

# AMBULANCE *Life*

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LIVE STREAMING CAMERAS TO IMPROVE AIR AMBULANCE CARE

## HEMS live footage

**S**outh Central Ambulance Service (SCAS) paramedics and local hospital consultants who work on the Thames Valley Air Ambulance are now equipped with live streaming cameras when they are sent to incidents.

This new innovation allows staff working on the Helicopter Emergency Medical Service (HEMS) Desk in SCAS' clinical coordination centre to see live footage streams when the paramedics and doctors get to an emergency scene.

Dr Syed Masud, Consultant in Emergency Medicine & Pre-Hospital Medicine (HEMS), Clinical

Governance Lead for Thames Valley Air Ambulance, and Senior Lecturer in Trauma and Pre-Hospital Emergency Medicine, Oxford University, said: "When senior clinicians are being asked by staff at the scene of a medical emergency or major trauma for advice, those clinicians can now see live footage of what is happening. This not only saves valuable time - and in the life-threatening emergencies that air ambulance staff are

sent to, every second counts - but also means more accurate advice can be given because the actual patient or incident can be seen, which improves the already high quality of care provided still further."

The live camera footage, known as real time visualisation, also has a number of other benefits, including:

- As a training aid

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when new doctors and paramedics are starting to work on the air ambulance.

- To review and learn from selected cases to ensure best practice can be embedded across the helicopter emergency medical service.

- Prevent HEMS staff from being interrupted by staff from the clinical

coordination centre as they are performing critical, clinical procedures.

- Allowing HEMS Desk staff to proactively pre-order key supplies, such as blood or plasma packs, if they can see stocks being used at an incident so the air ambulance is ready sooner for the next mission.

The real time visualisation project has been subject to rigorous testing to ensure it conforms to SCAS IT governance requirements. The camera streams information live to the HEMS Desk in the clinical coordination centre and all footage is stored on secure, encrypted SCAS servers - not on the camera itself.

## Charity Film of the Year

**S**t John Ambulance has won the Charity Film of the Year award for The Chokeables!

The Chokeables has saved 54 babies, whose parents have said that they wouldn't be alive today if it wasn't for the film. Before filming, SJA carried out research that revealed parents worry most about their baby choking. This 40-second animation teaches lifesaving CPR and pulled in the big guns with

David Walliams and Johnny Vegas voicing the characters.

Over 375 charities entered the awards and over 43,000 members of the public voted in the first round.

St John Ambulance said: "We have taught millions of people how to help a choking baby."

"The video continues to receive millions of views whenever it's re-posted on social media. I love these



stats but nothing beats getting a message from a mum who has saved their baby thanks to our video. There's no greater reward than knowing we've reassured parents and helped all those babies."

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# In memory of Mandy

**A** darts league has hit the bullseye with local ambulance staff in Lichfield after a generous donation in memory of a former player.

Lichfield and District Ladies Darts League visited Lichfield Ambulance Hub last month to present £460 to thank their local ambulance staff. The donation comes after the league said goodbye to darts player Mandy Perks who sadly passed away in August last year. Despite the tragic outcome, her husband was so grateful to the ambulance service's help that he and the darts team she played for wanted to do something in return in Mandy's memory.

Marion Toon, chair of the darts league, visited the ambulance hub with Treasurer Alison Fisher and Secretary Jenny Sawyer to officially present the donation to Lichfield hub's Assistant



Left to right Alison Fisher, Michelle Kelly, Jenny Sawyer and Marion Toon

Area Manager Michelle Kelly on Tuesday 14th March.

Marion said: "Last year we tragically lost one of our ladies, Mandy Perks, who unfortunately died really young. Her husband asked us if we would donate money to West Midlands Ambulance Service's Lichfield hub as they were so helpful when he dialled 999 in August. It's been very nice to come and visit the

Lichfield hub and we hope the money comes to some use to our local ambulance staff."

Michelle said: "It's been really nice to meet the ladies from the local darts league and we thank them for their kind donation. This money is very much appreciated and will be put towards the social side of the hub for items such as tea, coffee and study books for our ambulance staff."

# Tracking down spit offenders



Paramedic Andy Whitehouse

**A**mbulance crews across London are being issued with DNA kits so police can trace patients who spit on them.

The introduction of 'spit kits' into every London Ambulance Service vehicle in the capital comes as emergency service staff are more at risk of assault than ever before.

East London-based paramedic Andy Whitehouse was on duty in a fast response car last year when he attended reports of a woman having a seizure on the street. After Andy had treated the woman

at the scene and an ambulance had arrived to transport her to hospital, the woman turned to Andy, said 'this is what I think of you lot', and spat in his face.

Andy said: "It was the most disgusting thing anyone had ever done to me and it was the most angry I've ever been in my life. I would rather be punched in the face."

The woman was arrested and charged following the incident and a warrant is currently out for her re-arrest.

The spit kit, which London Ambulance Service has developed with the help of the Metropolitan Police Service,

will allow medics to take swabs of saliva which will be passed on to the police to track down the offender. The swabs can also be tested for disease.

Andy added: "I think the spit kits are a great idea and it would have provided useful additional evidence at the time. Anything that increases our chances of prosecuting people who commit this kind of revolting act is really welcome."

There were 456 physical assaults against crews last year. Of these around 50 included spitting.

Assistant Director of Operations Ian Johns said: "The act of spitting on someone is degrading and disgusting and will not be tolerated. We will do everything in our power to make sure those responsible are dealt with through the courts."

"Our staff should not be expected to tolerate abuse while responding to emergency calls and treating patients. We're the first ambulance service to introduce these kits and I hope it will act as a deterrent."

It is hoped the DNA kits, made up of swabs, gloves and special evidence bags for collecting samples, will increase the number of prosecutions of people who assault front-line ambulance crews.



DNA spit kit

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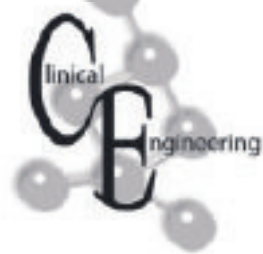
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# EMAS welcomes apprentices

**F**our teenagers from across Nottingham and Derbyshire are among the latest cohort of apprentices to be welcomed to East Midlands Ambulance Service (EMAS) as part of National Apprenticeship Week.

From helping in patient transport to ensuring computer systems run smoothly, and from human resources to organisational learning, the four will learn about EMAS in a practical way for one year.

They will also have the opportunity to observe emergency call handlers answering 999 calls in the control room, as well as going out on an observation shift with an ambulance crew.

Several of them then hope to join EMAS as 999 call handlers, paramedics or support

staff and as part of National Apprenticeship Week (6 March until 10 March), the youngsters have been sharing their experiences of being an apprentice with EMAS.

Benjamin Ward, 16, from Hucknall is the youngest apprentice and joins the Information Management and Technology department at EMAS. He said: "I decided to be an apprentice because I would like to gain valuable job experience and achieve a good qualification at the end of it."

"I enjoy the friendly atmosphere and sense of community that EMAS provides, which I have already experienced in my first week here."

Meanwhile, Natalie Crawford, 17, from Mansfield, is the Project Apprentice for Patient Transport Services, and dreams of becoming an

emergency call handler for 999 calls.

She said: "Through my apprenticeship, I hope to achieve a better understanding of administration work, but my overall goal is to become an emergency call handler for EMAS."

EMAS has welcomed 11 new apprentices since April 2016 from outside the service who have taken up apprenticeships in business administration, mechanics and customer services all at different levels. To mark the success of their Apprentice Scheme, this year EMAS has employed 11 apprentices into permanent positions.

In addition, this financial year has seen 84 members of their current staff undertaking apprenticeships in a wide range of apprenticeship programmes including

Level 4 trainee technician, Level 3 clinical healthcare, business administration, pharmaceuticals, contact operation centre, ICT and team leading.

A further 28 staff members are being supported to complete their Level 2 English and Maths functional skills qualifications.

Sue Fry, Workforce Development Manager and Apprentice Lead at EMAS, explained that apprenticeships give people the opportunity to earn a wage while they are learning a profession including understanding the importance of behaviours and attitudes as well as living the EMAS Values.

She said: "Apprenticeships are a way of earning while you are learning. By completing an apprenticeship within EMAS, apprentices



New apprentices join EMAS

learn about our values, which is an important aspect they need to demonstrate whilst in the workplace.

"They are also learning to network with a variety of internal and external colleagues across East Midlands health and social care sector as well as being able to observe multitude job roles that are required in order for EMAS to operate and serve its local communities."

"We support our existing staff who want to complete an apprenticeship so that they can develop their skills and knowledge to support their career progression as well as develop within their current job role."

"We are supporting the development of new and existing staff to who will become EMAS's pipeline of talent in readiness to be our future workforce."

