



# Monthly Briefing

November 2010

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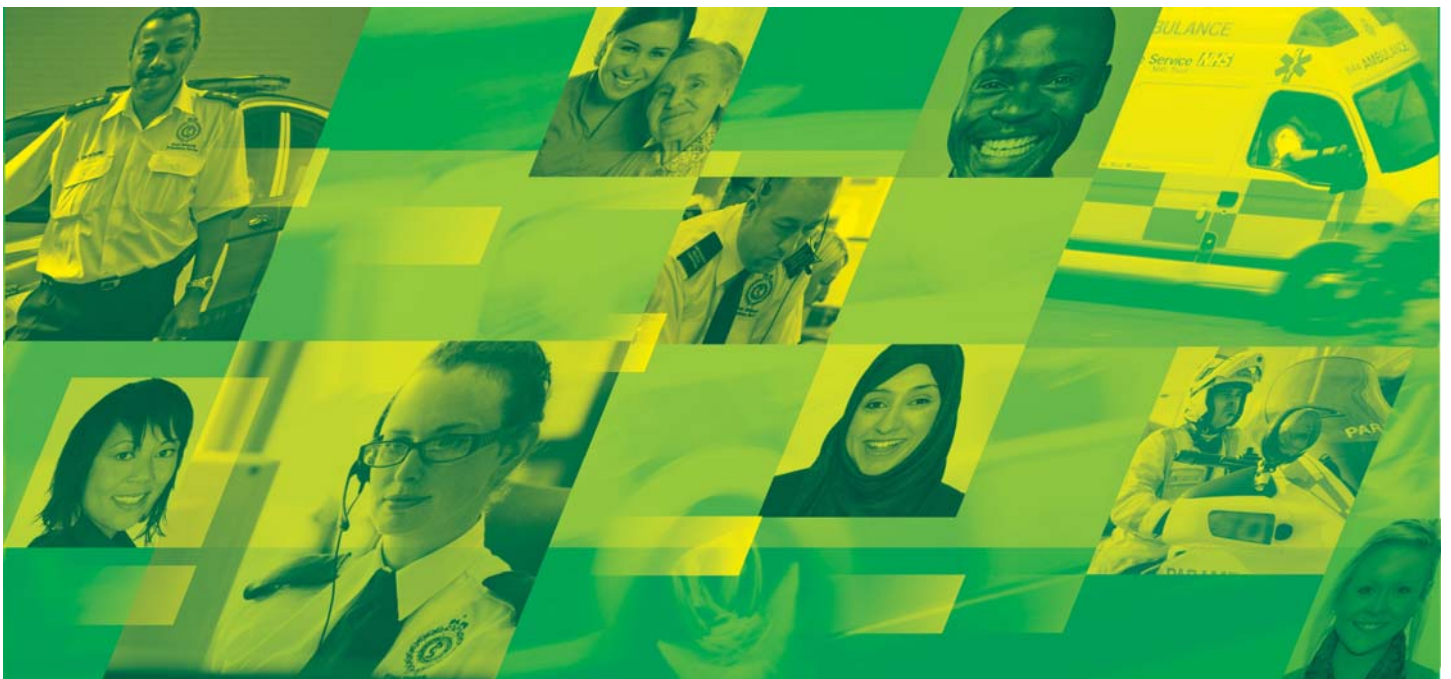
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We need your views because it's *your* Ambulance Service



Visit [www.wmas.nhs.uk](http://www.wmas.nhs.uk) for all the latest news and information about West Midlands Ambulance Service

# News



## **Foundation Trust Consultation to Start**

The Trust took an important step forward on Monday 1st November when it started its formal consultation on becoming a Foundation Trust (FT). During the next three months the Trust will be looking to hear from as many members of the public and staff as possible about the Trust's formal plans on becoming an FT. Trust Chairman, Sir Graham Meldrum, said: "The Trust Board believes that becoming an FT is the right way forward for the organisation, our staff and most importantly, our patients. We believe that moving to Foundation Trust status is an exciting opportunity for everyone to have their say about the way West Midlands Ambulance Service develops over the coming years. Our vision for becoming a Foundation Trust revolves around two key words:

**Community:** ensuring that we develop our service based on the views of the people we serve

**Quality:** delivering more choice, better facilities and improved services for our patients

"Foundation Trusts are far more accountable to the communities that they serve. We already have a very good reputation for working with patient groups and engaging with local communities. Becoming an FT will further strengthen this." The Trust will be hosting a series of 14 'Health Days' across the Region. You can hear about our plans, let us know your feedback and also get a mini health check. We will have staff on hand who can give you advice on health risks such as stroke, cardiac conditions, cancer, asthma, diabetes and general health and well being. Copies of our consultation and summary documents are available on our website [www.wmas.nhs.uk](http://www.wmas.nhs.uk) and dates of the 'Health Days' are also listed. You can also sign up to be a member of our Trust and fill in a consultation feedback form online. Alternatively, if you would like paper copies, please call 01384 21 55 55 and ask for the Foundation Trust office or e-mail us at [foundationtrust@wmas.nhs.uk](mailto:foundationtrust@wmas.nhs.uk). We need your views because it's your ambulance service.

## **Keith's 10<sup>th</sup> Baby**

On the morning of April 26<sup>th</sup> 2010, baby Chloe was born at her home in Warndon, Worcester. It was Paramedic Keith Williams' tenth delivery in his 29 year ambulance service career and this was by far the fastest birth he had had to deal with. "I only managed to get one glove on!" he said. Keith had been greeted by anxious father Paul who was taking instructions from the Trust's Emergency Operations Centre over the phone while trying to unfold towels with his teeth. The healthy baby girl was born within minutes of Keith's arrival. Last month, Chloe, her brother Kieran and parents all met Keith again at Worcester ambulance station. This time Paul was much calmer and thanked Keith for his prompt arrival five months earlier. Keith said: "That's one baby every 2.9 years on average. By the time the next one's due I will have retired!"



## **Health and Social Care Awards 2010 – Regional Runner Up**

The Trust's Nursing, Quality and Primary Care team has been awarded 'runner up' position in the finals of this year's Health and Social Care Awards in the West Midlands. The team was nominated for the 'Primary Care and Community Based Integration' award for its excellent work in relation to palliative and end of life care. Partnership working with the Strategic Health Authority, Primary Care Trusts, allied health organisations and hospices was also highlighted as an area of best practice and clinical excellence. The judging panels, which comprised representatives from local health and social care services, had a difficult job selecting finalists from the 180 applications submitted. Director of Nursing, Quality & Primary Care, Gill Bennett said: "This award is great news for WMAS and represents not only the hard work of the Nursing, Quality and Primary Care Team but also the commitment to patient care by each and every member of WMAS staff."

# News



## **WMAS Staff in Calcutta Rescue**

“Lasting memories, a challenge, horrendous smells, poverty, malnourishment, interesting, rewarding”; the words of four WMAS staff after ten days in the world’s poorest city. Gill Bennett (Director of Nursing Quality and Primary Care), Andy Bates (Regional Head of Clinical practice, Infection Prevention and Control), Rob Cole (Regional head of Clinical Practice, Mental Health) and Christine Curtis (Regional Head of Women and Children) are pictured below in Calcutta (Kolkata) working in ‘outreach clinics’ run by the charity ‘Calcutta Rescue Fund’. Using their own annual leave allowance they funded the trip through individual sponsorship to work on infection prevention and control, cared for wounds and trained the charity’s doctors and volunteers at the outreach clinics, which were based in far and remote areas around Kolkata and to which patients walked for miles to be treated. Rob said: “We trained and certified the staff there in Basic Life Support and Intermediate Life Support. They learned how to use a defibrillator; a device they had never seen before.” Gill Bennett worked with the ‘Calcutta Rescue Fund’ charity to help organise its future running given its limited resources; suggestions included re-organising the clinics to make their limited resources go further and a rota for its nurses. A laptop was donated to the charity for ongoing training in addition to dressings, treatments and disinfectant wipes that were left with the outreach clinics. Andy said: “We can’t change the country or its environmental issues, but we can change its treatment regimes. If we can do that, we can make a huge impact. We feel we have made a difference.”



