18 different roles in that time.

He started his career with

the then South Glamorgan Ambulance Service as part of the Patient Care Service before joining the Emergency Medical Service.

After becoming a paramedic, he rose through the ranks to work in the control room and has since undertaken a large number of roles including Regional Staff Officer and Regional Director.

He was also operational lead for the creation of the Trust's new South East regional headquarters at Vantage Point House in Cwmbran.

More recently, Chris has been responsible for the rollout and management of the



The Welsh Ambulance Service's Head of Operations - Resilience, Chris Sims, collects his Queen's Ambulance Service Medal at Buckingham Palace

service's Hazardous Area Response Teams (HART), before taking on his current role in 2014.

# Posthumous award for CFR

**A** dedicated volunteer at the East of England Ambulance Service NHS Trust (EEAST) has received a national award posthumously.

Keith Marshall was a committed volunteer with the East of England Ambulance Service NHS Trust (EEAST) for five years, giving thousands of his hours to saving lives as a community first responder (CFR) in the Wattisham group in Suffolk.

On Tuesday, 7th February, on

Keith's behalf his wife, Mary, received his Outstanding Service Award for volunteering at the Ambulance Leadership Forum awards evening.

Keith and Mary established the Wattisham group and sought to raise money and recruit more volunteers to their cause.

A year into his CFR role he attended a 999 emergency and suffered a cardiac arrest whilst attending the patient. Thankfully, Keith was resuscitated and continued to make a positive contribution to EEAST

and his community.

Following his cardiac arrest, Keith stepped down as a CFR but continued to co-ordinate and manage the Wattisham CFR group. He also was elected as a governor for the Trust when it was applying for NHS Foundation Trust status. He then joined the Trust's User Group, helping out at events, taking an active role in the Infection, Prevention and Control group and being a loyal advocate for the Trust at partnership meetings.

In 2014, Keith's efforts were

recognised when he was given the Trust's Distinguished Service Award, for the effort and value that he gave to the service and to his community. At the time, Keith said: "EEAST has given me one of the most rewarding compliments a volunteer could ever imagine and I am immensely proud in being chosen to receive the award."

Chief Executive Robert Morton said: "I had the pleasure to meet Keith. His knowledge and expertise made him an incredibly valued asset to the Trust, and we will be fore-



Mary Marshall receives national award

er grateful for the thousands of hours he volunteered to help our service - whether through his community first responder or Trust User Group work. Keith was a friend to the teams that had the pleasure of working with him, and he will be sorely missed."

# A win for trauma team

**A** team of North East Ambulance Service (NEAS) paramedics working to improve the lives of major trauma patients has picked up a national award.

Every year, North East Ambulance Service crews attend around 300,000 incidents, of which around 1,500 are categorised as major trauma with an average of three incidents a day.

North East Ambulance Service's trauma team responds to major trauma incidents across the region as well as working in partnership with other agencies to promote public health and developing pre-hospital knowledge for their colleagues through trauma workshops.

Since being created in 2012, the team has exceeded national expectations at both a regional and national level,

helping to change trauma care practices through research, most of which is done in members' own time.

In the most recent peer review of national and regional major trauma services, NEAS was one of only three services to have 100% compliance with no significant concerns or immediate risks.

The group's efforts were recognised at NEAS's 2016 Beyond the Call of Duty

Awards. On the back of that award, the team was put forward for the Association of Ambulance Chief Executive (AACE) Outstanding Service Awards.

Consultant Paramedic Paul Aitken-Fell, who leads the team, picked up the Specialist Paramedic Award on behalf of the team at the event, held on 7 February.

He said: "Working closely with the Northern Trauma Network and all the operational staff here at NEAS, we have undoubtedly made a huge impact on survival rates



Consultant Paramedic Paul Aitken-Fell is pictured with Anthony Marsh, Chairman of AACE

from major trauma.

"I'm really proud of the team and what we have achieved. As a Trust, we're now looking to

build on this work to help us save more lives across the North East."

# Clinical App

**A** new app that brings clinical guidelines to the fingertips of ambulance staff and volunteers has been shortlisted in the HSJ Value In Healthcare Awards.

The East of England Ambulance Service NHS Trust (EEAST) launched the clinical app, one of the first of its kind for a UK ambulance service, last year. The app was developed by EEAST to allow clinical colleagues and volun-

teers to view both Trust and national guidance at the click of a button. Colleagues with an iOS or Android phone or tablet have access, straight from their device, to everything from drug doses and equipment instructions to treatment and care pathways.

Developed with Aimer Media and published by Class Professional Publishing, the free and EEAST-exclusive app contains the huge knowledge

base ambulance clinicians of all grades are expected to know, and acts as a vital sense-checker and reminder tool.

Lewis Andrews, EEAST's Quality Improvement and Professional Standards Lead was part of the app development team and said: "I am delighted that the clinical app has been shortlisted for this award. It demonstrates how technology can be harnessed

to give our staff and volunteers the information they need at the touch of a button. In the ambulance service you never know what you are going to be faced with at the next 999 call and our colleagues are expected to know and retain a huge breadth of knowledge. Having this app helps support those in delivering excellent patient care."

Nearly 2,000 staff and volun-

unteers have now signed up the app, showing the value it has brought to the service in a little under four months.

The app has been shortlisted in the HSJ Value in Healthcare Awards in the category of 'the use of information technology to drive value in clinical services.' The next step will be for the Trust to present to the judging panel in April, with the winners being announced in May.



# Safety card for Midwives

**A simple card designed to give guidance to midwives when to call for an emergency ambulance is being launched with the aim of saving more babies' lives.**

London Ambulance Service Consultant Midwife Amanda Mansfield has worked with Heidi Eldridge of MAMA Academy to produce the card, which will be sent out to midwives working in stand-alone birth centres and attending homebirths in London.