## First Responders launched on Holy Island

**N**orth East Ambulance Service (NEAS) has been working with islanders and partner agencies on Holy Island in Northumberland to recruit, train and deploy a team of first responders.

Working closely with the HM Coastguard, the parish council and local residents, NEAS has now provided training for six co-responders to deal with first aid emergencies on the island.

Alex Mason, NEAS Community Development Officer, said: "Holy Island is an island cut off from the main land twice a day by the tide, with a population of around 160 permanent residents with hundreds of thousands of visitors. In the event of any incidents on the island, we already work closely with the HM Coastguard to agree the best option for access to and from the island be that land, sea or air. However, having responders on the island will provide even more support to patients and our crews."

The HM Coastguards are available 24 hours a day, 7 days a week and are on call at

all times, some also have other working commitments such as Kyle Luke, Coastguard Rescue Officer, who owns the popular 'Crown and Anchor' pub on the island and Emma Rothera, Coastguard Rescue Officer who is also a landscape photographer and writer.

Whilst CFR training was on going, HM Coastguard officers attended two emergency incidents on the island.

Kyle said: "We have seen just how difficult it can be to get access to the island during an emergency. Having CFRs who are able to deal with situations when the

emergency services can't get to the patient easily is massively beneficial to us."

Alex Mason added: "When HM Coastguard staff are on station, they will log on to show that they are available and in the event of an ambulance being unable to access Holy Island or to get immediate care to the casualty, the Co-Responders can be paged by the HM Coastguard Operation's room and communicate directly with us."

The Island community already have access to a Community Public Access Defibrillator (CPAD), with a number of residents who are trained in its use.



From left to right: Kyle Luke, Johnathan Gray, Colin Teago, Alex Mason, Andy Cowan, Emma Rothera and Paul Douglas

## Shocking abuse of call handlers

**A** 999 caller - who made chilling threats to an emergency call handler - has changed the way London Ambulance Service manages abusive calls.

On March 7th the service released a recording of the call which led to all call takers being trained in conflict resolution.

The man - who is calling about a friend - shouts down the phone and swears 30 times during the three minute call.

Emergency Medical Dispatcher, Jon, remains calm and professional throughout saying: "All I'm worried about is the patient so you need to calm down."

Despite his advice the caller says, "I'll come to your switchboard and kill you".

Call handler Jon said: "I didn't want to listen to this call again, I didn't want to relive the experience but it is important for people to hear it so they can understand what can happen to us while we are doing our job."

Jules Lockett, Education and Development Manager, said: "Listening to this call is truly shocking."

"We are used to dealing with people who are distressed and upset or even angry but we should not be subjected to this kind of abuse."

"Our call handlers need to be able to take patient details,

so they can get the right help to them as quickly as possible. Abuse like this obstructs our ability to deliver patient care."

The Service is now training its 500 control room staff in how to diffuse volatile situations.

Jules said: "No training would calm this caller down who rang back three times and continued to be verbally abusive."

"However, we are now encouraging our control room staff to report abusive calls and get support if they experience this at work. We also encourage them to alert their manager and end the call once we have given pre arrival instructions."

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# Registration to Resuscitation

**T**he Scottish Ambulance Service is appealing to communities across Scotland to register potentially life-saving public access defibrillators on its dedicated website.

Launching its Registration to Resuscitation campaign, last month, the Service's national community resilience manager Murray McEwan said: "Public access defibrillators can be found all over

Scotland and are vital pieces of equipment in the crucial early minutes following a cardiac arrest before an ambulance arrives, which is why these defibrillators are so important.

"Currently, anyone can acquire a defibrillator and they are often based in community centres, sports facilities and other public places. While there is no legal obligation to register defibrillators, the Scottish Ambulance

Service now has a dedicated registration website and we are appealing to local communities to ensure we know where these are, so when someone calls 999 we will know where the nearest defibrillator is if it is required.

"Our call handlers may then be able to direct members of the public to a defibrillator if two or more people are present when somebody experiences a cardiac arrest and talk them through

action to take.

"This is a campaign which will help save more lives and everyone can really get behind. We need the custodians who look after these defibrillators to register them on our website. Everyone else can help by asking whenever they see a defibrillator if it has been registered with the Scottish Ambulance Service.

"We are also working with the manufacturers as well as

our partners, community leaders and community first responder groups to register as many of these defibrillators as possible."

The Registration to Resuscitation Campaign is supported by the British Heart Foundation Scotland. The charity's Director, James Cant, said: "Suffering a cardiac arrest, outside of hospital, is our most common, life-threatening medical emergency but only around

one in 20 people survive in Scotland. Fewer lives would be needlessly lost if more people felt confident using CPR skills and more defibrillators were available in public places."

The Scottish Ambulance Service is committed to mapping public access defibrillator locations as part of the Scottish Government's Out-of-Hospital Cardiac Arrest "A Strategy for Scotland."

• **The registration website address is: [pad.scottishambulance.com](http://pad.scottishambulance.com).**

## British Heart Foundation 'Resuscitation to Recovery' Report

**A** group of clinical experts, led by Professor Huon Gray, National Clinical Director for Heart Disease, NHS England, re-

leased a national framework to improve the care of people following an out-of-hospital cardiac arrest. 'Resuscitation to Recovery,' The newly pub-

lished report provides a single consensus on the most effective care pathway when responding to out-of-hospital cardiac arrest (OHCA).

NICOR welcomes the publication of this National Framework, which is endorsed by over 20 medical and professional societies.

The report highlights the extent of OCHA in the community, where the survival rate is fewer than 1 in 10 in the UK.

Recommendations from the report addresses the need for greater collaboration between all that provide care, be it clinical networks, emergency services,

A&E staff, first responders, and the general public.

Professor Huon Gray, National Clinical Director for Heart Disease, NHS England, said: "Thousands of deaths from cardiac arrests could be prevented every year, but we need to work with the public, the emergency services and hospitals in order to achieve this.

"This new guidance recommends a pathway of care for a patient, from the

moment they're found collapsed, to their recovery in hospital and subsequent rehabilitation.

"Currently, there is significant variation in treatment around the country so it is vital that we provide all people with the best possible chances of survival, wherever they live. This report offers the recently established Urgent & Emergency Networks a blueprint for how this could be achieved."

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## Trust Emergency Operations Centre and HQ plans gathering pace

**S**outh East Coast Ambulance Service NHS Foundation Trust's (SEC Amb) plans to reconfigure its Emergency Operations Centres (EOCs) and move to a new HQ are gathering pace.

The first staff are expected to move into the new building, which will serve as the Trust's HQ and EOC for the west of its region, in Manor Royal, Crawley, in May.

The Trust, which is leasing the site from Surrey County Council, has previously set out its plans to move from operating three EOCs to two, which will bring it in line with the majority of other ambulance trusts around the country which have two EOCs. SEC Amb is leasing two floors of the new building.

The Trust currently operates EOCs at its current HQ site in Banstead in Surrey, and at regional offices in Lewes, East Sussex and Coxheath, Kent. The move,

which will see the Trust close its offices in Lewes and Banstead, will ensure greater capacity than the Trust currently has to enable it to meet the ever-growing demand placed upon it as well as better manage the increasing complex clinical needs of its patients.

Staff from Lewes EOC will, along with support staff, be the first to move into the new base in May. Support staff from the Trust's Banstead and Coxheath offices are expected to complete the move by the end of June with their EOC colleagues from Banstead expected to move in early September.

The move to the new base has been intentionally staggered to allow for EOC staff to be trained on the Trust's new Computer Aided Dispatch (CAD) system. The new system is currently expected to be in operation across the Trust's region by September.

SEC Amb's Interim



Director of Operations Joe Garcia said: "We're looking forward to being able to welcome both EOC and support staff to a new, fit-for-purpose premises. With greater capacity across the two EOCs, our staff will be much better placed to meet current and future demand.

"The public should be reassured that this development is aimed at us being able to improve the service we offer. We do understand the impact the move will have on some staff but it is essential that the Trust is able to move forward and develop in modern facilities which provide them with the right working environment for the benefit of all our patients."



# Praise for quick thinking children



**A** Brighton family was able to spend Christmas together thanks to their children raising the alarm when their dad collapsed at home in cardiac arrest.

Sisters Lilly-May Williams, nine, and Miya-Rose Williams, six, were instructed to find their dad's Rob Williams' phone by older brother Grant Briant, 14, when Rob, 48, collapsed at the family's then home in Eastbourne.

They trio have been praised for their swift actions on the morning of 10 November last year and received commendation certificates when the family and ambulance team were reunited at Carden Primary School in Brighton, where the girls are pupils.

The siblings worked together and contacted their mum Debbie who in turn dialled 999 as she rushed home from a shopping trip with a friend in a taxi.

Debbie remained calm as she explained the situation and was soon home where she and her friend followed advice over the phone and commenced CPR.

