



Weekly Briefing

Issue 259

Thursday 4th August 2011

This
Week

Important Letter from HPC

Good Hand Hygiene

New Trust Rank Markings

Blogs and Social Networking

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Call-takers Required for V Festival

LONG-SERVING PARAMEDIC HANGS UP UNIFORM

John Sambrooke Retires After 47 Years ... See page 7



Got a story? Tell the Press Office on 01384 246 496
or 07909 528 550 or email pressoffice@wmas.nhs.uk

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Trust Contacted by HPC – Important Procedural Information

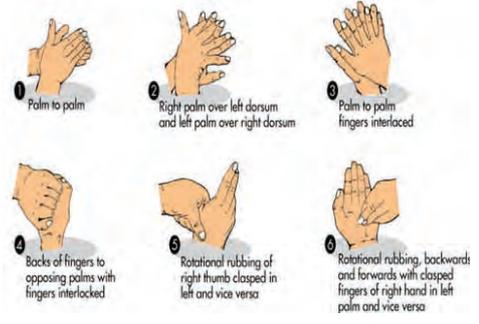


The Trust has been contacted directly by the HPC regarding procedures that are in place when an ambulance crew attends a 999 call and also when staff transfer a patient to hospital. After a number of incidents around the country, it is apparent that the HPC expects the most clinically qualified member of staff to get to the patient first as the ambulance arrives on scene, and also be the person

treating or monitoring the patient en-route to hospital, unless specific circumstances dictate otherwise. **Consequently, paramedics and technicians need to consider carefully, and justify decisions on a case-by-case basis, whether they drive or attend to patients.** For further clarity on this matter, please see operational notice (ON - 077) at the back of the Briefing. Also, the letter is published in full for your information.

Good Hand Hygiene

Staff will be aware that there have been a series of articles and clinical notices about the need for good hand hygiene. This advice is known to be the most effective means of preventing infections. Best practice is to use soap and water whenever they are available, following the Ayliffe technique (see back of Weekly Briefing). When using soap and water at hospital sites or on stations, always remove or roll up long sleeved clothing and remove wrist watches to enable effective hand washing to take place. All patient 'touch' items must be wiped clean between patients and clean linen used. The Trust provides individual hand sanitisers as well as hand and surface wipes. Sanitisers must be carried by operational staff at all times on their person. Administration and control staff should have access to sanitisers and wipes on their workstations. Both products can be accessed from the general storerooms on stations or can be ordered from the Distribution Centre – if you notice that your workplace is running low, please inform your line manager immediately. Would all managers please ensure that they monitor the situation to ensure that the Trust has high standards so that we comply with Infection Prevention and Control guidelines which will protect patients and colleagues alike. Remember - Hand hygiene is known to be the most important infection prevention measure that everyone can take to protect patients, colleagues, family and ourselves. Thank you for your help.



New Trust Rank Markings

New rank markings will be introduced into the Trust next week following a review of the current rank structure. The new markings will encompass the new structure being implemented within field operations and the role that staff and managers will fulfil in the event of a major incident - rather than historical hierarchical management positions within the Trust. The changes reflect other services' rank structures, and will make WMAS lines of command clear to other emergency services whilst on scene at incidents. To view the new rank structure, please turn to the back of the Weekly Briefing.

Top Stories



Use of Blogs and Social Networking Sites by Staff

With the vast majority of people in the country on-line, it is no surprise that many staff are regular users of social networking sites such as Facebook, MySpace and Twitter. However, a number of recent examples have raised fears that staff may not realise that, although they are at home and off-duty, they are still bound by the rules around patient confidentiality and Caldicott as a health professional. It is vital that staff do not give out any information that would identify any patient they have treated. Equally, photos from scenes must not be uploaded. It is also important to note that you must be careful not to comment about colleagues. Ignoring this advice could affect your professional registration or risk bringing the Trust or yourself into disrepute which again could break Trust policies. Some medical staff have appeared before the HPC because of information on-line while in the United States a number of patients have taken legal action against clinicians for remarks that were made on a blog. While no-one wants to stop staff using this type of site, it is vital that everyone is aware of the dangers of falling foul of the law.