Amanda said: "Our ambu-

lance crews attend an average of 15 calls a month from midwives at birth centres or home births and some concerns were raised about when they should call for an ambulance and exactly what information is needed. So we've worked with the midwife community and Heidi to produce these cards so that communication between midwives and our emergency call takers is clear and the appropriate help is sent.

"We hope this card will not only improve the safety of pregnant women, but mean help will get to them quicker

and even if this card helps to save one life then it's worth it."

Heidi Eldridge, MAMA Academy Chief Executive, said: "MAMA Academy is delighted to be working alongside the London Ambulance Service to ensure that the safety of mothers remains a key priority. Our ambulance cards are a simple initiative designed to help more babies arrive safely and we hope to expand this exciting project across the country later in the year."

The initiative is also supported by The Royal College



of Midwives. Chief Executive Cathy Warwick said: "We very much welcome the launch of the midwives communication card. Any effort or initiative that goes toward improving safety for mothers and babies must be

commended.

"Midwives attending home births and working in birth centres across London will find the information on this card beneficial as it will enable them to make communications with emergency

call takers more efficient, ensuring the right support is dispatched and ultimately get mother and baby the emergency care they may need in the most efficient time."

## New model for Wales

**Welsh Assembly Health Secretary Vaughan Gething has given the go-ahead for a new model of emergency ambulance services to be implemented in Wales with immediate effect, following a successful pilot.**

The decision came off the back of a positive independent evaluation of the model commissioned by the Emergency Ambulance Services Committee (EASC).

The clinical response model, announced in summer

2015, moves away from historic time-based targets for all but the most immediately life-threatening or 'Red' calls. It places a greater focus on patient outcomes, prioritising those in most need of an urgent response.

The target is for 65 per cent of the most urgent 'Red calls' to be responded to in eight minutes. The 65% target has been achieved each month since the trial started in October 2015; performance has continued to improve and in each of the last 9 months, more than 75% of red calls have received an emergency response within eight minutes.

Health Secretary Vaughan

Gething said: "Since the implementation of the new clinical response pilot, the Welsh Ambulance Service has improved its performance significantly.

"The independent evaluation published last month backs our decision to take the bold step to adopt the new model, following the successful pilot. The fact they found there to be clear and universal acknowledgement, both from within the ambulance service and external partners, that moving to the new model was appropriate

and the right thing to do, is excellent news.

"I also welcome that the report confirms response time performance for those in most need of an immediate clinical intervention has improved substantially. The latest ambulance statistics confirm this with a standard response time of less than five minutes to immediately life-threatening calls in each of the last six months.

"I'd like to thank Welsh Ambulance Service, the ambulance service call handlers, clinicians, volunteers and oth-

er staff for their hard work in making the model the success it has been.

"It's fantastic that the pilot has attracted global interest and the Welsh Ambulance Service has not only been invited to provide advice to a number of ambulance services in England and Scotland, but further afield to Canada, New Zealand, Australia, USA and Chile. The Scottish Ambulance Services Trust is currently undertaking a nationwide pilot of a very similar model to our own."

## Paramedic keeps his promise

**A South Western Ambulance Service paramedic and former soldier has travelled to Serbia and became the first British citizen to receive a Humanitarian Award.**

Wayne Ingram, who lives in Weymouth, Dorset, joined the ambulance service after leaving the British Army. It was while on patrol with the Army in Bosnia in 2003 that Wayne first met four-year-old Stefan Savic. Stefan had been born with a rare facial cleft that, if left untreated, could have serious health complications, including blindness and the restriction of his airway.

Wayne made a promise to himself to help and now, more

than 14 years later, after countless fundraising events, has raised enough money to ensure Stefan has a life free from worry. In total Wayne has raised an incredible £140,000 and this has been used to pay for five operations, the last one took place in October 2016.

Stefan, now 18, had his first operation at Great Ormond Street Hospital for Sick Children in July 2003. This was followed by a second 12-hour operation in October 2003, during which hospital surgeons completely rebuilt Stefan's face.

The next operation wasn't until 2007 then a further seven years passed until the penultimate surgery in 2014. The fifth and final procedure

took place at The Portland Hospital in October last year. All of the surgery has been completely successful and Stefan has made a full recovery.

Wayne's fundraising journey has taken several years and now Stefan's surgery has been carried out, he is delighted to have made such a difference and said "I feel immense pride. The whole thing has been a rollercoaster of emotions. Stefan's facial transformation and progress is truly remarkable."

A Serbian newspaper contacted Wayne and informed him that he had been nominated for an award and last month spent an action packed three-day trip to the country's

capital, Belgrade.

Wayne added: "A Serbian newspaper contacted me saying that the Serbian populous had nominated me for this humanitarian accolade because I helped Stefan.

"My wife and I attended the ceremony within the City Hall in Belgrade, where I was announced as the first non-Serbian national to receive the award. It was a truly humbling and memorable experience. The Serbian president presented me with the award and we were treated like royalty. It was an incredible trip, but the main thing is that Stefan's life has greatly improved and his future prospects are much brighter. I wish him and his family all the very best for the future and am definitely maintaining contact with them."



Wayne Ingram with his award



# Valentine school appeal

**N**orth West Ambulance Service NHS Trust (NWAS) launched an appeal to secondary schools in the region to show love for their students' hearts on Valentine's Day by signing up for a free lesson in life-saving.

The plea was made on behalf of the Resuscitation Council UK, British Heart Foundation and St John Ambulance which have enlisted the support of all UK ambulance services to provide the country's biggest ever CPR training event on Restart a Heart Day on 16 October 2017.

Building on the success of Restart a Heart Day 2016, which saw more than 16,500 students in the North West, and 150,000 nationally, trained in cardiopulmonary resuscitation (CPR) skills, the event will be repeated this year with a national training target of 200,000 students.