Control room staff, including Lewes Ambulance Dispatcher, Jo Smith, ensured help was quick to arrive with ambulance crew Paramedic Matthew Courtneil and Emergency Care Support Worker, Aaron Brett first on scene. They were joined by Paramedic Sarah Dumelow and Student Paramedic Scott Morley. Eastbourne Community First Responder Gordon Piggott arrived moments before Critical Care Paramedics Alan Cowley and Phil Borthwick completed the team.

The team remained at scene for approximately two hours carrying out a complex resuscitation before Rob was stable enough to be taken to Eastbourne District General Hospital where he received further life-saving treatment.

Critical Care Paramedic Alan Cowley said: "I'm delighted that Rob has gone on to make such a good recovery and the family got to spend Christmas together. Lilly-May, Miya-Rose and Grant all stayed remarkably calm and worked together to arrange the help Rob desperately needed. Debbie and Rob should be very proud of them all. Debbie and her friend also did a great job in providing early CPR which is vital. Rob's recovery is thanks to a chain of survival that included excellent call taking and dispatching, early bystander CPR and advanced life support, including several enhanced interventions we were able to provide as CCPs, and of course

expert care in hospital."

Debbie said: "The girls are so young so they could have just frozen but they stayed calm and worked with Grant really well to let me know what was going on. We're very proud

and so grateful to everyone for what they did to help Rob. We were able to have a good Christmas and Rob is generally on the mend. It's lovely that we've been able to meet with everyone and that the children's actions have

been recognised in this way."

Rob added: "Without the dedication, professionalism and sheer determination to save my life I wouldn't be here. The work of paramedics, doctors and everyone involved in giving life back, when all seems lost, is what makes all medical professionals the backbone of life and survival. They give people the chance to live again."



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# Updated pain management guidelines

**P**enthrox<sup>®</sup>, known as 'The Green Whistle', is now included on guidelines and could transform the management of emergency pain relief in the Republic of Ireland

Galen Ltd. announced last month that the Pre-

Hospital Emergency Care Council (PHECC) in Ireland has issued its new pain management clinical practice guidelines for emergency care teams and now includes the inhaled pain relief medication, Penthrox<sup>®</sup> (methoxyflurane).<sup>1-3</sup> The aim of these guidelines is to provide a comprehensive

and co-ordinated approach to how patients receive optimal care in the pre-hospital setting, so these updated guidelines are a welcome development for healthcare professionals managing trauma pain across the Republic of Ireland.

Penthrox<sup>®</sup> is a patient controlled, inhaled med-

ication, which provides rapid relief from acute pain.<sup>4</sup> Penthrox<sup>®</sup> has been extensively used for many years by emergency medicine teams in Australia and New Zealand to provide rapid and effective pain relief to patients with trauma related injuries.

Dr. Conor Deasy, Consultant in Emergency Medicine, Cork University Hospital and Deputy Medical Director of the National Ambulance Service (IAEM) commented: "Treatments such as IV analgesia or gas and air can be cumbersome to set up and take time to administer. When reviewing the guidelines the PHECC committee is always looking to include new and innovative treatments, which have a proven benefit to patients and can directly improve the quality of service our emergency care teams can provide. Penthrox<sup>®</sup> is easy to use and relieves moderate to severe pain quickly, allowing healthcare professionals to provide a more immediate and effective pain relief and a better patient experience."

He concluded: "Availability of Penthrox<sup>®</sup> in the Republic of Ireland and its inclusion on the new Pain Management Clinical Practice Guidelines is an important step forward towards achieving better acute pain relief for our patients."

Professor Sir Keith Porter, Professor in Clinical Traumatology and Clinical Lead for Major Trauma, Queen Elizabeth Hospital, Birmingham, stated: "I congratulate PHECC for taking the initiative with the provision of emergency pain relief of patients suffering moderate to severe trauma in the Republic of Ireland. Penthrox<sup>®</sup> has an excellent safety profile and unlike many other analgesics it does not depress respiration, cause hypotension or alter level of consciousness. Its rapid onset and offset time makes it an ideal analgesic option for use in first patient contact, whether in pre-hospital care or by the triage nurse in Emergency Departments."

While Dr Mark Forrest, a consultant in Anaesthesia & Critical Care and Clinical Director in Urgent and Emergency care in the UK, noted: "Penthrox<sup>®</sup> fills a very important gap in our management of moderate to severe pain, where cannulation has not yet been achieved or is impossible. The simplicity of use, the effectiveness and the safety make this an extremely useful option for providing high quality care at the earliest opportunity to our patients. I have been astounded how effective this agent can be, even during the extrication of casualties with serious trauma at road traffic collisions for example."

Galen's Managing Director, David Bennett, commented: "We are delighted Penthrox<sup>®</sup> is not only available to use in the Republic of Ireland, but has also been recognised as a crucial element of the PHECC pain ladder. At a time when emergency departments and ambulance teams are experiencing significant pressures, we are excited about the potential of Penthrox<sup>®</sup> to improve service efficiencies as well as patient care."

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# Ground breaking partnership

**A** ground breaking emergency services partnership which helps to save lives and resources has swept the board at the Gwent Police Awards.

The Joint Response Unit (JRU), operated by the Welsh Ambulance Service and Gwent Police, sees a Paramedic and a Special Constable attending incidents such as assaults and road traffic collisions together, to provide medical assistance and

free up their colleagues to help others.

Their work was recognised on Monday 20 March at the police force's annual awards ceremony held at the Celtic Manor Hotel.

The team of five paramedics and ten Special Constables were awarded the Commandant's Cup for Joint Working.

There were also two awards for Welsh Ambulance Service JRU Project Lead Chris Hughes, who spearheaded the

initiative after witnessing a similar operation involving London Ambulance Service and the Metropolitan Police.

He received a Chief Constable's Commendation after responding on the JRU to help save the life of a man, who was stabbed in an unprovoked attack in Caerphilly last year, as well as the Folley Shield for his positive contribution to the work of the special constabulary.

Chris said: "It's fantastic that the team has been recognised in this way and it is very much a team effort between us and the police."

JRU was originally launched in July last year after it was found that between October

2015 and March 2016, the two emergency services attended 2,249 incidents together.

Under the scheme, the team in a specially marked vehicle 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 enables ambulance crews who would normally



Members of the Joint Response Unit receive the Commandant's Cup for Joint Working from Chief Constable Jeff Farrar. (picture credit Peter Anderson)

attend to respond to members of the public facing potentially life-threatening emergencies elsewhere in the region.

Their attendance also means that police officers at the scene are made available to move on to other cases when appropriate.



Tony Martin with Alfie

# Longest serving volunteer

**T**ony Martin, from Newhall in South Derbyshire, is one of East Midlands Ambulance Service (EMAS) longest serving Volunteer Car Drivers and says that joining the service is one of the best things he ever did.

The 76-year-old first became a

volunteer for EMAS' Patient Transport Services 17 years ago when he retired from being the owner of stationary company Martin Wholesale.

To keep himself busy in his retirement he signed up as a Volunteer Car Driver to help transport some of the 350 patients across Derbyshire every

day who need transport to hospital appointments which they would otherwise struggle to get to.

Tony, who lives with wife of 52 years, Barbara, and their three-year-old dog Alfie, is now urging other people who live in South Derbyshire to help people in their local community by volun-

teering as a car driver.

He said: "Becoming a volunteer car driver is one of the best things I ever did. It gives me an objective in life and I absolutely love it."

In his 17 years of volunteering, he has taken patients of all ages to hospital appointments – from an 18-month-old baby with a brain tumour to 96-year-olds needing physiotherapy – and his favourite part of the job is meeting new people in his community.

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# Recreating medical emergencies

**S**tudent paramedics from across the country got hands-on specialist training alongside the professionals at The Better Paramedic conference which was held at the University of the West of England (UWE) Bristol on Saturday 18 March 2017.

This was the second student paramedic conference run by South Western Ambulance Service NHS Foundation Trust (SWASFT) and saw over 200+ students thrown into real life emergency situations recreated with mass casualties. The students were expected to take part in the emergency scenarios using a range of state-of-the-art ambulance vehicles and equipment. Staff running the life-saving master classes told students of new techniques and gave an accurate account of what life was really like on the busy frontline.

Keynote speaker Professor Jonathan Benger, National Clinical Director for Urgent Care for NHS England, spoke to students about the future of the paramedic profession. The conference delegates also included a patient who survived two major heart attacks while on a bike ride and told how quick thinking paramedics saved his life.

The journey from student to registered paramedic can be a challenging one but SWASFT wants to support students to become not just paramedics, but better paramedics.

SWASFT's University Liaison Officer, Jennings Mitchell, said: "The role of the paramedic is a tremendously rewarding one. The students attending this conference are the paramedics of the future and we are passionate about accompanying them on this journey. SWASFT is proudly leading the country in many areas of

pre-hospital care and we want to share this expertise to ensure that tomorrow's paramedics are the best they can be. Our master classes are delivered by subject experts and are very relevant to everyday front-line situations."