## **“Excellent Care from the Medical Profession”**

An ambulance crew from Hereford have been praised by West Mercia Police for their handling of a stabbing at a nightclub in the city earlier this year. The patient’s carotid artery had been severed in the incident in the early hours of Saturday 28<sup>th</sup> August. Fortunately, at the time of the 999 call, Allan Holloway and Mark Jones were nearby. They applied pressure to the wound and rushed the patient to Hereford County Hospital where he remained in a coma. The investigating officer last week reported that the patient had not only regained consciousness, but was now responding, adding: “I believe that it must in no small way reflect the excellent care he received from the medical profession starting with the treatment he received from the ambulance service and then the hospital staff.”

## **Volunteers Abseil to Raise CFR Funds**

Fourteen brave volunteers faced their fears last month by abseiling down Walsall’s New Art Gallery in aid of the T.A.M.E CFR (Tamworth Area Medical Emergency) group funds. Four responders, two new recruits and eight friends (the youngest being twelve) took to the heady heights (30 metres) of the gallery and gallantly went over the top of the parapet and gazed at the ant-like spectators below. In most cases it was the first (and last) time any of them had ever done anything like this before and so we take our hats off to them. The brave participants hope to have raised approximately £1,000 towards much-needed funds.







## **Birmingham's Emergency Bikers Are Back**

Following the huge success of series one, WMAS' motorcycle paramedics will be starring in the second series of *Emergency Bikers*. The new series will once more follow the Trust's motorcycle paramedics in Birmingham together with the Police Biker Squad in Essex. Motorcycle Paramedics Mark Hayes (38 from Sutton Coldfield) and Steve Harris (58 from Smethwick) are based at Henrietta Street Ambulance Station in Birmingham City Centre and answer an average of four hundred 999 calls a month. From heart attacks to car crashes; shootings to drug overdoses; trips and falls to assaults, Mark and Steve weave through traffic on their Yamaha FJR1300s and go where traditional ambulances can't to reach patients in need of medical help. Using small-camera technology the series shows the motorcycle paramedics riding through traffic and pedestrianised areas in the UK's second city to get to the scene of an incident, shaving minutes off response times to save lives. Series two of *Emergency Bikers*, comprising of six one hour episodes, will commence broadcasting on Channel Five at 8.00pm from Wednesday 17<sup>th</sup> November.

### **WMAS Fast with Information**

Bill Cody, WMAS' Police Liaison Manager, recently received an email from Warwickshire Police. In it, he and his colleagues were thanked over the case of a driver involved in a head-on crash resulting in the serious injury of a young woman. The driver blamed his diabetes, but a Patient Report Form (PRF) scan resulted in a successful dangerous driving prosecution. "It justifies the whole thing", said Bill, describing how, three years ago, a department that didn't exist has now become a streamlined process involving, among others, Emergency Operations Centre, station clerks, the scanning and information departments, taking 20-40 requests for evidence every month, be they PRFs, logs or tapes. "It used to be the case that it was done by whoever was available," explained Bill who has ownership of all requests and which are all logged and audited. He added: "We do our best to give the Police what they want within seven days, but, when needs be, we can pull out all the stops and complete the work in hours."

### **Solihull Partnership Day**

FastAid Community First Responders (CFRS) were out in force in Solihull with fellow emergency service colleagues at a partnership day recently. CFRs Nigel Whatmore together with Darren Tranter and Peter Sherwin, who are both part of Central Rescue UK, spoke to the public about basic life support and the role of CFRs. Darren said: "The day gave the public an insight into to what goes on in Solihull, with regards to all three emergency services."

# News



## **Lauraine Smart in the USA**

Mecklenburg County, in the state of North Carolina, includes Charlotte and has a population of a million people. In addition it hosts two nuclear power plants, one international airport and is home to two major sporting stadia. During a recent visit, Bromyard Paramedic, Lauraine Smart, was invited to tour the Medic 911 facilities, including ambulance HQ, control room, fleet services and training suites. She said: "I was very impressed with the whole set up and the similarities with WMAS. Most impressive were the training suites where paramedics are assessed on a regular basis using state-of-the-art manikins which, under the control of a supervisor, respond to questions and react to treatment and drugs administered." Medic 911 receives approximately 100,000 calls a year and is supported by Charlotte Fire Department who train all firefighters to Emergency Medical Technician level. Medic's assets include two mass casualty and evacuation buses (pictured), two helicopter air ambulances and two jets for medical transfers.