Operational



Solo Responder Backup and Case Reprioritisation

Solo Responders have four options available to them when requesting back up; red 1 back up – no divert, hot response, cold response or falls/pick-up only and HCR response. Responders are asked to re-familiarise themselves with the Standard Operating Procedure (please turn to the back of this Weekly Briefing) which details each of these response requests as well as containing information regarding the procedure for reprioritisation to health care referral cases (Urgents).

Calltakers Required for V Festival

The 'V Festival' at Weston Park in Staffordshire will be taking place from Thursday 19th to Monday 22nd August, with the main festival events on the Saturday and Sunday. The Trust is still looking for calltakers who would like to work at the event. Only staff on rest days will be selected to ensure normal operations are unaffected. Staff also must ensure that they have at least 11 hours off duty before and after their shifts. In particular, The Trust is looking to cover the following roles:

Date	Shift	Resource Required
Friday 19 th August	11pm – 11am	Call Taker
Saturday 20 th August	11am – 11pm	Call Taker
Saturday 20 th August	11pm – 11am	Call Taker x 2
Sunday 21 st August	11am – 11pm	Call Taker

If you are interested in working at the event, all requests to take part should be submitted to Jo Kavanagh via joanne.kavanagh@wmas.nhs.uk. Requests submitted should provide your name, base, contact numbers and email (both work and personal numbers would be helpful) and when you are available to work. Joanne will then contact you directly to confirm shifts.

Trust Policies, Procedures and Strategies

Staff are advised of the following Workforce and Organisational Development policies:

- **PO-002 Whistle blowing Policy (renewed)**
- **PO-025 Alcohol Drugs & Substance Misuse Policy (NEW)**
- **PR-010 Access to Personal Information (NEW)**
- **HR – PO-009 Recruitment & Selection Policy – updated**

To access current documents, visit the Trust's Treble9 intranet home page, click on the "Trust information" tab. On the page that follows, click on the tab (on the left) marked "Trust Policies, Procedures and Strategies Library", then select the appropriate sub-menu that appears in grey.

Operational



Fuel Prices

Every additional one penny on a litre of diesel or petrol costs the Trust £38,000 a year. Therefore, crews who are filling up are asked to consider which filling station they use. If it is possible to use a cheaper source without going out of your way it is requested that you do so. Similarly, don't waste time queuing for fuel for the sake of a few pence or take you out of the vehicle's normal operating area. If money can be saved, great, but this must not have a detrimental effect to the delivery of the 999 service.

Organisational Development Conference

The OD Team is pleased to announce an OD Conference to take place at West Midlands Fire Service Academy on 19 October 2011. This conference will showcase inspirational speakers, a learning and development market place, and interactive "taster" sessions in coaching, communicating, influencing and much more. Anthony Marsh, Chief Executive Officer said: "This is a great opportunity for our leaders and managers to further develop themselves. The OD Team will be showcasing their work in a very practical and interactive way. I, for one, am very much looking forward to it". Invitations and booking information will be sent out shortly. If you would like to discuss this further, or to contribute, please contact Barbara Kozlowska, Regional Head of Organisational Development on Barbara.Kozlowska@wmas.nhs.uk

Annual Leave During Olympics

Operational staff are advised that during the Olympics next year (22nd July – 09 August 2012) annual leave will not be reduced or adjusted, unlike measures taken by other public sectors. Annual leave will continue to be granted / allocated in accordance with Trust policies and procedures and taking into account the operational requirements of the Trust. With the Olympics coming to the UK, the Trust is anticipated that there will be demand for annual leave if staff wish to attend the Olympic games. Staff should consider planning in advance to avoid any disappointment.