Restart a Heart Day will see NWAS and local

*“Knowing what to do in an extreme emergency situation cannot be underestimated. CPR skills are so simple to learn and they absolutely do save lives”*

partners providing practical lessons that cover how to recognise cardiac arrest, and how to help by doing effective CPR and using a defibrillator.

Survival rates for people who have cardiac arrests are dismal with less than one in ten people (8.6%) going on to make a recovery in the UK.

Despite the best efforts of ambulance services and national bodies to lobby the UK government to make CPR training in schools mandatory, it is still not part of the national curriculum. But if CPR skills were taught in schools, survival rates could significantly increase as they have in Scandinavia.

Today, people who have a cardiac arrest in Denmark are three times more likely to survive than a decade ago, thanks to mandatory CPR training and more defibrillators being available in public places.

Anyone can attempt CPR, but the lack of training means that people rarely have the confidence to do so. Only 30% of people who witness a cardiac arrest at home or in a public place will attempt CPR.

Complementary Resources Manager at NWAS, David McNally, said: “We are encouraging all secondary schools to sign up to our lesson in lifesaving on Restart a Heart Day because cardiac arrest kills people and the power to change this lies within our communities.

“Knowing what to do in an extreme emergency situation cannot be underestimated. CPR skills are so simple to learn and they absolutely do save lives. We are targeting secondary schools because children pick up new skills

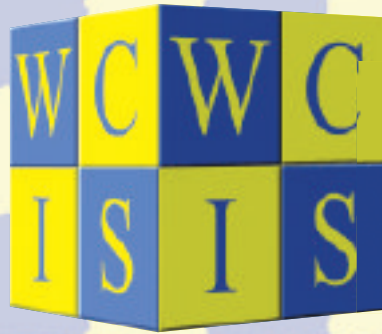
with ease and can take them into adult life.

“On Restart a Heart Day 2016, we trained over 16,500 young people in the North West; not bad for our first attempt, but this year we are aiming to double that number.

“We are calling on teachers, parents and students to put the pressure on their schools to take part in our movement to make the North West a ‘cardiac smart’ place. This means signing

up to Restart a Heart Day, encouraging friends and family members to learn CPR, installing defibrillators in local communities and ultimately making our communities healthier and safer places to be.”

Schools that want to help to create the next generation of lifesavers can register their interest before 13 April 2017.



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# Dementia seminar

**Scottish healthcare specialists shared their expertise in caring for those with dementia and older people at an international seminar in Japan in February.**

Scotland and Japan are both remodelling their approach to care of older people due to ageing populations, with a particular emphasis on dementia and, more widely, in gerontology (the study of all aspects of ageing).

Scotland's patient-centric approach is highly regarded by the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology, which is looking to introduce a similar system in Japan.

After the seminar, which took place in Tokyo, the University of Stirling and the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology signed a Memorandum of Understanding committing

to a long-term partnership. The collaboration will focus on the development of dementia and age-friendly communities based around person-centred approaches.

Five million people in Japan today are living with some form of dementia and this is expected to rise to seven million by 2025. Prevalence in Scotland is estimated at up to 90,000, with around 45,000 people having a formal diagnosis.

External Affairs Secretary Fiona Hyslop who delivered the keynote speech at the seminar said: "Dementia touches all our lives either directly or through our family and friends, and it is crucial that we look to meet the needs of people living with dementia, or are newly diagnosed with the condition."

"In Scotland, we continue to take a whole-system approach to improving services - it is really important that people are not discriminated against or disempowered because of the progress of their illness or their particu-

lar care circumstances.

"I have been heartened to learn about the pioneering work being undertaken on dementia-friendly communities in Japan and discover we share some similar approaches."

Dr Louise McCabe, Senior Lecturer at the University of Stirling's Dementia Services Development Centre said: "By creating dementia-friendly communities and promoting social citizenship for people with dementia and their families, we aim to establish a society where these individuals are supported to make choices

about their own lives and to live well with dementia.

"Our research has helped improve the lives of people with dementia and their families in Scotland and beyond, for many years. Japan has one of the most rapidly-ageing societies in the world and there's lots to learn from one another."

"We share an important common vision to support people with dementia and their families to achieve a good quality of life and look forward to working together to take strides forward in this area."

# Recognised at national awards

**A South East Coast Ambulance Service (SEC Amb) tutor has been recognised at the annual Ambulance Association of Chief Executive (AACE) awards.**

Paramedic Practice Educator, Kimberley Alexander, based at Leatherhead, Surrey, was nominated by the Trust for the 'in the tutor and educator category' for her en-

thusiasm, experience and empathy for students.

Having worked incredibly hard as a student herself, prior to qualifying as a paramedic, she is extremely dedicated and to her role and has supported a number of CPD activities for both students and staff during the last 12 months.

She regularly attends the University of Surrey, who supported the nomination,

to support practical teaching sessions during her own time.

She was also heavily involved in the Trust's 'Restart a Heart' day held at the university helping to train hundreds of individuals; including students, lecturers and members of the public in CPR.

SECamb Acting Chief Executive, Geraint Davies said: "I was delighted to be

present to witness Kimberley receive her award. She is a very worthy winner and I would like to thank her for her continued commitment to her role."

Kimberley said: "I was very surprised but proud to win an award for something I thoroughly enjoy doing. I myself had an amazing mentor and feel it has impacted on my practice and teaching now."



Paramedic Practice Educator, Kimberley Alexander with her award

# Moldova achieves ATLS status

**East Midlands Ambulance Service NHS Trust Medical Director Dr Bob Winter was in Moldova last month supporting the country in achieving their Advanced Trauma Life**

**Support (ATLS) status.**

ATLS is a programme which teaches established standards of trauma care and practical life-saving skills to improve the chances of a patient's survival and recovery after an accident which has caused an

acute trauma, such as a car crash or fall from a height.