Ken Wenman, SWASFT Chief Executive, said: "Our paramedics treat more patients at the scene than any other ambulance trust making us the best performing in the country. We want to recruit the best of the best among all paramedics and this conference gives students amazing experiences and learning they can't get in the classroom."

## The demonstrations throughout the day included:

- The Hazardous Area Response Team (HART) creating a mass casualty emergency situation using actors, make-up and lots of

fake blood to allow students to experience some of the complex clinical challenges they may face and develop their understanding of the roles and procedures in a terrorist incident.

- Critical Care, Helicopter Emergency Medical Service and Air Operations described some of the key skills, techniques and procedures used by Critical Care teams to facilitate enhanced patient care in life-threatening conditions.
- The Chest pain master class - chest pain is a common presentation in the prehospital setting; this session sought to enhance knowledge of differential diagnosis in chest pain and refine interpretation of the ST segment and other ECG components, and discussed real cases to improve students' knowledge of the identification and treatment of these conditions.
- Maternity and Obstetric emergencies - This session aimed to improve students' confidence in supporting women giving birth, using realistic maternity manikins to give a truly 'hands on' experience.

# Training technology on display

**C**utting edge technology that is helping to train the paramedics of the future was on display last month at locations across Cornwall which the public were invited to come along for a demonstration.

The Clinical Simulation Vehicle (CSV), also known as the 'Simulance', is a revolution in training for the South Western Ambulance Service NHS Foundation Trust (SWASFT) and gives staff the chance to test their skills using some of the most advanced equipment available to any ambulance trust in the UK.

The CSV is a refurbished command vehicle that features bespoke training equipment including a remote controlled mannequin, a separate observation room and treatment area. The mannequin is controlled by training staff and can blink, breath, bleed, talk

and react in the same way as a human patient - it can be intubated, cannulated, given fluids, has a pulse and can be shocked with a defibrillator.

The technology is so advanced that it knows whether the treatment being delivered is the best for the patient - if it isn't then the mannequin will deteriorate, testing the skills of staff.

Clinical Simulation Officer Wayne Evans said: "In terms of size and kit the CSV is virtually the same as a regular ambulance that you would see out on the road. Our staff that have used it so far think it is a brilliant asset and will really help them develop in the future."

"This is one of the most advanced training vehicles available to any ambulance service. The trainers in the vehicle can change the scenario as they go along, really testing our staff and help them deliver the best care to our patients."

# Crowd safety



**M**ore specialist training is needed for medical and non-medical staff at sports stadiums and event venues to improve crowd safety, according to crowd doctors at some of England's top Events, Sports, and Premier League football clubs.

The specialists were speaking at 'Crowd Doctoring: Learning from the Past Preparing for the

Future' a special conference organised by the University of Hertfordshire in collaboration with Tottenham Hotspur FC and the Sports Chambers, Frater Clinic. The event took place at Tottenham's home ground, White Hart Lane. The experts called for the development and implementation of a series of specialist short courses and master classes, which

will focus on best practice for pre-hospital emergency care at events that attract large crowds.

## Premier League football crowd safety

Professor Vijay Gautam, the senior crowd doctor for Tottenham Hotspur FC and Emergency Department Consultant, said: "Such courses are essential for the staff who have responsibility for the care and safety of the thousands of people attending sporting and non-sporting events at stadia and arenas nationally and internationally across the globe."

Professor Gautam, who is a visiting lecturer in Paramedic Science at the University of Hertfordshire coordinated the event with Dr Nelda Frater, Responsible Officer for Manchester

City FC and Alan Walton from the University of Hertfordshire. As well as Tottenham Hotspur and Manchester City, crowd doctors from Arsenal, Chelsea, Fulham and West Ham United, Wembley Stadium and Lords Cricket Ground also attended.

More in-depth, bespoke training and issues was just one of several topics discussed at the conference. New safety provisions for major sporting events and festivals and how to fund such provisions were also on the agenda.

## Sporting events and festivals

Alan Walton, Associate Director Development (Health), University of Hertfordshire said: "Discussions covered the funding allocation and resources required for medical and pre-hospital care at sports stadia and the standard of training and development of staff involved with crowd safety. These aspects are contained in the Football

Association's guide for 'Safety at Sports Grounds', which outlines legal minimum standards required at sports grounds."

Other significant crowd safety areas were represented by senior officers from St John Ambulance London and London Ambulance Service, the Football Association (FA) and academic staff from the University's division of paramedic sciences. They covered topics such as 'cardiac arrest in a stadium on a match day' and 'predicting and preventing cardiac arrest in elite sports.'

Alan Walton added: "We were also fortunate to welcome colleagues, as key speakers, from the University of Hertfordshire's European partners the University of Stavanger, Norway, Norwegian Air Ambulance Foundation, and a private ambulance company linked to the University of Seville called SAMU. SAMU have recently been awarded a La Liga

contract for crowd protection at the Estadio Ramón Sánchez Pizjuán; the stadium of Sevilla FC."

## Influencing & shaping legislation

Other topics presented were: 'Evidence based guidelines on pre-hospital stabilization of the spine in trauma patients', 'providing medical care to spectators at events: A vision for excellence', 'crowd doctoring at cricket grounds', 'perspectives on ways to achieve consistent standards of clinical care at events' and 'the Spanish approach to clinical care at events'.

Professor Gautam added: "All those who attended are in agreement that we need to continue to meet on a regular basis to provide a network which will be a major influence at the forefront of shaping the legislation, training and development of medical staff and practitioners who are essential at crowd events."



# Helipad development in Sussex

**T**he 3Ts Redevelopment of the Royal Sussex County Hospital, in Brighton, has received its first donation - an instalment of £500,000 of its £1m pledge - from the HELP Appeal, the only charity in the UK dedicated to providing this essential funding.

The new helipad, which will be situated on the roof of the Thomas Kemp Tower, will allow direct and time efficient access into the hospital's Emergency Department - ensuring patients from across Brighton & Hove,

Sussex, and the wider region receive emergency attention as quick as possible.

The new helipad will be served by a new lift on the south face of the tower, which will give quick access from the roof of the building to emergency, resuscitation and trauma services.

As the only charity in the UK dedicated to hospital helipads, the HELP Appeal relies solely on individual and organisational donations to provide the funding required to delivering helicopter landing pads at Major Trauma Centres and key A&E hospitals across England

and Scotland.

Robert Bertram, Chief Executive of the HELP Appeal, said: "The new helipad at The Royal Sussex County Hospital will help to ensure that patients get the fastest access to the often life-saving treatment they require.

"Life-saving infrastructure such as this doesn't just save time, the seamless transfer process into the hospital's Emergency and Trauma department will help to prevent any further patient trauma or longer term complications, that can often arise from secondary road transfer."

Duane Passman, Director of 3Tsat Brighton and Sussex Hospitals NHS Trust, added: "The Royal Sussex County Hospital is the Major Trauma Centre for the area. The 3Ts Redevelopment will significantly improve the trauma facilities available in the hospital. Through its generous donation the County Air Ambulance HELP Appeal is



ensuring that a key aspect of these improvements, a helipad on site with fast access to the Emergency Department, can proceed without delay."

The new helipad at the Royal Sussex County Hospital will open in 2018. The first stage of the 3Ts

Redevelopment, which incorporates the major trauma

improvements will open in 2020.

**• To learn more about the HELP Appeal, and to get involved visit [www.helpappeal.org.uk](http://www.helpappeal.org.uk). Donations can be made by calling the donation helpline on 0800 389 8999, visiting the website or donating by text, just type HPAD22 plus the amount into the message box and send it to 70070. Donation will be charged to your mobile bill.**

# Recognition for Triage team

**W**hat's better than being shortlisted for one prestigious award? How about two? Well that's what the fantastic Mental Health

**Street Triage (MHST) team in Bedfordshire and Luton found out last month.**

In February MHST was shortlisted for a Health Service Journal (HSJ) Value in

Healthcare award. Now the team have been shortlisted in the Mental Health Category at the Patient Safety Awards, due to be held in July in Manchester.

The MHST is a partnership

between East of England Ambulance Service Trust (EAST), Bedfordshire Police, between East London NHS Foundation Trust (ELFT), Bedfordshire Clinical Commissioning Group,

Luton Clinical Commissioning Group and mental health charities Mind, BLMK, and Samaritans.

The team attend incidents where there is an immediate threat to life - someone threatening to self-harm, or commit suicide - or where a third party has called the police or ambulance and expressed concern for someone. Police and ambulance

control rooms contact the team direct and signpost them to incidents.

Lisa Merkitt said: "It is a privilege to be shortlisted for another prestigious award, one that we as a team are immensely proud of. The team works tirelessly to provide a crucial and innovative service to patients across the whole of Bedfordshire."