Renew Your Registration On-line

All Health Professions Council (HPC) registered paramedics are currently being sent a registration renewal form. However, this year, there is a chance to save time by renewing online with real-time renewal and payment facilities. The HPC says that it will only take on-line registrants a few minutes to complete the process. Marc Seale, Chief Executive and Registrar said: "We have listened to feedback from registrants and responded with a new online renewal system. Online renewal is less arduous and more efficient than filling out paper forms and posting them to us, which can take up to ten days. Our registrations team is on hand to answer any questions in regards to online renewal and can assist you at any stage." The previous system of posting renewal forms is still in place but it should be noted that the average processing time is approximately ten working days, although this may vary depending on the volume of forms received by the HPC. The online renewal deadline is 6.00pm on Wednesday 31st August. Registrants must also send a payment with the renewal form unless a direct debit instruction is in place. Postal renewal deadline remains midnight on the 31st August.

Airwave Radio Upgrade 10.5 – August 2011

Under the Department of Health (DoH) ARP contract, the Trust is duty bound to organise and allow access to all of the radio terminals leased to us by Airwave on an annual basis. This year's upgrades are destined to start on the 22nd August. It is hoped the upgrades will be completed by the end of October. There are nearly two and a half thousand terminals to be upgraded across the Region. Further information on the planned upgrade can be found at the back of this Weekly Briefing. It is also available on the Trust's 'Treble9' intranet: <http://treble9.ad.wmas.nhs.uk/default.aspx?page=1066>



Operational



Notice to Staff Attending Queen Elizabeth Hospital Birmingham

On the morning of the 13th August 2011, a large crane will be parked on the exit side of the ambulance offloading bays at the QE hospital. The crane will be there from 9am for approx. three hours as it is required to replace the MRI scanner. Crews must exit the offload area using the way they came in so could they please take care when doing so. The delivery of the replacement scanner shouldn't delay ambulance turnaround times as the A/E dept is not involved, it is just the way the crews exit the hospital when clear.

Upcoming Station Meetings

Staff are reminded that a number of station meetings have been arranged throughout the Region which are taking place over the next few weeks. These meetings are the perfect opportunity to give your views, raise issues, suggest ideas and discuss queries you may have with senior managers. All staff are welcome to attend.

Station	Date	Time
Tettenhall	Thursday 4th August	1800 hours
Bilston	Thursday 11 th August	1800 hours
Lichfield	Wednesday 24 th August	1800 hours
Stratford	Wednesday 24 th August	1800 hours
Park Lane	Thursday 1 st September	1800 hours
Sutton	Wednesday 7 th September	1800 hours
Cradley	Thursday 8 th September	1800 hours
Warwick	Wednesday 21 st September	1800 hours
Henrietta Street	Thursday 20 th October	1830 hours
Coventry	Wednesday 26 th October	1800 hours
Nuneaton	Wednesday 23 rd November	1800 hours
Rugby	Wednesday 7 th December	1800 hours
2012		
Dordon	Wednesday 11 th January	1800 hours
Stratford	Wednesday 22 nd February	1800 hours
Warwick	Wednesday 14 th March	1800 hours

Meetings in the Black Country will discuss Service Transformation and Make Ready. Staff in the Black Country who are unable to make any of their meetings are invited to email questions to Tom.Cullen@wmas.nhs.uk or makereadyproject@wmas.nhs.uk

Integration With Fire Colleagues

Four new response posts have gone live across the Region after an agreement was struck with West Midlands Fire & Rescue Service. Since Monday (25th July) staff have been standing by at four fire stations at Sutton Coldfield, Ward End, Binley and Canley. Each station has shore lines fitted for WMAS vehicles and staff will find facilities such as IT, tea and coffee, a TV and a toilet. Director of Service Delivery, Barry Thurston, said: "These response posts will undoubtedly help us get to patients more quickly, which is what they tell us is their number one priority. I am confident that staff will be able to meet and work more closely with our colleagues in the fire service and I would encourage them to use the mess facilities on the stations. A further four fire station locations will go live in August as the Trust rolls out its 'Make Ready' proposals across the Region."

Patients Belongings/Lost Property

Could all staff please ensure that if a patient takes any belongings with them when being conveyed to hospital that they are reminded to take everything with them on their arrival. If a patient isn't fit to ensure they have personal belongings or is going straight into resus, crews are asked to quickly check the back of the vehicles prior to leaving hospital to ensure nothing has been left. This will help reduce the amount of lost property generated by the Trust as well as ensuring patients don't have to suffer any additional distress of losing personal belongings.