Moldova will be the 64th country in the world to achieve this status and the 6th country that Bob has supported.



# Trauma Care Conference

**Professor Sir Keith Porter, a leading expert of Clinical Traumatology in the UK, has over the years been at the forefront of developing world-class treatment for injured military servicemen and women. His work included major tears, bone fractures, tendons, muscle and bone connections to trauma reconstruction. He is also the chair of the Annual International Trauma Conference.**

Major traumatic injuries are not just limited to warzones

but can also occur closer to home, such as RTA and the ongoing threat of terrorism. The First Aider on the scene holds an important position and the immediate action they take is paramount in determining the outcome of the casualty. The First Aider will also be required to use judgement to ensure that they do not endanger themselves or those around them. Increasingly First Aiders are required to become more skilled in dealing with workplace injuries. This is where the Trauma Care Conference stands alone in delivering

presentations from prominent speakers covering leading edge knowledge and skills.

The First Aider Trauma Care Conference will be held on the 18th of March at the Yarnfield Park Conference Centre, Stone, Staffordshire ST15 0NL. Key note speakers include consultants with expertise in critical and pre-hospital care,

security and community first responders. They will be delivering presentations and discussing topics including penthox, first aid matters in shooting and stabbing incidents and first aid for the close protection officers to survival tips for the first aider when there are multiple casualties.

**• For more information go to the Trauma Care Conference website.**  
<https://www.traumacare.org.uk/Conference>  
**For more details contact AoFAQualifications via e-mail [marketing@aofaqualifications.org](mailto:marketing@aofaqualifications.org) or visit the website: [www.aofaqualifications.org](http://www.aofaqualifications.org)**





# The Emergency Services Show

**Hall 5, NEC, Birmingham, 20-21 September 2017**

This year's Emergency Services Show will feature a host of new learning opportunities including CPD-accredited seminars which are all free-to-attend. Returning to Hall 5 at the NEC from 20th to 21st

September 2017, the growing event gives emergency responders access to the very best knowledge, training, technology, kit and support networks to prepare for future incidents. Register now for free entry at: [www.emergencyuk.com](http://www.emergencyuk.com)

A new seminar theatre dedicated to the health and

wellbeing of emergency services personnel will cover issues such as fitness, nutrition, mental health and health and safety. Meanwhile terrorism, traffic incidents, urban SAR and mass gatherings are among the topics planned for The Learning Zone, where emergency services and partner agencies will share their experiences of responding to real incidents. Other free seminars covering road safety, ICT and innovations are also being developed. All of the free seminars will be CPD-accredited.

West Midlands Fire Service (WMFS) will host an Extrication Challenge judged by United Kingdom Rescue Organisation (UKRO) officials. Teams of firefighters from WMFS as well as other brigades across the UK will be briefed on road traffic col-

lision scenarios and then compete in extrications from two car wreckages using the latest kit and rescue techniques. The aim is to bring together teams of fire and rescue personnel to display their ability while also expanding their practical skills by learning from and teaching others involved in the same field. The Challenge will take place live on the exhibition floor enabling visitors to get up close to the action.

## Trauma challenge

A Medical and Trauma Challenge will also take place in an "immersive environment" tent which will provide a realistic backdrop to the trauma scenarios. To add to the authenticity WMFS Casualty Simulation Group will be providing casualties with realistic make-up and prosthetics. Meanwhile WMFS Road Casualty Reduction Team (RCRT) will be demonstrating virtual reality goggles which simulate a car journey, showing drivers the consequences of their choices and actions. Together with the Central Motorway Police Group, WMFS RCRT will be offering road and motorway safety advice and there will be a presentation from an emergency services blue light response driving in-



structor.

## Emergency responder workshop

The College of Paramedics will once again deliver a programme of free 30-minute CPD workshops which all emergency responders are welcome to attend. Subjects covered will include paediatric resuscitation, basic and advanced life support.

Around the indoor and outdoor exhibition visitors will be able to see and handle the latest kit and discuss their needs with over 400 suppliers. Communications, IT, PPE, public safety, training, rescue kit, fire safety, vehicles, emergency planning, road safety, medical kit and operational equipment will all be covered. Many exhibitors will be demonstrating solutions and technology on their

stands, while water rescue demonstrations will take place on the Pendigo Lake outside the exhibition hall.

In the networking hub of the show, The Collaboration Zone, over 80 voluntary groups, charities and NGOs will be sharing details of the support they offer, while members of other blue lights services will be available to discuss co-response, current trends and share ideas.

Entry to the exhibition and seminars, as well as parking, is free. The NEC is physically linked to Birmingham International Station and Birmingham Airport and is directly accessible from the UK motorway network.

**• To register for free entry and to find out more visit [www.emergencyuk.com](http://www.emergencyuk.com)**



# A home of their own for key workers

**Where can paramedics and other key workers in England and Wales afford to buy a property outright?**

\* Ambulance staff along with other Key workers with up to ten years' experience are priced out of seven regions across England and Wales, as the likelihood of them being able to afford a home outright in the East Midlands, East of England, Home Counties, South East, South West and West Midlands falls to below 30% - with Greater London offering them just a 1% chance.

\* Only when a key worker earns £40,000 or more, can they have their 'pick' of the country (exc. London, South East and Home Counties) as

their chances of affording a property increases to over 30%.

\* It's estimated that around 23% of the UK workforce are public sector and key worker employees - with a million working in London.

Key workers with up to ten years' experience\*, are being priced out of seven regions across England and Wales, as the chances of them affording a home outright falls to below 30%, research by My Home Move, the UK's leading provider of mover conveyancing services, has found.