# New funding

**P**lans to increase ambulance provision in Caithness have been announced by the Scottish Ambulance Service and NHS Highland.

The investment follows a review showing an increase in inter-hospital transfers between Caithness General Hospital and Raigmore Hospital in Inverness.

Scottish Ambulance Service Chief Executive Pauline Howie said: "We are delighted to have agreed significant investment with NHS

Highland to increase our resources in Caithness and help ensure patients receive access to the highest possible levels of care.

"This funding complements wider investment across the North of Scotland in response to changing patient needs and access to more specialist health service delivery.

"Working with our staff, community partners and NHS Highland, we identified the need for additional ambulance resources in Caithness, in

particular to respond to the growing number of patients whose health care needs mean they require to be transported to Raigmore."

Milne Weir, General Manager for the Scottish Ambulance Service's North Division, said: "This investment is very welcome and we will continue to work with our staff, their representatives and NHS Highland to develop our service in Caithness both in the short term and as we put additional staff in place."

# A Royal visit

**H**is Royal Highness the Duke of Cambridge visit-

ed London Ambulance Service staff on 30th March to thank them for

their response to last month's terrorist attack in London.

Prince William met with ambulance crews who treated patients and spoke to call handlers who answered the initial 999 calls from the public.



His Royal Highness the Duke of Cambridge with LAS staff

# Mountain arrests

**A** mountain rescuer who went into cardiac arrest just hours after rescuing a hiker with a broken ankle was reunited with the paramedics who saved his life 15 times in less than an hour.

Chris Haywood, 58, from Sparrowpit near Buxton, began experiencing chest pains while driving home from a rescue mission at Chapel-en-le-Frith on January 2.

He mistakenly thought his pains were indigestion, but 10 minutes after his wife had taken their 11-year-old Border Collie Betty-Boo for a walk, Chris realised he was having a heart attack.

The woodwork lecturer at

Buxton and Leek College and volunteer mountain rescuer for 10 years, was able to ring 999 and paramedic Steve Harrison arrived in a Fast Response Vehicle within minutes to begin advanced life support.

Chris said: "The chest pain spread into my arms and jaw, I was sweating a lot, and I knew I was having a heart attack so I called 999. I didn't know if it was a full-blown heart attack but I knew something was very wrong."

Dawn, 58, Chris's wife of 36 years returned to their house to find Chris on the phone to the 999 control room and when Steve arrived he requested emergency back-up.

Ambulance crew Jack Sutherland and Ellie Parsons were ten hours into a 12-hour shift when they were called by control asking them to help. They drove straight to Sparrowpit and took Chris to Wythenshawe General Hospital in Manchester where he had three stents put into the arteries in his heart.

Twenty minutes into the journey, Chris admitted that he felt dizzy and went into cardiac arrest. Thankfully the paramedics were able to use their defibrillator to shock his heart back into rhythm.

Chris said: "I remember waking up and thinking it was a film or an episode of Casualty, with the bright

lights above me and someone saying 'Chris, you've had a heart attack'."

But in the next hour, Chris went into cardiac arrest a total of 15 times, including six times in the back of the ambulance and once in the lift at Wythenshawe Hospital.

Paramedic Jack, 27, from Millers Dale said: "Chris even had one in the lift and we managed to get his heart going again before the lift stopped and opened the doors."

"I have been a paramedic for seven years and this is only the second case where we have shocked a patient and they have walked out of the hospital."

Paramedic Chris said: "In the 34 years in this job, Chris holds the record for the greatest number of shocks I've ever given to a patient."

"I'm so pleased to see Chris



Chris & Dawn Haywood with life-saving crew

back on his feet and looking so well."

Chris was in hospital for one-and-a-half weeks, but is now on the road to recovery and is walking three miles several times a week to build his strength up again.

He said that that it was a pleasure to meet the

paramedics who gave him a second chance at life.

He said: "I now have two birthdays; the second one is the day when they gave me my life back."

"I will never be 100% ever again due to the damage done to my heart, but I have a second chance at life."

# Champ meets heroes

**F**ormer British time trial champion Graham Huck sustained multiple life-threatening injuries after being involved in a collision while taking part in the North Midlands Veterans Cycling Club 25 mile bike ride on 16 July on the A1

just outside Long Bannington, Nottinghamshire.

Paramedic Nichola Haywood was first on scene and found Graham unconscious on the road. She recognised that his injuries were life threatening and he needed to go to hospital as soon as possible; she was quickly backed up by Technician

Andy Watson. Graham was taken to Queens Medical Centre where he was diagnosed with a punctured lung, a broken pelvis, seven broken ribs, a broken sternum and collarbone.

Last month Graham and wife Christine were reunited with Nichola and Andy at East Midlands Ambulance

Service Retford Station. Graham said "I have wanted to meet them both and say thank you and it's great to finally do that. Andy and Nichola were amazing and saved my life."

Nichola Haywood said: "I have been with the ambulance service for 20 years and this is the first time I have been involved in a reunion and it's lovely, sometimes it's nice to get closure on the jobs we attend."



Graham and Christine Huck with Nichola Haywood and Andy Watson

# An emotional reunion

**A** man who underwent hours of facial surgery after being kicked in the face by his horse has been reunited with the ambulance staff who came to his aid.

Matthew Oates, aged 20, was leading his girlfriend Beth's horse, Larry, round the grounds at Spring House Farm in Darlington in September last year when Larry suddenly bucked, kicking Matthew in the face and knocking him to the ground.

Matthew's friends called 999 straight away and explained what had happened to experienced North East Ambulance Service (NEAS) call handler Michelle Manson, who arranged immediate help.

Paramedic Carol Anne Wilkinson and Emergency

Care Assistant Daniel Stephens were at the farm within minutes and transported Matthew to University Hospital North Tees for further examination. He was then blue lighted to the Maxillofacial Surgery team at James Cook University Hospital, where he underwent several hours of facial surgery to repair damage to his chin, jaw and eye socket.

Having now made a full recovery, Matthew, who has just been accepted on the student paramedic degree course at Teesside University, was keen to meet the crew and call handler who came to his aid and thank them.

He said: "I can remember the horse getting in front of me and then just being on my hands and knees and be-

ing covered in blood.

"Everything was broken – my chin was split in half, both jaw joints were in bits and the palette cracked through the middle. My eye sockets were pushed in and I had a metal plate on my teeth."

"It's taken some time but I'm now back to normal and just so thankful to be here."

"I can't thank these guys enough. It was great to be able to meet them again and thank them in person. I'm now really looking forward to starting my course and hopefully being able to call them my colleagues."

Carol Anne, who joined NEAS 12 years ago and qualified as a paramedic eight years ago, said: "Poor Matthew was covered in blood when we arrived so it was hard for us to be able to

see the extent of his injuries properly. After spending some time on the field with him, we got him into the ambulance to clean him up and properly assess and treat him. We cannulated him and gave him intravenous morphine to ease his pain and got him straight to hospital."

Daniel, who joined NEAS six years ago, added: "More than anything reassurance was key for Matthew; he kept asking if he was going to die and kept hold of Carol's hand throughout the journey. It's great to be able to see the recovery he's made and to see him looking so well."

For call handler Michelle, who has been answering the region's 999 calls for just over two years at NEAS and is now helping to train new call handlers, meeting Matthew was particularly special.

Michelle said: "An incident like Matthew's really sticks in



Matthew Oates and Larry the horse with (left to right) 999 Call Handler Michelle Manson, Paramedic Carol Anne Wilkinson and Emergency Care Assistant Daniel Stephens

your mind because it's so unusual. It's really nice to be able to find out what happened after I put the phone down.

"As call handlers we see snippets of the worst moment of a person's life but as soon as we put the phone down, that's where our in-

volvement ends; we pass the incident to the crew then they do their job and their involvement ends. We don't usually get to find out what happened to them and if they're ok."

"It was really lovely to meet Matthew and Beth and to see how well he's doing."



# Reunited

**A**n Essex mum has been reunited with the ambulance staff who delivered her twins during a traumatic home birth which was tinged with happiness and sadness in equal measure.

Sharon Barbouti-Payne, from Rochford, was just 28 weeks pregnant and staying at a friend's house in Fir Park, Ashill on 17th September 2015 when she unexpectedly went into labour.

Sharon said: "The whole night was a bit of a blur, but I still remember the faces of everyone."

A large and rapid response from the East of England Ambulance Service NHS Trust (EAST) was required not only because of the early labour, but because both babies were breech.

Paramedic Laura Sercombe and Student Paramedic Sabrina Mann had to act quickly as they were first to

arrive. They were quickly supported by paramedics Tanya Chenery, Anna Jeavons, and Luke Chamberlain; student paramedics Sharon Weeks and Andrew Smith; Duty Locality Officer Sharon Proctor; and Critical Care Paramedic Jemma Varela responding in the medical response car from the East Anglian Air Ambulance (EAAA) charity.