Operational



WMAS Main Telephone Number

Operational Staff are currently giving out 01384 215555 as their work number to banks, building societies, letting agencies etc. Maggie Brownhill, Receptionist at Millennium Point said, "Whilst we realise that sometimes these companies require references or confirmation that they are employed by the Trust, we are receiving many calls from companies who actually want to speak to the member of operational staff. The main reception does not have access to who every member of operational staff is, or where they are based and therefore we cannot help the caller. Due to Data Protection we couldn't give this information out anyway". If it is a personal matter could you please give your personal telephone number to the company concerned so that they are able to contact you directly.

West Midlands CARE Team Events

The CARE team will be holding a number of study days and courses throughout August and September. For more information about the events and how to register please turn to the back of the Briefing.

Applications for University Degree Programmes

During 2011 the Education and Training Panel received a number of applications from staff for funding towards degree programmes. Most applications were not approved as most of our funding streams have either been greatly reduced, or have dried up altogether. Therefore we need to be sure that we only support (financially) those programmes which show a direct benefit to the Trust's strategic goals, and help the applicant to support those through their current job role. The Trust does wish to support staff whenever possible, and so applications are invited from individuals who have previously applied for either the Foundation Degree in Paramedic Studies, or the BSc (Honours) Paramedic Science. Details of the selection process may be found at the back of the briefing. For further information please contact Paul Newman, Learning and Development Manager (Paul.Newman@wmas.nhs.uk).

Non Operational



Good Luck Carl



Carl Defaye, Regional Mobile Telephony Technician based in the IT department at Millennium Point will be getting married on the 4th August at The Old Blacksmiths Shop in Gretna Green. Carl said, "The reason we chose Gretna was purely a spur-of-the-moment thing as we wanted to get married quickly and do something different and hassle free, (if that's possible). It's been a long time coming in regards to me popping the question but we are both very excited and looking forward to our special day". Carl met his wife-to-be, Kelly Garratt at Cadbury College in Birmingham back in 1996 and they will be staying in Scotland for a few

days after the wedding with their 5 year old son, George. Good luck Carl and Kelly.

Congratulations Nicky

Nicky Shaw, PA to the Medical Director and Director of Nursing, started her maternity leave much earlier than was planned. Little Jessica decided she couldn't wait to join the Clinical Team and arrived at 29 weeks, weighing 2lb 3oz on the 10th July. Jessica now weighs 3lb 3oz, she is stable and progressing, though will probably be in the neonatal ward for another six to eight weeks. Nicky called into Millennium Point on Monday to see everyone and to receive her maternity presents. Everyone in the Nursing, Quality and Primary Care Directorate would



like to wish Nicky, Jessica's Dad, Regan and older brother Luke, who is 8, all the best for the future and hope Jessica is soon able to join them all at home. Nicky said: "I would like to thank Sue Green, Tracey Morrell, Diane Hadlington and Gill Price as they all looked after me on Thursday (7 July) after my waters broke at work and especially Sue and Tracey as they took me to the hospital". Pictured: Director of Nursing, Sandy Brown handing Nicky her flowers, with Sue Green, Regional Head of Risk and Governance.

Non Operational



Suzie Floosy Hits 30!



Suzie 'floosy' Fothergill, press officer for Staffordshire, based at Millennium Point, hits the big 3-0 on Friday. Suzie, who has been with the Trust for three years, is spending the weekend in London with her partner, Steve, and her friends. Suzie, who has specially purchased white stilletos, is looking forward to the time off and is hoping for a puppy dog as a present! Everyone in the Trust's press office



wishes her a great day and a good time in London (that we weren't actually invited to!). Suzie also hopes to grow into her BMX gloves very soon!