## **Ellen Moves from West to East**

Coventry and Warwickshire Emergency Operations Centre (EOC) Commander Ellen Mowe said goodbye to WMAS in October, after moving on to pastures new in the East Midlands. Ellen, who has worked for the Trust since May 1993, progressed through the ranks after starting as a call taker. She then progressed to Dispatcher, Duty Manager and finally EOC Commander. The move to East Midlands Ambulance Service will see Ellen take up a General Manager post for EOCs, being responsible for Nottingham and Lincolnshire control rooms. Ellen said: "I have made many friends over the years and will miss them all. I will really miss the staff in C&W EOC & Operations who are an excellent bunch of people who never fail to make me smile. I would also like to thank members of the senior management team who have supported me through my development and career in WMAS." C&W General Manager Ham Patel said "On behalf of the Trust I would like to thank Ellen for her hard work over the last 17 years. She will be missed immensely."



## **New Wheels for Lifesaving Responders**

South Staffordshire First Responders are geared up for winter after taking delivery of two new 4x4 response vehicles. The group, which has been running since 2003, is totally self-funded. The cars have now had individual group livery marked on them and are ready for responding. Group Trustee, Kevin Wright, said: "The purchase of the cars is a fantastic step forwards and is the result of a lot of hard work by the charity and its supporters in raising the funds to buy them. The benefits they will yield include improved access in adverse weather due to the four wheel drive, improved communications, higher public awareness of the scheme and visibility for public and ambulance crews." Matt Jevons, chairman of South Staffordshire First Responders, continued: "We have two great 4x4 vehicles that we can use specifically for assisting the ambulance service in reaching patients who need our help and to increase public awareness in the local area. The cars will benefit both South Staffs First Responders and the people in our community."







## **Warwickshire Patient Thanks NHS**

A man from Warwickshire who suffered a stroke at home has written directly to Warwick Primary Care Trust Chairman to thank the NHS staff for the treatment he received. Mr Di Terlizzi from Hampton Magna thanked ambulance crews and Emergency Operations Centre staff in his letter for the excellent care he received, especially the promptness of the arrival of the crew and the subsequent hospital treatment. Regional Head of Cardiac and Stroke Management, Matt Ward said; "This case highlights the importance of speedy treatment for stroke victims and how the use of the FAST (Face, Arms, Speech, Time to call 999) test and other treatments has dramatically improved the care and treatment stroke victims now receive. The staff involved in this case provided excellent care to the patient and his true gratitude is shown in the letter of thanks."

I wish to tell you about my experience following a stroke.  
On the second of September at about 19.30 I was typing a letter when I suddenly collapsed on the floor. My wife called an ambulance immediately and within 6 minutes the ambulance arrived.  
I was taken at great speed to Walsgrave hospital where my head and neck was scanned immediately and I was told that I had a brain clot., I was given an intravenous drug which worked wonders and gradually the use of my leg and arm returned ., after various others checks I went into a ward.  
I can only praise the staff for the fantastic attention and care that I received while I was ill. I was very surprised that I recovered the use of my arm and leg very quickly..

On the 7th September a doctor came to see me and after an examination I was told that I could go home at about 19pm.after only five days in hospital.  
Tomorrow Mary from Warwick Outreach is visiting me at home

.Once again a huge thank you to all concerned, to include the person who took my wife's 999 call who was very re assuring to her, the Ambulance men who were great and all the team at the Palgrave. I am sure that the outcome could have been much different if it was not for their speed and professionalism and could have ended up costing the NHS at lot more money with weeks of rehabilitation...