At around 12.50am, baby Nadia was born weighing just 912 grams – less than a standard bag of sugar – followed by her brother, Toby.

All three were rushed off to the Norfolk and Norwich University Hospital (NNUH), but tragically, despite the valiant efforts of everyone involved, Toby passed away.

Sharon and Nadia recovered at NNUH for four weeks before being transferred to Southend University Hospital, where they stayed for another six weeks before being discharged.

Since then, the family have

kept in regular contact with the crews, and even sent them a cake on Nadia's first birthday. But finally, they got the chance to meet again.

On Friday, 10th March Sharon, her husband Steve Payne, and Nadia were reunited with some of their life savers under much happier circumstances at Longwater ambulance station.

Speaking at the meet up, Tanya said: "This is a job that will live with me forever; everyone involved was fantastic on that day, it was such a difficult job but everyone worked their hardest and saved Nadia's life."

Sharon had nothing but praise for those involved and said: "It's lovely to thank them in person for saving Nadia; it means so much to us. Without them, she wouldn't be here, they are our guardian angels."

Laura added: "In 12 years working in the ambulance service, there are a handful of jobs that will stay with me, and this one is right at the top. It's so pleasing to see both Sharon and Nadia doing so well."

# 10-year-old life saver

**A** 10-year-old girl from South Wigston who saved her mum's life by calling 999 has been presented with a special bravery award at her school.

Paige Matthews, dialled 999 after her mum, Faye Snow-Tyler, had a fit while asleep at 03:00 on Wednesday, 22 February and blood started coming out of her mouth.

Paige bravely spoke to EMAS emergency medical dispatcher Aimee Hinds in a calm way for nearly 20 minutes during the life-threatening situation.

She also checked her mum's breathing and pulse, and kept her eight-year-old brother Shaun calm until paramedics arrived.

Last month, Paige was presented with the Laverick Award at Parkland Primary School for showing great bravery during such a frightening situation.

The Laverick Award, which

recognises children and young adults who have gone above and beyond to help another, is in memory of Nick Laverick – a paramedic team leader who died of cancer on his birthday in September 2013.

Paramedics Kathy Farmer and Anya Donald are part of the Laverick Team and were full of praise for Paige.

Anya said: "Paige remained so calm and brave during what would have been a really scary time. She is truly deserving of this award."

Faye, 30, who was taken to hospital but discharged after tests, has since listened to a recording of the call between Paige and EMAS emergency call handler Aimee Hinds.

The mum-of-two, a learning disabilities support worker at a care home, said: "That night I had gone to bed and the next thing I knew there was a paramedic waking me up telling me I had had a seizure."

"Listening to the recording brought a tear to my eye."

"I listened to it with Paige at home and she got quite upset."

"It was amazing to hear how calm and brave she was. I have no doubt she saved my life. It is lovely that she has been given this award. It is difficult to put into words how proud I and the rest of the family are of Paige. She is a star."

Aimee also praised the schoolgirl. She said: "Paige was, without a doubt, the best child-caller I have ever spoken to."



Kathy Farmer, Aimee Hinds, Paige Matthews, Faye Snow-Tyler and Anya Donald

# School award

**Q**uick-thinking staff from Pil Primary School received a special award last month after helping to save the life of a pupil who had suffered a cardiac arrest.

In January, ten-year-old schoolboy Cameron Tūne collapsed in the foyer of the Pyle school, and the seriousness of the situation soon became clear as he had stopped breathing.

Staff quickly administered first aid which included CPR before Welsh Ambulance Service paramedics Gareth Evans and Steve Smith arrived on scene within minutes of the 999 call.

After administering a shock with a defibrillator, they were soon supported by paramedic Edward O'Brian, Locality Manager Lee Collins, Clinical Team Leader Gary Brennan and members of the Emergency Medical Retrieval and Transfer Service on the Wales Air Ambulance, who helped to stabilise Cameron's condition before he was driven by ambulance to the University

Hospital of Wales in Cardiff.

Cameron was later transferred to a hospital in Bristol where an Automatic Implantable Cardiac Defibrillator was fitted in his chest, so that it can treat any dangerously abnormal heart rhythms.

After a spell in hospital, Cameron is now thankfully back at school.

Last month five staff from Pil Primary - Paula Rowlands, Cheryl Jones, Karen Flower-Robbins, Sarah Wallace and Head teacher Neil Pryce - were presented with a Mayor's Citizenship Award by the Mayor of Bridgend County Borough for their quick-thinking.

Held annually, the awards are staged to reward the county borough's unsung heroes such as charity champions, outstanding volunteers, and other residents who have done something remarkable in local communities either during the last year or over a sustained period of time.

Councillor Reg Jenkins, the Mayor of Bridgend County Borough, said: "I was astonished to hear Cameron's story and the remarkable way that

school staff responded.

"They undoubtedly saved Cameron's life."

Pil Primary Head teacher Neil Pryce said: "I can't praise the staff enough for their response in dealing with very a serious and life threatening situation. I am immensely proud of their actions on the day."

"I'm pleased to say that Cameron is back in school after only six weeks and it is amazing to see how well he looks. I would very much like to thank the paramedics, air ambulance, doctors and police for their swift response."

Paramedic Steve Smith, who is based at Bryncethin Ambulance Station, said: "We were just so happy to see Cameron back in school after such a short time."

"Although we were on the scene within minutes of the call, those minutes that the teachers carried out CPR saved his life really."

To show their appreciation for the emergency service's response, a number of Pil Primary staff are planning to climb Pen y Fan on Wednesday 12 April to raise funds for the Wales Air Ambulance and to purchase a defibrillator for the school.

# CPR saved my life



Colin Flannery (fourth from left) is pictured with, left to right, Emergency Care Clinical Manager Graeme Scott, neighbour Derek Scott, Paramedic Claire Gilroy, Emergency Care Assistant Graham Curry and wife Gail

**A** Whitley Bay dad who survived after suffering from Sudden Arrhythmic Death Syndrome has been reunited with the people who saved his life.

Colin Flannery, aged 57, was at home with his wife Gail on 26 November 2016 when out of nowhere he suffered a cardiac arrest.

Gail said: "I was sitting on one sofa and Colin was on the other with his iPad on his knee. Just out of the corner of my eye I saw the iPad fall to the floor, I looked over and he was slumped over."

"There was no warning whatsoever, we had just been planning our day out and had been joking on."

"I was absolutely terrified. I

think I just went into panic mode and tried to shake him. I phoned 999 straight away and they told me to try and get him on his back but I couldn't so they asked if I could go and get help."

Gail immediately ran across the road to her neighbour, Derek Scott, who was able to start CPR on Colin, which he kept doing until the arrival of Emergency Care Clinical Manager Graeme Scott, a paramedic with 21 years of experience, backed up by paramedic Claire Gilroy and Emergency Care Assistant Graham Curry minutes later.

After three shocks with a defibrillator, Colin began breathing. He was taken to hospital where he was placed into an induced coma and, after having an internal defibrillator fitted.

He has now been reunited with Graeme, Graham and Claire - and has added his backing to North East Ambulance Service's Restart a Heart Campaign.

# Mongolia Charity Rally



Oxford Medics taking part in the Mongolia Charity Rally

**T**hree medical students at Oxford University are driving an ambulance from Oxford to Mongolia for charity.

Their 5,000 mile journey started from Oxford on Sunday 26 March as part of the Mongolia Charity Rally - an annual event organised by the charity, Go Help. At

the finish line the ambulance will be donated to the Mongolian Health Services, as the country faces a serious shortage of emergency vehicles.

Emily McFiggans, Jennifer Southern and Alex Blakes will remain in Mongolia for two months, working in local hospitals and giving English lessons to

Mongolian doctors in collaboration with student-run organisation, Medics2 Mongolia.

"We've been planning the project for more than a year", said Jennifer Southern, who came up with the idea. "It's a huge relief to have put the exams behind us and to have qualified. Between revision and this project, we've had little time for anything else - but it's been worth it."

The ambulance they will be driving has been donated by South Central Ambulance Service NHS Foundation Trust (SCAS).

Phil Pimlott, Assistant Director of Operational Quality and Compliance at SCAS said: "This ambulance has reached retirement age, but it's in great working order. It's nice to know that it will be put to good use by the charity."

**• To make a charitable donation directly to Go Help, visit [www.justgiving.com/fundraising/medics-khan-drive](http://www.justgiving.com/fundraising/medics-khan-drive)**

# Banker thanks life savers

**P**eckham runner Neil Cole took on his first half marathon last month thanks to bystanders and paramedics who saved his life after he suffered a cardiac arrest.

Neil, 37, had just finished his second 5K Parkrun of New Year's Day at Hilly Fields Park when he collapsed. Four other runners, including a GP, a hospital worker and a life guard, immediately began CPR on Neil while others called for an ambulance.