News



Paramedic Hangs Up His Uniform



Staffordshire Paramedic John Sambrooke, has hung up his uniform after 47 years service. John joined the service as a driver attendant in 1965 when he was 18 years old, making him one of the longest serving paramedics in the country. John has undertaken many roles within the ambulance service over the years. He is a recognised training instructor and can boast training some of the most senior officers currently within the Trust. John, who can still



remember the registration of his first ambulance, said: "I will miss the job and all the people I work with but I will be turning 65 in August and it is time for me to leave. I always joke with control saying that my call sign is Zimmer1." One role that John didn't get the chance to take on was to work as part of the aircrew on the air ambulance. However, as part of his departing gift, John was offered an observational shift with MAA for a day. John continued: "I was really surprised and over the moon when I found out that the shift on the air ambulance had been organised for me. I didn't think I would ever get the chance so this has really been a once-in-a-lifetime experience. I would like to thank everyone for their generosity." John Vernon, GSM for Stafford is one of the senior officers John taught many years ago. John said: "John is an excellent member of staff and has time for everyone. He was an excellent tutor, a well loved member of staff and will be greatly missed by all."

HCRT Crew Praised by Colleague

A technician from Birmingham has praised a Health Care Referral Team crew for the way they dealt with a patient last week. Henrietta Street based Responder Technician, Simon Hughes, went to a 999 call to reports of a man who had collapsed in Bristol Road, Birmingham on Tuesday afternoon. Health Care Referral Team crew members, Clare Byrne and Paul Coney were already on scene as they'd come across the man lying on the ground and had stopped to help. Simon said: "I was very impressed by their calmness and the way in which they had obtained a history from bystanders. Their treatment, interventions and their handover to me were excellent as was their assistance whilst we were treating the patient. As the man was unresponsive they had acted in a very professional way, and as the patient started to recover we found out that he was an epileptic and had suffered a seizure." An ambulance crew arrived soon after and the man was taken to Queen Elizabeth Hospital Birmingham for further treatment.



Father's Life Saved for Father's Day

The wife of a patient has written to staff at Kidderminster station to thank them for saving his life. Paramedics Becky Baars and Graham Reece and Technician Mike Horton attended but, unbeknown to Mike, the patient and his family were friends of his. It was the day before Father's Day that the patient collapsed and went into cardiac arrest while walking his dog on a lane in Bewdley, Worcestershire. A minute of chest compressions and a shock later, a normal heart rhythm was back. A 400 yard trolley dash along the lane to the ambulance followed, then a trip to Worcestershire Royal Hospital from where he was discharged four days later. The letter reads: "Words cannot express the gratitude I feel towards the three of you. " Mike said: "It was nice for the family to still have their father for Father's Day."

PTS Operation Assistant Takes Part in Transplant Games

Michael Horton, a PTS Operation Assistant based in the booking office at Leamington Spa will be taking part in the forthcoming Transplant Games. Michael, who has been working for PTS for over 11 years, has undergone two kidney transplants and now, two-and-a-half years after having the transplant, Michael will be representing his home town and hospital in the games. Michael flew out to Belfast to take part in the games on Wednesday and will begin today (Thursday) with Archery. During the four days Michael will be competing in ten pin bowling, lawn bowls and darts events. He has also been invited, alongside the team captain, to represent the Coventry team at the official Lord Mayor's reception following the official opening ceremony. During April 2011, TeamCovTransplant / Walsgrave (UHCW) Kidney Patients Association were also enlisted to man a stand during the National Premier Indoor Tennis League to represent Transplant Sport UK (TSUK). Pictured: Michael Horton with David Moorcroft OBE at the Tennis Doubles Final. (Picture courtesy of TSUK).



Successful PCI for Patient

A Wolverhampton crew proved the benefit of taking a patient to the right place at the right time after a man who was having chest pains underwent lifesaving heart surgery last week. Paramedic Richard Barrett and Technician John Freeman responded to reports of a man with chest pain in Wombourne at around 4.45pm on Friday. On arrival, Richard and John quickly established that the 76-year-old was suffering a heart attack. They alerted the man to New Cross Hospital's Heart and Lung Centre to undergo Primary PCI treatment. En-route, the man went into cardiac arrest. Richard and John shocked the man's heart using a defibrillator and he successfully regained a pulse and respirations. The man underwent emergency PCI treatment and is now said to be on the road to a full recovery. Richard Topping, Black Country General Manager, said: "This is an excellent example of how using a dedicated care pathway can really make a difference to a patient's life."