The seven regions include the East Midlands, East of England, Home Counties, Greater London, South East, South West and West Midlands - leaving teachers, nurses and paramedics,

among others, little option other than to move towards the North of the county, to look towards shared ownership options or to stay renting.

In London, where a shortage of nursing staff, teachers and social workers has been felt acutely over the past few years\*\*, the chances of these essential employees finding a home to buy outright, falls to around 1%.

Commenting on these findings, Doug Crawford, CEO of My Home Move said,

"It's a very sad state of affairs that some of the country's most needed and valued professionals are priced out of the majority of the housing market.

And while we appreciate that low interest rates mean

'cheaper' borrowing and that the Government's Help to Buy scheme provides some assistance, the facts still remain the same - for a key worker on a prescribed income, the chance of them buying a home for the first time today, without external help, outside of Wales or the North of England, is minimal."

## Mid-range/experienced Salary

Continuing the research, My Home Move analysed key workers' chances of affording a home outright, once they had progressed to a mid-range or experienced salary, usually achieved within five to ten years' of service\*.

While their chances increased across the board, bringing the regions of the East Midlands, East of England, South West and West Midlands closer to affordability for the majority of key workers, currently 23%\*\* of the UK workforce - for the million who live and work in London, their

chances increased to an average of just 4%.

Commenting further, Doug Crawford said, "Despite earning a salary towards the top end of their career bracket, following years of employment and experience, a key worker's chances of buying a home outright in London, the Home Counties or the South East, amounts to not much more than a 'needle in a haystack'. However, even if you take these regions out of the equation, it's only those who earn in excess of £40,000 a year, who stand a fair-to-good chance (30% or more) of being able to buy across

the rest of the country.

"The Government's solution is shared ownership. But for those wanting to own a home outright, suitable for a family and not on a leasehold basis, this doesn't always meet their needs - and according to the 500 people we surveyed, 63% them agreed that a home is not really affordable if it can only be purchased through shared ownership\*\*\*."

**• For further information on My Home Move and its multi-award winning service please visit [www.myhomemove.com](http://www.myhomemove.com)**

\* Definition of career experience/salary - Entry level (0-5 years), Mid-Career (5-10 years) Experienced (10-20+) years - <http://www.payscale.com>

\*\* Shortage of Nurses, teachers and social workers in London

[https://www.kingsfund.org.uk/sites/files/kf/field/publication\\_file/Workforce-planning-NHS-Kings-Fund-Apr-15.pdf](https://www.kingsfund.org.uk/sites/files/kf/field/publication_file/Workforce-planning-NHS-Kings-Fund-Apr-15.pdf)

<https://www.theguardian.com/education/2015/may/05/labour-warns-teacher-shortages-england-tristram-hunt>

<http://www.bbc.co.uk/news/uk-england-36026098>

\*\*\* ONS employment data 2016

\*\*\*\* Survey conducted through independent research provider, Gorkana. November 2015



# Charity Welsh coastal cycle

**A** paramedic from Whitchurch is swapping his ambulance for two wheels in April to take on a tour of Wales for charity.

Keen cyclist Richard Bebbington, 50, sets off on his solo cycle journey from his home in Whitchurch on Monday 17th April and will cover 450-miles around the coast of Wales to raise £1250 for Hope House Childrens Hospice; a charity close to his heart.

The gruelling journey is set to take Richard down the border between England and Wales to Cardiff before continuing along the south coast, up the west side of Caernarfon before following the north coast and heading home.

Richard, who has worked for the ambulance service for 21 years, said: "I aim to travel 80-100 miles per day and hope to complete the journey in five days. The route I've chosen will

follow a challenging landscape with some long tough inclines.

"I hope to raise £1,250 for Hope House which provides care and support to life-limited children, young people and their families from Shropshire, Cheshire, North and Mid Wales.



Richard Bebbington cycling for Hope House Childrens Hospice

My friend's son has spent many weeks at Hope House so I know first hand, how the charity not only provides professional and loving care for the child but also support to families too. Without donations, all the services they provide would be reduced so any support people can give me would be much appreciated."

• To donate, please visit Richard's Just Giving Page "Richards Tour of Wales" via <https://www.justgiving.com/fundraising/RC-Bebington>.

# Paramedic call to help daughter

**P**aramedic Mark Huddleston has worked for the North East Ambulance Service NHS Foundation Trust for over 20 years and outside of work he is fundraising for his daughter Lucy so she can have life changing treatment.

Mark contacted Ambulance Life in February and asked if we could help him reach out to "my ambulance family across the country for help with my current situation."

Mark added: "It is unbelievable how much stress the whole family have been under lately. Please take a minute to read our story and help support us in any way you can to help Lucy achieve the surgery that could transform her life."

If you are interested in helping Mark and Lucy details are in his article below.

Mark writes...



Lucy Huddleston requires life changing surgery

refused to accept that this was the only option and was convinced there was a better alternative.

After much research I found a procedure called Vertebral Body Tethering (VBT) which has been pioneered in the U.S. This life changing operation would correct her curves without the need for a fusion.

A plastic tether is used instead of rigid metal rods and once tensioned this helps to straighten her spine. The surgery is far less invasive and has a much improved recovery period compared to fusion. The most important outcome is that Lucy would keep her freedom of movement due to the flexible tether.

In July Lucy was accepted for this surgery and we had a surgery date of 8th December 2016. As a family we were absolutely thrilled, feeling like a weight had been lifted off our shoulders. However in October we had the devastating news that the surgery had been cancelled. This was down to funding issues and as a result all VBT surgery in the UK was halted. Presently this surgery is not available in the U.K. but Lucy's condition continues to get worse day by day. Even if the surgery is re-instated new guidelines mean that Lucy would no longer be a candidate.

It is now our goal to pursue the surgery she was promised but this means going overseas. The surgeons in America

pioneered VBT and they have significant expertise and experience. They are offering this life changing surgery to patients like Lucy as are some doctors in parts of Europe. As she has two curves each would have to be tethered this increases the cost significantly. I may have to raise up to a staggering £160,000.