Yours sincerely,

V Di Terlizzi

## **Over 1600 Emergency Callouts for FastAid**

FastAid Community First Responders (CFRs) in Birmingham, Solihull and the Black Country have had a busy 12 months supporting the Trust. FastAid CFRs have been activated by the Trust's Emergency Operations Centre to respond to 1,637 999 calls in the past year; in 45% of those cases a CFR was first on scene. A number of new recruits have joined FastAid, bringing the total number of active CFRs to 51. FastAid has received more than £5,000 in donations from local communities and organisations enabling CFRs to purchase essential items such as kit for new recruits. The group has also been out and about in local communities fundraising and teaching first aid and basic life support. During FastAid's Annual General Meeting recently, Tim Atherton (Chairman), said: "We've had a hugely successful year and this is due to the huge amount of time and effort our responders have put in. We have ambitious plans to expand over the next 12 months which wouldn't be possible without the ongoing hard work and support of our Community Response Managers Emma Wilkins and Andy Whittington."

## **50-pints-a-week Man Sentenced**

A 37-year-old man who was drinking up to 50 pints a week has been sentenced after drunkenly punching an ambulance. The Worcester News reported that Stephen Harrison, of Bramley Avenue, St John's, Worcester, was fined £75 after he admitted swearing at paramedics who had come to his aid. He also struck the side of their ambulance three times, according to prosecutor Matt Dodson during a hearing at Worcester Magistrates Court. Harrison had previously admitted being drunk and disorderly in Laugherne Road, St John's, at 12.55am on Saturday, August 14. Mr Dodson said the ambulance crew arrived only for Harrison to become abusive and foul-mouthed; "He then punched the ambulance, but didn't cause any damage." Police arrived and Harrison's behaviour became erratic. "He was at once apologetic then aggressive," according to the prosecutor.

## **Staff Abseil for Marie Curie**

Daredevil staff from Solihull Station have raised more than £1,500 for the 'Marie Curie Cancer Care' charity by launching themselves off a tall building. The paramedics and technicians (Mark Somers, Jessica Charlton, Stuart Beet, Emma Allsop, Neil Goodman, Alison Whitfield, Kathryn Moore, Stephen Brown, Tim Knight, Nicky Daniel, Sophie Haveron, Rebecca Pagett, Rebecca Chappell, Gerald Dickson and Andrea Arkell) from Solihull station abseiled 120 feet down Birmingham's Fort Dunlop building recently. Paramedic Jessica Charlton said: "The money will go towards a new £10m hospice in Marsh Lane in Solihull. The abseil and fundraising went so well, the charity would like us to do something else next year. There's already been talk of wing-walking, sky-diving or a half marathon!" You can still sponsor them via [www.justgiving.com/jessica-charlton](http://www.justgiving.com/jessica-charlton).

# News



## **Mark Goes Beyond The Call of Duty**

Staffordshire paramedic, Mark Salt, has won another award to add to his collection. In September he won The Sentinel Newspaper's 'Beyond the Call of Duty' award as part of their annual 'Our Heroes' Awards. Mark was nominated for the award following an incident in February 2009. Whilst Mark and his crew mate were conveying an unwell child to hospital, a stolen car collided with their ambulance. Mark saw three men flee from the car and, without a second thought, took up pursuit, managing to apprehend one of them until the arrival of the police. These actions were described as instrumental in all three of the men's convictions. Mark attended this year's black-tie dinner where approximately 30 awards were presented during an 'Oscar'-style ceremony. Back in March, Mark was one of four people to be awarded a bravery commendation from Stoke Combined Court. Chief Executive Anthony Marsh said: "Many congratulations to Mark. His actions are a credit to him and the Service and shows how dedicated our staff are."



## **Doug's Half-Marathon**

A paramedic from Shropshire is to run a half-marathon for charity following persuasion from his competitive sister. Doug Blundred, based at Shrewsbury, will run in Conwy in aid of Severn Hospice. He has been in training since the beginning of the year, was encouraged to do a run by the owner of a local gym, then was drawn to the event in Conwy on November 21<sup>st</sup> by his sister who is also taking part. Doug said: "I decided to raise money for Severn Hospice because its staff did a good job looking after my mother-in-law. I want to support a local charity." Of the run itself, he said: "I just want to finish, but I would like to complete it in under two hours." You can sponsor Doug via [www.justgiving.com/DougBlundred](http://www.justgiving.com/DougBlundred).