Ray and Dave Meet Kids



Two road staff from Tollgate in Staffordshire visited a school to meet a group of autistic and handicapped children last week. "Running Paramedic" Ray Edensor and Advanced Technician Dave Jenkinson went along to Sherbrook School in Cannock on Tuesday 19th July to show the children an ambulance and the equipment crews use when they go to 999 calls. Ray said: "All too often these children are afraid to go into an ambulance, but me and Dave got their confidence and made them laugh with a few bad jokes! The whole morning went really well." Mrs Ashley, Sherbrook School's Headteacher, said, "It was great morning for us all at Sherbrook. We have had the fire, police but never the ambulance service and these two ambulance men were fantastic! It made it even better that we had Ray, who is

well loved for the endless work and money he has raised for seriously ill children as 'The Running



Coleshill Community Donates Defib to CFRs!

A CFR from Central Rescue UK has been given a defibrillator by the local community he serves. Tony Battle, a recently qualified CFR, wrote to the Coleshill and District Ladies Circle and the Coleshill and District Round recently to ask if they would consider funding the equipment he needed to help save lives in his local community and surrounding districts. Last week, Tony went to Coleshill Town Hall where he was presented with an automated external defibrillator by Coleshill Deputy Mayor, Councillor Dave Simkin. Tony said:

"I'm really delighted and thankful to the two local groups for giving me this vital piece of kit. Both groups donated £490 to purchase the defibrillator and their generosity has meant that I'm now up and running and ready to save lives!" Moments before the presentation at the Town Hall, CFRs Stuart Grainger and Dave Powell sprung into action when they were approached by a man with difficulty breathing. They carried out observations until an ambulance crew arrived. Fortunately, the man recovered and went home with his wife. (Pictured left to right: Clifford Lewis (Chair of Coleshill and District Round Table), Nicola Rogers (Chair Coleshill and District Ladies Circle), Tony Battle (CFR), Cllr Dave Simkin (Deputy Mayor of Coleshill) and Darren Tranter (CFR Coordinator).

Prompt Actions and Skills Saved Life

An off-duty paramedic from Herefordshire has been praised by a colleague for rushing to the aid of a driver who had suffered a cardiac arrest at the wheel. Mel Bird was at home on Friday 8th July when she heard the noise of an RTC and rushed out to help. Mel got the driver out of the car and onto the road, attached the defibrillator, administering two shocks and CPR until the arrival of the crew, RRV and BASICS Doctor. Struggling to breathe on his own, the man was aspirated, had an airway inserted, given O2 and cannulised. Within minutes he was communicating again, although still confused. Leominster Team Leader Gerry Powell who was in the RRV said: "I firmly believe without the interventions of Miss Bird, this gentleman's prognosis might well have been fatal. In my opinion her actions led to a successful ROSC and the gentleman is alive today due to her prompt actions and skills."

Shirley CFRs Go Live on a Tangent



Two CFRs in Shirley are now ready to save lives thanks to a generous donation by a local club. When Shirley Tangent Club heard that FastAid CFRs Richard Jay and Mike Mansell were nearing the end of their training to respond to 999 calls, they decided to make a fund raising effort to ensure they were well equipped to help the people of their community. Shirley Tangent adopted FastAid as their charity and quickly raised £1,200 for an automated external defibrillator. Sam Jackson, FastAid CFR Coordinator, said: "Whilst CFRs have the clinical skills needed to help save a life thanks to training by West Midlands Ambulance Service, raising money for the equipment we need is a daunting task so we're really grateful to Shirley Tangent for their generous support." Hilary Mears, Tangent Chairman, said: "We are pleased to have helped these two CFRs as they make their life saving skills available to the people of Shirley and the Borough."

Tricky Rescue in Shrewsbury

EOC, HMED and land crew alike have been praised for their handling of a chest pain case at Shrewsbury railway station on May 9th this year. Paramedic Joanna Grocott and Technician Matt Land attended to find a driver who was believed to be having an MI. Helimed was requested to transport the patient to a specialised unit at New Cross Hospital in Wolverhampton. The location of the incident in a built-up town centre made it difficult for the helicopter to land safely. EOC arranged a liaison point at the Quarry on Town Walls in Shrewsbury and arranged for police to clear the otherwise busy public recreational area. Joanna Grocott said it all went very smoothly and wanted to thank all those involved.