We have started a Gofundme page called "Lucy's Life Changing Spinal Surgery" and as I write this we are very close to £20,000. The whole family have been overwhelmed by everyone's generosity. My ambulance friends and colleagues have been fantastic and very supportive. Many of them have volunteered their services and are running, biking, skydiving etc for Lucy. We also have a big charity night planned in Newcastle for 12th October 2017.

It would be fantastic if my ambulance colleagues were to support Lucy's journey. We have set up a public Facebook page called "Lucy's Spinal Surgery" and we would encourage people to visit, like and share this with as many people as you can to help spread the word. Here you can follow Lucy's journey, catch up on media articles and click to donate towards our campaign.

Thank you.

**Mark Huddleston,**  
Paramedic, NEAS



Paramedic Mark Huddleston

Lucy is fifteen and has adolescent idiopathic scoliosis, which is an abnormal twisting and curvature of her spine. This has got progressively worse and she has two major curves which can now only be corrected with surgery. If left untreated her curves may continue to worsen and spine will start to stiffen leading to a life time of chronic back pain.

The only surgical option in the U.K. is a spinal fusion. This operation involves the use of screws, metal rods and a bone graft which would straighten her spine but fuse it all together creating one solid structure. As Lucy has two curves this means the majority of her spine would need to be fused. This would severely restrict her mobility and have a huge effect on her quality of life. She would struggle to perform simple everyday tasks. As a Paramedic and a father I

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2017 Edition

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## Back to school

**K**yle Peebles, a North East Ambulance Service Ambulance Care Assistant and Rebecca Scott, North East Ambulance Service Ambulance Patient Transport Service Apprentice visited Year 5 and 6 pupils at South Street Primary School in Gateshead to speak to the children about using the 999 and 111 service and how to perform lifesaving CPR.

As a former student at South Street Primary School, Kyle was keen to speak to the children about careers within the North East Ambulance Service and how they can help people in emergency situations at any age.

Teacher, Mrs Marcia Hindmarsh said: "It has been great to have Kyle come in and show the children how to perform CPR as it increases the children's awareness of situations that could occur at any moment in time and be able to have the confi-

dence to deal with these types of scenarios.

"As Kyle is a former student it has been especially exciting for the children to see a pupil who sat where they are now doing great things and showing them that they can do the same".

Kyle provided CPR demonstrations to three groups of children throughout the day and gave the children had a chance to practice their CPR technique and when it is appropriate to call 999 or NHS111 service.

Kyle and Rebecca spent some time talking to the children about career paths within North East Ambulance Service and after

a fun filled morning on the ambulance, Kieran aged 9 said "I wanted to be a footballer, but now I want to be a paramedic and drive an ambulance".

This event was the first community visit Kyle has done during his time at NEAS and as a former student at South Street Primary School Kyle was particularly keen to show the children that they too can achieve whatever they want be working hard towards their goals. Kyle said, "It was great to do my first community visit at the Primary school I went to and teach the children vital life-saving skills. My aim was to make it a fun



Lifesaving training at South Street Primary School

learning experience which I hope I have achieved.

"Even if one of the children at South Street Primary School was ever faced with their family or friends need-

ing medical attention and they were able to ring 999 or perform CPR because of us attending the school and showing them what to do, I would be extremely proud".

## Outstanding service

**C**ongratulations go to Stuart Rankine, NWAS vehicle and equipment manager, who was awarded a prestigious award at this year's Ambulance Leadership Forum (ALF), hosted and run by the Association of Ambulance Chief Executives.

The annual event is designed to recognise ambulance service staff who have shown particular commitment to helping improve and deliver patient care during the past year. Stuart was recognised in the Support Services category for his efforts in delivering thousands of pounds of

savings across the Trust.

Derek Cartwright, NWAS Chief Executive, said: "Stuart moved from Operations to managing a small but significant team, delivering everything from vehicles to equipment to uniform, to keep services running smoothly. Stuart and his team have delivered thousands of pounds of savings across the Trust. They have set up excellent audit tools, been actively involved in vehicle design and frequently produced business cases to the Board detailing proposed improvements and efficiencies that ultimately support frontline services. Stuart is a credit to the Trust

and a true unsung support services asset."

Stuart said: "I am proud to receive this award and I very proud of the team that I work with who have helped to make it all possible. I would like to thank Derek for nominating me and appreciating my work over the years. I will continue to enjoy my role within the Trust and look forward to future challenges."

This year's Ambulance Leadership Forum (ALF), hosted and run by the Association of Ambulance Chief Executives, was held at Chesford Grange in Warwickshire on 7-8 Feb 2017.



Left to right: Derek Cartwright, NWAS Chief Executive, with Stuart Rankine, NWAS Vehicle and Equipment Manager, and his wife Ruth

ALF brings together award recipients from right across the UK's Ambulance services

to be recognised for delivery areas from 'Outstanding Service' and administration right through to volunteering and welfare.

## From firefighter, retail worker and prison officer to 999 Call Assessors

**N**ew call assessors from a wide range of background have joined West Midlands Ambulance Service for a new career saving lives behind the 999s.

In October and December 2016, the Trust further bolstered its call assessor numbers by employing 28 new staff to answer 999 calls in its two Emergency Operations Centres (EOCs) in Brierley Hill and Stafford.

With more than 3,000 emergency 999 calls received a day,

the service is the 3rd busiest service in the country. During a 12-hour shift, a call assessor will answer a staggering 70 999 calls, everything from coughs, twisted ankles and cut fingers through to life threatening calls about chest pain, strokes and serious blood loss.

From a retained firefighter, prison officer, retail assistant and mental health worker, the new call assessors bring a wide range of skills and backgrounds which can only benefit the Trust.