"The fact that CPR was started straight away was probably what saved Neil," said Richard Pepper, a Clinical Team Leader with London Ambulance Service who was on scene at the incident.

"If that hadn't happened, the outcome might have been very different."

When paramedics arrived they immediately used a defibrillator to shock Neil's heart back into a strong rhythm and he was rushed to Kings College London's specialist cardiology department.

Neil, who lives in Peckham Rye, said: "There was no organised first aid at the event so I was lucky that several people taking part knew exactly what to do. I'm incredibly grateful to them and to



Paramedic Andrew Webster, survivor Neil Cole and Clinical Team Leader Richard Pepper

the paramedics who came to my aid."

Neil, who works at UBS Bank, is now looking forward to marrying his fiancé Alex early next year.

Since his recovery, Neil has dedicated himself to raising money to buy defibrillators so that others who suffer cardiac arrests have the best chance of survival. He has also persuaded his employers at UBS bank to install defibrillators on each floor of the building where he works.

Having returning to running just six months after his heart attack in 2015, he ran the Reading Half Marathon last month and has raised £3,500 so far - enough to buy three defibrillators.

Paramedic Andrew Webster, who was part of the life-saving team, said: "I've been doing this job for 16 years and

I've never had the opportunity to meet someone whose life I've helped to save. It's a humbling experience and something quite special. It is great to see Neil back running again and raising money for a good cause."

London Ambulance Service Voluntary Responder Group - the charity Neil is fundraising for - has since donated a defibrillator to the Hilly Fields Parkrun.

Richard said: "Being a bit of a runner myself, these events really resonated with me. Neil's story helps highlight that we're very proficient at dealing with cardiac arrests, especially when members of the public are prepared to start CPR."

"Often when we treat people in cardiac arrest, we have no idea if they survive, so it's a real privilege to meet Neil."

# Charity run



EEAST charity running team

**A** group of ambulance staff swapped their greens for their running gear last month and completed

the Milton Keynes' festival of running, and raised more than £2000 for charity.

The team of 15 from the

East of England Ambulance Service NHS Trust (EEAST) have so far raised a fantastic £2,258 for Keech Hospice; a Luton based charity which provides essential care to adults and children who have life-limiting and terminal illnesses.

They completed the 10K, half marathon and 20-mile race on Sunday 5th March.

Emergency Medical Technician Jon Sayer, who ran the half marathon, said: "I am so proud of everyone that took part. We had well-seasoned runners and total beginners that completed their first 10k, and there were some extremely quick times too. Everyone did extremely well."

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# Technology to help save lives

**J**aguar Land Rover Special Vehicle Operations (SVO) has designed and engineered a bespoke version of the new Land Rover Discovery for use by the Austrian Red Cross. 'Project Hero' was presented to the world's media for the first time at this year's Geneva Motor Show.

Project Hero is an advanced communication vehicle, created to support Jaguar Land Rover's partnership with the International Federation of Red Cross and Red Crescent Societies (IFRC), the world's largest humanitarian network. SVO collaborated with the Austrian Red Cross to develop a unique Land Rover that will be trialled by their emergency response teams. It is hoped it will help the Red Cross save lives by speeding up response times to disasters.

Land Rover has supported the Red Cross since 1954 and supplied 120 vehicles to the IFRC for deployment in all corners of the globe. Project Hero is the first with a roof-mounted drone. A fully integrated landing system featuring self-centring and magnetic retention technology is a world-first that enables the drone to land on Project Hero when the vehicle is in motion.

The drone enhances new Discovery's already outstanding capability. With the drone airborne, live footage can be transmitted to the Red Cross's emergency response teams, helping them respond more quickly and effectively to landslides, earthquakes, floods and avalanches. Dramatic landscape changes can make maps redundant, which adds to the danger and difficulty of finding and rescuing survivors, so the drone's bird's-eye view

will allow rescuers to investigate an emergency scene from a safe distance.

John Edwards, Jaguar Land Rover Special Operations Managing Director, said: "Land Rover and the team of engineers and designers at SVO are proud to support the incredible humanitarian work of the IFRC and its members."

"The new Discovery is an outstanding all-terrain SUV, and Project Hero is the optimum combination of enhanced capability and innovative technology. We hope to help the Red Cross save lives in emergency situations."

Dr Jemilah Mahmood, IFRC Under Secretary General for Partnerships, said: "We are grateful to Land Rover for their generous support over the past 60 years, and are proud of our ambitious global partnership that has transformed the lives of millions of people on four continents."

"The partnership is supporting communities around the world to become more resilient in the face of natural disasters such as monsoons, flooding and earthquakes."

"Project Hero combines the best expertise of the Red Cross and Jaguar Land Rover to create a truly unique vehicle, which we hope will be capable of making a difference to rescue operations in the toughest environments." Project Hero is based on the 3.0-litre TD6 engine-powered version of the new Land Rover Discovery. In addition to the unique drone technology supplied in Project Hero, the rear of the interior in this special vehicle also features:

- Heavy-duty sliding floor in the rear load space, which may be deployed as an additional work surface, or to protect the load carried underneath



- Segregation panel behind the rear seats providing additional equipment mounting points

- Strategically positioned LED lighting to aid night vision

- Innovative power supply points which accept multiple plug arrangements from different regions

Project Hero is also equipped with multiple frequency radio equipment enabling contact to be made in a variety of situations.

Project Hero will be based

at the Austrian Red Cross training centre in Erzberg, in the mountainous Eisenerz mining area, and in Vienna, for 12 months from June 2017. The drone will be used in simulations to develop new and innovative techniques for disaster relief and on test-runs for complex natural disaster scenarios, including at night and in dense forests. Project Hero will also be used when the Red Cross provides emergency support at times of natural disasters, such as heavy snow or floods, or accidents.

## Significant investment in ambulance patient care technology

**E**ast Midlands Ambulance Service (EMAS) will invest more than £3 million to enhance its electronic patient record system during the next two years.

"This significant investment will help us to improve the care and treatment received by patients across the East Midlands," said Steve Bowyer, EMAS Head of Information, Management and Technology.

The system will be used by EMAS ambulance crews across the region, bringing many benefits, including:

- Supporting clinical decision making: ambulance crews can access online information about medical and traumatic conditions and treatment.
- Providing prompt transfer of patient care to other health organisations: before leaving the scene of an incident or whilst en route to hospital, ambulance crews can electronically send details about the patient to the emergency

department including appropriate photographs from the scene of the incident e.g. road traffic collision or electrocardiogram readings, to help doctors determine the extent of injury that may have been sustained. This allows staff in the hospital to prepare and be ready to act when the patient arrives.

- Increasing the integration of care systems across the healthcare environment: via the system ambulance crews can access details about alternative healthcare providers, allowing them to signpost patients and carers to the most appropriate local treatment or care facility, or to access any pre-existing care plans for the patient to ensure we treat them in accordance to their wishes.
- Improving the legibility of patient specific information - ambulance crews often complete paper report forms in difficult environments e.g. in the back of a

fast moving ambulance vehicle, at the scene of an incident in various weather conditions, making it a challenge to keep written records clear and succinct.

- Readily available data for our research and audit teams - waiting for paper report forms to be received can delay our ability to identify trends and areas where improvements have or can be made, or to access important information for Coroners purposes. Equally the automated introduction of electrocardiograms (relating to cardiac care) into the patient record will support improvements in sharing of important information with receiving hospitals, and to aid our research, development and education work.
- Enhancing the security of patient records - electronic storage of records is a more robust, secure way to store patient records compared to paper copies.

Steve added: "One of our strategic objectives for 2017-2019 is to continue to develop our service for the benefit of our patients and staff. This investment significantly improves our ability to do that by providing the right IT solutions."

"The new software has a more modern appearance and additional functionality which includes integration with hospital booking-in systems, incorporation with our medical equipment used to save lives (e.g. defibrillators used to treat people in cardiac arrest), and useful tools such as a NHS service telephone number search and medical spell checker."

"We involved a staff group in the development of our business case for this project and have chosen to replace the current Toughbook laptops with a new tablet which has been chosen based on feedback relating to its weight, handling, infection prevention and control compliance and screen ease of



Paramedic Derek Neve with Steve Bowyer Head of Information Management and Technology and the new equipment

use. The devices will also have 4G connectivity to improve data transfer."

The new system will begin to be rolled out across of all of EMAS from April this year, with the project completing in September.

The system and software will be provided by two organisations, Medusa and Getac UK Ltd.

"Medusa's software has been utilised by NHS Ambulance Trusts within England for almost 10 years and we are pleased that EMAS have chosen to upgrade to our latest Siren ePCR solution via the G-Cloud framework," said Ian Wilkinson, Vice President of International Operations at Medusa Medical Technologies. "EMAS are an innovative ambulance service

who want to ensure they deliver the best service possible to the East Midlands and Siren ePCR will help them achieve this".