News



PTS Staff Member Tackles PM

Steven Grimes, a PTS driver based at Hobmoor Road has recently written to the Prime Minister in a bid to change part of a law and highway code to allow all ambulance transport vehicles to use bus lanes. Steven who joined in April 2011 said: "Whilst I appreciate that there would be some cost to effect this change the benefits are huge for the NHS and the UK. By allowing patient transport to use bus lanes this would help get patients to hospital/clinic appointments on time...It is inconsistent that taxis are allowed to use bus lanes to transport members of the public to hospitals, work, shopping and for entertainment - all for personal gain for the taxi company. A West Midlands Ambulance carries more people than a taxi but not for profit...transporting lots of people for the benefit of the community."

Notice Board



Live Music for 'Help For Heroes'

Four live bands will be performing at The Wheatsheaf pub in Frankwell, Shrewsbury on Sunday 28th August in aid of the charity 'Help For Heroes'. The bands are; 'Steel Monkey' (which includes two members of WMAS staff from Shropshire), 'My Left Foot', 'Witness' and 'Bad Hair Day'. There will also be real ales and ciders as well as the usual bar, and a marquee if the weather is bad!! Tickets are £5, all of which will go to the charity. Tickets are available from Becky Godfrey Ford on 07540 334229 or Matt Newell on 07866 519555 or the Wheatsheaf pub.

Dragon Boat Challenge

On Sunday August 21st a Dragon Boat racing event on the River Severn in Worcester will take place. This annual event is always well attended and is great fun to take part in – as a competitor or spectator. Either way is a really sociable sport that people of all ages and abilities can give a try. You don't have to have a full team of 21 – (20 paddlers and a drummer) to be able to take part. It would be great to have an inter – department competition. If you can't raise a team, but still want to have a great day out, then individuals can contact us and we'll help organise it so that you can take part – so why not? Contact Alan Parfrey via gbdragon@phoenix.demon.co.uk if you're tempted to have a go or want to find out more.

Gnosall Family Fun Day

A family fun day will be held in Gnosall on Saturday 27th August in aid of the Air Ambulance and the local Community First Responders. The fun day which will begin at midday at Gnosall Sports and Social Club will host a number of events. The RAF will be flying in a helicopter, the Royal Marines cadets will carry out a display, lots of fun races, a senior citizen electric scooter race, dog display team, medieval enactments, archery, the Lotus 7s and TVR Clubs will also be attending alongside much, much more. The day's events will then carry on into the night with a children's disco (5.00pm – 7.30pm) followed by an adults disco and live music. Admission is £2.00, with kids under 12 free. The event can be found on Foresters Lane, off Brook House Road, Gnosall. For more information please contact 07970180157

Air Experience Evening

Do you fancy a flight in a glider with views of the Wrekin, across Shropshire and the Midlands? If so, then an air experience evening in September will be just up your street! Penn based Technician Kirsty Hammond is holding the event at the Wrekin Gliding Club at Cosford on Thursday 1st September from 1730hrs. The cost will be £40 for Wolverhampton Social Club members, or £50 for non social club members, for 15-18 minutes of gliding pleasure at approximately 2,000ft! If you're interested, please contact Kirsty on 07828 553 207 by Friday 19th August. A minimum of 12 people are needed to take part!

Disclaimer

WMAS has not reviewed these third party discounts or offers and does not control and is not responsible for any third party, the third party discounts or offers or their content or availability. The Trust therefore does not approve or endorse or make any representations about any third party or discounts or offers, or any results that may be obtained from using them. If you decide to act in relation to an offer, you do so entirely at your own risk.