Annie-Rose Blackwell ap-

plied for the role of call assessor in October last year; three months later she was answering 999 calls. Annie said: "I was already working for the Trust as a call taker for patient transport but when the job in EOC came up I wanted to experience more of an emergency environment. The training proved intense and at times difficult but the support given by the trainers made the process enjoyable."

As Annie explains, it's not just ambulance crews out on the road that help to save



Pictured left to right (back row) Lucy Fitton, Josh Wright, Gemma Ingham, Annie Rose Blackwell, Jamie Dubczyk. (front row) Jessica Preston, Elizabeth Williams, Kelly Roadway

lives: "My proudest moment in my new role so far is helping a patient in cardiac arrest and hearing them breathe again."

Jamie Dubczyk, left his role

at Dudley Council to become a call assessor in August. Jamie said: "I wanted a change of career and to work for an organisation where there's progression. There are challeng-

ing days and then days which go smoother than others. It's an incredibly rewarding job; I've helped to save three lives since I joined!"





## Be a hero and join the Coniston Challenge

**N**ow in its 15th year, the Coniston Adventure Team Challenge is back on Saturday 16 September in the picturesque Lake District - why not join and

help raise vital funds to help support people like Jeanette live an independent life with her guide dog Zola.

Jeanette says, 'I lost my sight overnight in November 2000

through retinal detachments in both eyes, I went through darkness both with my sight and emotionally. If it wasn't for receiving my first guide dog Beattie, I would have still been there in that dark place. I have seen what Guide Dogs has done and are doing for others whether receiving a guide dog/white cane or other support. Guide Dogs don't just give you a dog and leave you to it, they are with you all the way, all I have to do is pick up the telephone and they are there.

Zola and my previous dog Beattie gave me back my life; they get me out and about. They give me the confidence and independence to live my life the same as sighted people. I know my guide dogs can't do everything but they are so loving and loyal and make me happy.'

In teams of 4-6 you will hike to the summit of Coniston Old Man, bike through the forest of Grizedale, and kayak on Coniston Water.

Breakfast, lunch, dinner and hot drinks will be provided

to all team members on the day. You can make a weekend of it with camping available on site. In the evening, you will have a hero's welcome and celebrate together in our marquee with a buffet, bar and well deserved medal presentation!

• Call 0345 143 0200 or email [coniston.challenge@guidedogs.org.uk](mailto:coniston.challenge@guidedogs.org.uk) to register your place today.

## Charity football match

**T**wo East Midlands Ambulance Service NHS Trust colleagues are preparing to hold a football match to raise money for a cancer charity after a mutual friend lost both his parents to the disease.

Adam Broadley, 34, a Team Supervisor for Patient Transport Services (PTS) based at Heath Ambulance Station, and Rebecca West, a patient care assistant for the

PTS based in Hleanor are hoping to raise £2,000 for Macmillan Cancer Care at the Peter West Memorial Trophy football match.

Peter West was Rebecca's father in law, and her husband John is Adam's best friend. Sadly, Peter West died from lymphoma four years ago, and John also lost his mother when he was 19. Peter spent much of his later life raising money for Macmillan Cancer Care through raffles and auc-

tions and so his son has continued raising funds for the charity.

Following the success of the football match in Eastwood last year which raised a fantastic £3,000 for the charity, Adam and Rebecca want to raise another £2,000 to help even more people across the country who have been diagnosed with cancer.

Adam said: "Last year we decided to hold a football match in memory of Peter and the

response blew us out the water. Our original target was just £700 and we couldn't believe it when we hit £2,000.

### Zoom

"The Butlins Allstars lost 4-1 to The Rest of the World and have demanded a rematch this year, all in the name of charity. It would be great to hit £5,000 over two years.

"In Patient Transport Services we pick up a lot of people having chemotherapy and radiotherapy and it really opens up your eyes to what people are going through on a daily basis. Almost everyone

knows someone who has had cancer, so help us support more people battling with the disease."

The two teams will be made up of Adam and Jon's friends from Butlins where they worked together as teenagers, versus Adam's friends from Yorkshire where he grew up. The other two friends helping them organise the event are Richard Keeling and Adam's brother Rik.

The four will ensure the whole match is as professional as possible - complete with kits bought by the players, official referees, managers for

each team and a penalty competition at half time for children

The Butlins Allstars v The Rest of the World rematch will be held at 4pm on Saturday, May 27, at Eastwood Community Football Club in Chewton Street, and entry will cost just £2.

• Anyone who cannot attend the match is asked to donate a prize for the charity auction, buy a raffle ticket or make a donation by visiting <https://www.justgiving.com/fundraising/pwmt17>

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# Tough selection

**A** former Australian paramedic and a keen climber are among the four latest recruits to join a specialist team in East Midlands Ambulance Service (EMAS) which provides ambulance responses to major incidents.

Richard Hill, Zoe Reynolds, Mark Blease and Ross Bates successfully made it through the tough selection process for the Hazardous Area Response Team (HART) and began their six-week training course in Salisbury on Monday, February 13.

Joining HART includes a challenging selection day involving crawling through a tunnel system in the dark, abseiling, swimming, completing exercises in a weighted vest, and carrying out clinical assessments.

Richard Hill, who has worked as a paramedic in Sydney, Australia, for the last 10 years, and is also a reserve paramedic for the RAF, explained that he applied to join HART as he wanted to work as part of a

team again.

The 36-year-old from Ashbourne said: "As I normally respond to incidents in a car on my own, I wanted to work as part of a team again to be the best we could be. The additional training was also appealing."

"The selection day was great, but very tiring. The most difficult bit was crawling through a tunnel system and then trying to turn around at the end. As a 6ft 4" man it was a bit of a squeeze."