"We had a clear understanding of EMAS' requirements and were able to provide the hardware, services, solutions and support that would meet their business and user needs," said Ian Jenner, Emergency Services Business Development Manager at Getac UK Ltd. "The Getac RX10 rugged tablets will enable EMAS staff to access and update patient medical records in real time, which is critical for the immediate and long term care of the patient. We're delighted to have been selected by EMAS, and to further grow our 3ES customer base."

# New group for Northumberland



Northumberland's new community first responders with NEAS Community Resuscitation Training Officer Paul Brollyt

After completing two days training at Alnwick Fire Station, all 13 are now ready to respond to life threatening emergencies within their local communities prior to the arrival of an ambulance.

Following the successful recruitment campaign in Northumberland, NEAS is now preparing to extend an advertisement to the rest of the North East.

In 2016, there were 189,931 999 calls for the Northumberland Clinical Commissioning Group (CCG) area. Of those, 26,341 incidents were prioritised as life threatening or

potentially life threatening. Of those incidents, 1,477 were responded to by community first responders.

As well as the CFR schemes, there are also more than 75 community

public access defibrillators (CPAD) across Northumberland, with hundreds of members of the community trained by NEAS to undertake basic first aid.

Community first respon-

ders often help to deliver this training. Over the last year, more than 100 hours were given by CFRs to help train nearly 2,000 members of the community across the North East.

**N**orth East Ambulance Service is hoping the number 13 will prove lucky for the Northumberland area after welcoming its latest group of community life savers.

A plea for volunteers was made by North East Ambulance Service (NEAS) in January this year as part of

the Trust's commitment to train more community first responders (CFRs).

Ian Catchpole, Barry Coulson, Naomi Calder, Rebecca Hewitt, Keith Broughton, Chris Bradley, Danielle Liddle, Anthony Buchanan, Shaun McKay, Craig Silk, Adam Sparrow, Deborah Still and Rachel Lonsdale answered that call.

## Mentor of the Year

**A**n East Midlands Ambulance Service (EMAS) paramedic from Newark who was awarded the Queen's Ambulance Medal last year has now been named 'Mentor of the Year' by NHS England.

Carl Keeble was nominated for his award by Dr de Belder, a trainee GP with a special interest in pre-hospital emergency medicine and who received Carl's mentorship during his time completing training with EMAS.

Carl is a key member of the East Midlands Immediate Care Scheme (EMICS) team.

He was nominated for the Mentor of the Year award alongside six other candidates, and was delighted to

be presented with the award by the Allied Health Professionals and Healthcare Scientists in Nottingham.

Carl said: "It is a great honour to receive this award and for the role of mentoring to be recognised in this way. I am especially pleased to receive it in acknowledgement of my mentoring with the EMICS team as their work is so important and is all on a voluntary basis."

Carl has been involved with EMICS since its inception, and is a Trustee of the charity as well being the Link Paramedic between the East Midlands Ambulance Service and EMICS. As the EMICS Paramedic Advisor, Carl's role is to provide initial and on-going Paramedic mentorship and



NHS England Mentor of the Year  
Carl Keeble

support to the volunteer doctors in addition to holding the title of EMICS Equipment Officer.

Carl is also operational with LIVES - the volunteer emergency response team in Lincolnshire, and the St John Ambulance Service.

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# Home delivery

**A** new mother thanked the ambulance crew for delivering her baby at home.

Pregnant twenty-two year old nursery practitioner, Amy Turnbull from Gateshead began contractions and was preparing for nature to take its course. As time went by and her contractions strengthened, she phoned for an ambulance to help get to hospital.

A North East Ambulance Service (NEAS) crew attended to find Amy almost ready to give birth.

With the service for 4 and a half years, paramedic Sarah Robinson is no stranger to childbirth, having helped deliver four babies in the past. She said: "Amy delivered Ethan much quicker than we were expecting, it really was a team effort to deliver her baby and get them both to hospital as

soon as possible. It has been great to come back and see how well Amy and Ethan are doing."

Sarah was accompanied by student paramedic, Tom Cuthbertson to the incident, who added: "It was a privilege to help bring a new life into the world and we were all relieved that things went so smoothly. Amy was fantastic throughout and it has been great to see them both."

Once safely delivered, baby Ethan and his new mum Amy were taken to Gateshead Queen Elizabeth Hospital by Sarah and Tom, once they recognised that the baby felt

cold. On arrival, baby Ethan was cared for in an incubator and the two stayed in the care of the hospital for 7 nights before being discharged home to begin their new life as a family.

"I wanted to meet up with the crew to thank them for all that they did for me and Ethan. If they hadn't have acted so quickly and got us to hospital as soon as they did, he could have been a lot more poorly than he was. Both Sarah and Tom were very reassuring throughout the birth and I can't thank them enough for being there," said Amy.



From left to right: Sarah Robinson, Amy Turnbull, baby Ethan and Tom Cuthbertson

# Surprise Surprise!



Jonathan Reading, Stephen Pugh, Dale Ingall & Deborah Webb

**A** former North West Ambulance Service patient received an extra shock at his recent surprise 50th birthday celebrations when the ambulance crew that helped to save his life after he suf-

fered a heart attack also turned up to wish him a happy birthday.

Stephen Pugh from Oldham started to feel unwell late in the evening of March 2013 and became dizzy and then collapsed. His partner Karen Lee rushed to find him very

unwell and immediately called 999.

The ambulance crew that responded that evening were paramedic Jonathan Reading, emergency medical technician Dale Ingall and student paramedic Deborah Webb who treated Stephen and transported him to Royal Oldham Hospital.

Stephen said: "I really can't thank the crew enough for everything that they did that night and also again for taking the time out to come along to give me a card and wish me a happy birthday. It means a lot and they were the last people I expected to see walk in."

Stephen's partner Karen got in touch with North West Ambulance Service to see if it was possible for the crew to attend and comments: "I am so extremely grateful that Jonathan, Dale and Deborah were able to give up their precious time

to help us mark Stephen's special milestone. It gave us all a chance to say thank you for everything they did in person, as simply without them Stephen wouldn't be here. They are truly life-savers."

Jonathan was the supervising paramedic that night and said: "We were really touched when we heard that Karen had taken the time to get in touch and invite us, as clearly the whole crew's actions had a large impact on not only Stephen but his family and friends to make such a request for us to attend."

Four years later both Dale and Deborah are now qualified paramedics and Deborah says: "It's unusual for us to find out what happens to our patients after we attend to them, which is why for us it was such a pleasure to see Stephen again and wish him a happy birthday."



# Prestigious fellowship

**A** paramedic for North West Ambulance Service (NWAS) has been awarded a highly prestigious fellowship which will see him spend more than seven weeks in Canada, Australia and New Zealand with an aim to look at Community Resuscitation.

Matt Dugdale, 24, from Warrington applied for the Winston Churchill Travelling Fellowship last September and was shortlisted to more than 250 applicants who were invited to attend an interview in London in January. Matt was awarded the fellowship in February, becoming only the second

paramedic in the UK to be awarded the fellowship, after Mike Jackson, who is also employed by NWAS.

Matt said "I started as a Community First Responder (CFR) within the trust nearly six years ago and I am now keen to see CFRs develop both within NWAS and other services in the UK. I can't wait to begin my travels and explore best practice within the countries I have chosen."

The focus of his work will be on the utilisation of CFRs in the pre-hospital setting. Following the trip, Matt will work on a 15,000 word report which will help to bring new ideas and best practice to both NWAS and other ambulance services throughout the UK.



SECamb Chairman Richard Foster

# New SECamb Chairman

**S**outh East Coast Ambulance Service NHS Foundation Trust (SECamb) has appointed Richard Foster as its new Chairman.

Richard joined the Trust on 31 March 2017, replacing Interim Chairman Sir Peter Dixon who has served as the Trust's Chairman for the past 12 months.

Richard, who has lived with his family in Kent and Surrey for more than 25 years, has held senior positions in the public and voluntary sectors. His career has seen him serve as Chair, CEO, Trustee, Executive

Director and Non-Executive Director of a variety of large, complex, public, voluntary and private sector bodies.

He was Chief Executive of the Crown Prosecution Service (CPS) between 2001-2007 and began his career at the Department of Employment in the 1970s. More recently he has chaired the Criminal Cases Review Commission from 2008.

In welcoming Richard to the Trust, Lead Governor for SECamb Brian Rockell said: "I am pleased that the Council of Governors has

been able to appoint a person with the experience we need to this important position. I would also like to take this opportunity to thank Sir Peter Dixon for his commitment to the vital role as Interim Chairman, over the past 12 months. We are all looking forward to working with Richard in the near future."

Richard added: "I am honoured to have been appointed chairman of SECamb and look forward to working with the Council of Governors, the Board, our new CEO Daren Mochrie and all SECamb staff."

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