## **Emergency Services in Walsall Communicating As One**

The Trust joined forces with other blue-light colleagues in Walsall recently for an exercise to ensure they can communicate effectively with each other in the event of a major incident. The exercise consisted of WMAS, West Midlands Fire Service (WMFS), West Midlands Police (WMP) and Walsall Council's Emergency Planning team undertaking a series of test calls via their respective airwave radios. WMFS adopted airwave this summer, joining WMP and WMAS which now means all three services can utilise a dedicated multi-agency channel to communicate during a major incident. Adrian Crowe, the Trust's Black Country Emergency Preparedness Manager said: "This is the first step in a project to help incident commanders communicate with their multi agency partners at significant incidents." Pictured: Chief Inspector Sally Holmes (WMP), Adrian Crowe (WMAS Black Country Emergency Preparedness Manager), Mick Birch (WMFS), Alan Boyd, Nicky Devey and David Hoppe (Walsall Council Emergency Planning Team).



## **Spital Ward Councillor Expresses Thanks**

Spital Ward Councillor, Maureen Gant, recently wrote a letter to the 'Tamworth Herald' expressing her thanks to WMAS crews. The letter read: "My thanks go to all who cared...I must also pay tribute to the efficiency and dedication of the West Midlands Ambulance Service, who responded very quickly to my husband's request for help; the Accident and Emergency staff; also the staff of Assessment Ward and the Richard Salt CCU Ward at Good Hope Hospital. Finally, I would like to thank the staff and doctors in the Cardiology Ward at Heartlands NHS Trust Hospital for the dedication and kindness they showed and gave to me...Councillor Maureen Gant, Spital Ward."

# News



## More National Success for WMAS Golfers

A team of WMAS golfers travelled to Rotherham recently to compete in the National Ambulance Service Fairfield Trophy. Each team consisted of six team members, with the five best scores counting towards a final score total. Unfortunately, due to holidays, Team WMAS attended with only five team members, instead of six. With all five scores counting there was no room for error. The five players of Richard Moore, Alan Ford, Mick Corrigan, Paul Clifft and Joel Arnold produced a stunning display to ensure yet another National Golf Trophy made its way back to the Midlands. They scored 163 points between them, beating Yorkshire Ambulance Services team of six players by 5 points; a phenomenal achievement. Richard Moore said; "It was a brilliant day, with the lads playing a great team game to win the title." 2010 has been a very successful year nationally for the Trusts golfers; winning the National Ambulance Service Team Championship, National Ambulance Service Fairfield Trophy, National Ambulance Service Individual Strokeplay Championship and coming runners up in the National Ambulance Service Pairs competition. Next year they will be looking to go one better, aiming for a clean sweep of the national titles! Pictured (L-R): Paul Clifft, Joel Arnold, Richey Moore, and Alan Ford.



## Crews Enjoy Cake Whilst Raising Money for Charity

Coventry Paramedic Rachel Ainsworth and her mum Helen, raised £225.16 for the MacMillan Cancer Relief Fund at Coventry Station recently. Rachel and Helen baked a number of cakes and sold them at the station to staff that were able to enjoy a treat whilst on their break, or popped in to support a great cause. Rachel's cakes are well known within the area as being rather scrumptious and she would like to thank everyone who supported the event.

# Performance



September 2010					
	WMAS	BBC	C&W	HS&W	STAFFS
Call Connect (target - 75% of calls within 8 mins)	78.7%	79.6%	78.4%	77.0%	78.2%
Cat A19 (target - 95% of calls within 19 mins)	98.3%	99.2%	97.9%	96.4%	98.2%
Cat B19 (target - 95% of calls within 19 mins)	95.7%	95.5%	94.9%	95.9%	97.1%
Cat C30 + referrals (Target - 95%)	98.7%	98.2%	99.3%	99.2%	99.1%

October 2010					
	WMAS	BBC	C&W	HS&W	STAFFS
Call Connect (target - 75% of calls within 8 mins)	77.6%	77.4%	76.9%	77.2%	79.0%
Cat A19 (target - 95% of calls within 19 mins)	98.2%	99.2%	97.0%	96.2%	98.5%
Cat B19 (target - 95% of calls within 19 mins)	94.7%	94.1%	94.3%	94.9%	96.6%
Cat C30 + referrals (Target - 95%)	98.2%	97.1%	99.3%	99.3%	99.0%