Zoe Reynolds, 32, from Ripley, has always enjoyed caving and climbing so jumped at the chance to incorporate that into her day job by joining HART.

Zoe has been a paramedic with EMAS for six years and is currently based at Stapleford.

She said: "I love climbing and caving and doing outdoor things, so it will be great to be paid to do it too."

"A lot of the other people going for it were more experienced than me so I had no expectations, but I was pleasantly surprised when I



New recruits to EMA HART division

was accepted."

Ross Bates, 23, from East Leake, is the youngest recruit of the four. He has four years' experience as a paramedic based in Birmingham with West Midlands Ambulance Service.

He said: "I wanted to move closer to home, and as I was applying to EMAS I saw they were recruiting in HART, which I had always wanted to join."

"I'm looking forward to thinking laterally, honing my skills further and using them in high-pressure situations. I'm so excited to start it all now."

Mark Blease, 47, is also part of the latest intake. Mark worked as a paramedic in North Lincolnshire from 2010 before joining HART London.

After just a year in the capital city, Mark has decided to return to his 'home service'.

Mark said: "I wanted to join the busiest HART in the

country so I chose London because if something big was going to happen, it would happen there."

"I really enjoyed the training. You have to pinch yourself as you cannot believe you are getting paid to learn things like swift water rescue."

"I enjoyed my year in London but my family circumstances changed and EMAS is my home service, so I'm glad to be coming back."

Sid Murphy, HART and Special Operations Manager at East Midlands Ambulance Service said: "Congratulations to the four paramedics who have successfully joined the EMAS HART. We look forward to each of them becoming an integral part of our team, providing high quality care to our patients, often in extreme or challenging circumstances and environments."

## Healthcare Hero

**L**ondon Ambulance medic Tom Lynch MBE who set up the capital's cycle response unit has been hailed as a Healthcare Hero, in an exhibition at the British Medical Association.

The Cycle Response Unit Manager and former BMX champion created the city's first cycle response unit, a team of paramedics fully trained to treat patients and provide life-saving interventions alone in busy areas which are difficult to travel through in a car or ambulance.

Tom said: "It's an honour to be recognised in the Healthcare Heroes exhibition alongside others working in our industry."

"London is an incredibly busy city, which is why I knew sitting in my ambulance that the cycle response unit would be so successful. We now have teams in the West End, the City of London, Stratford, Kingston & Richmond, Heathrow Airport and at train stations such as

Kings Cross & St Pancras and London Bridge.

"At the exhibition I met just one of our cardiac arrest survivors who at 29yrs old had a cardiac arrest in Oxford Street, one of my cycle team arrived first on scene and shocked her back to life. It was an emotional and humbling experience."

The cycle response unit which was launched as a trial in 1999 in the capital's West End, is now made up of over 50 paramedics working all over London.

Paul Woodrow, Director of Operations says: "In the last five years alone, our cycle paramedics have cared for over 76,000 patients, from those with relatively minor complaints through to life-threatening conditions."

"Over 50 per cent of the patients they see are treated on scene, meaning they are able to deal with the incident alone and save the use of vital ambulance crews."

## Leadership team strengthened

**L**ondon Ambulance Service has recruited two new members to its Trust Board; Jayne Mee and Sheila Doyle joined the Service as non-executive directors.

Jayne brings over 25 years in human resources and organisation development experience to the organisation. She has worked in executive roles with the Boots Company, Sears, Whitbread, Royal Mail, Punch Taverns, Barratt Developments, and until June 2015 she was Director of People and Organisation Development at Imperial College Healthcare NHS Trust. Her work includes supporting organisations in culture change, engagement and transformation.

Jayne, who took up the role in January, said: "I am delighted to join London Ambulance Service underlining my passion and commitment to the NHS. The environment we work in is an increasingly challenging one, so I relish the opportunity to support our staff

in creating a great organisation which offers the highest standards of care and clinical excellence to our patients."

Sheila Doyle, Deloitte's chief information officer, has over 30 years' IT experience and has held senior positions at Norton Rose Fulbright, BP, and various financial services organisations. Sheila spent several years in Hong Kong, Australia and Singapore. Whilst at IBM she provided IT consulting services to financial and manufacturing sectors in the Asia Pacific region.

Sheila said: "I feel privileged to have the opportunity to work with London Ambulance Service and I am looking forward to using my experience to help us improve the quality of care we provide to patients in London."

London Ambulance Service Chairman Heather Lawrence added: "We're delighted to welcome Jayne and Sheila, who bring valuable knowledge and expertise to the Board at what is a very important time for the Trust."

## SEC Amb appointment

**S**outh East Coast Ambulance Service NHS Foundation Trust (SEC Amb) is pleased to announce the appointment of a new Independent Non-Executive Director.

Dr Angela Smith, from Brighton, will initially serve a three-year term running until February 2020, and replaces Trevor Willington whose final term of office ended at the end of January.

While her career was mostly focused on the International Financial Services Sector, Angela

spent some time as a Partner at KPMG and retired recently from a senior public sector role. Through her career Angela has gained substantial Board and Committee experience, chairing several Finance and Risk Committees.

Angela joins fellow independent non-executives, Sir Peter Dixon (Interim Chairman), Lucy Bloem, Tim Howe, Graham Colbert, Al Rymer and Terry Parkin. She will chair the Trust's Audit Committee.

Welcoming the appointment, SEC Amb

Chairman Peter Dixon, said: "I'm delighted that Angela has joined the Board. I look forward to working with her and I know her wealth of experience will ensure she makes a strong contribution to the Trust."

Angela said: "Ambulance services are a critical part of the NHS and an essential feature of modern British life. SEC Amb is particularly noted for its dedicated and caring colleagues and I am delighted to have this opportunity to contribute."



SEC Amb's new Independent Non-Executive Director, Dr Angela Smith



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