Jobs Update

Vacancies open to internal candidates only; accessible via NHS Jobs

Regional Head of Cardiac & Stroke Management - VN033-10-11

Base: Regional Ambulance Headquarters, DY5 1LX

Salary: Band 8A £38,851 - £46,621

This post can be accessed for internal candidates only via NHS Jobs – you must search using this number: 217-VN033-11-12)

Above vacancy closes Wednesday 10th August 2011

PTS Area Manager - VN034-10-11

Base: Worcester Ambulance Station, WR5 2NL

Salary: Band 6 £25,528 - £34,189

This post can be accessed for internal candidates only via NHS Jobs – you must search using this number: 217-VN034-11-12)

Above vacancy closes Monday 15th August 2011

Vacancies advertised externally – accessible via NHS Jobs

Scheduling Administrator - VN032-10-11

Base: Rugby Ambulance Station, CV21 1HL

Salary: Band 3 £15,860 - £18,827

Above vacancy closes Thursday 11th August 2011

Free of charge careers advice and guidance for all NHS Staff is available at www.careers-advice.org/hlas or 08000 150 850

For an information pack including job description, contact us in one of the following ways:

-  Complete application form on line at www.jobs.nhs.uk - enter job title or reference number in the search box!
-  Write to Recruitment Team, Baggeridge House, Fir Street, Gospel End, Sedgley, DY3 4AD
-  Ring the Recruitment team on 01902 886459

**** NOTICE ****

Please note we have experienced some technical issues with NHS Jobs. This has meant that since 5pm on Tuesday 2 August candidates have not been able to either save or submit application forms. The site has now been temporarily suspended as we endeavour to resolve the issue.

We apologise for the inconvenience this may cause, particularly for roles with imminent deadlines. We would like to assure you that NHS Jobs are working hard to ensure that the service is resumed as soon as possible.

Candidates are currently being advised to contact the NHS Jobs helpdesk on help@nhscareersjobs.co.uk.

Alternatively if you would like to complete a paper based application form then please do not hesitate to contact the Recruitment Team on 01902 886459.

Operational Notice



West Midlands Ambulance Service **NHS**
NHS Trust

To: **All Operational Staff**
Date: **04 August 2011**
Document Number: **ON/077**

Sharing Of Driving Duties Paramedics/Technicians/ ECAs

The Health Professions Council has been receiving fitness to practice allegations from across the Country which arise from or involve a decision by the paramedic to drive the ambulance and leave a patient in the care of a less qualified ambulance clinician.

The Trust and the Health Professions Council recognise that it is a long-standing practice for ambulance crews to share driving duties, but that practice began at a time when both crew members would have similar levels of clinical competence. Today, paramedics have clinical skills which exceed those of other ambulance clinicians by a significant margin.

Consequently, paramedics and technicians need to consider carefully, and justify decisions on a case by case basis, whether they drive or attend to patients.

The issue is encapsulated in Standard 1 of the HPC's Standards of Conduct, Performance and Ethics, which apply to all paramedics:

"You must act in the best interests of service users."

You are personally responsible for making sure that you promote and protect the best interests of your service users.....

You must not do anything, or allow someone else to do anything that you have good reason to believe will put the health or safety of a service user in danger. This includes both your own actions and those of other people.....

You are responsible for your professional conduct, any care or advice you provide, and any failure to act. You are responsible for the appropriateness of your decision to delegate a task. You must be able to justify your decisions if asked to..."

It is important to read this notice in conjunction with the letter from the HPC attached to Weekly briefing dated August 4 2011

For More Information: **Tracey Morrell**
Tracey.Morrell@wmas.nhs.uk

Produced By: **Senior Support Officer**
Authorised By: **Director of Service Delivery**
Review Date: **August 2012**

27 July 2011

To: Chief Executives: English Ambulance Service NHS Trusts
Isle of Wight PCT
Northern Ireland Ambulance Service HSC Trust
Scottish Ambulance Service
Welsh Ambulance Service NHS Trust

Copy: Chief Officers: Guernsey Ambulance and Rescue Service
Isle of Man Ambulance, Paramedic and PT Service
States of Jersey Ambulance Service

Dear Colleague

Paramedics: Driving v Attending

I am writing to you about the long-standing practice for ambulance crews to share driving duties.

The HPC is receiving fitness to practise allegations against paramedics which arise from or involve a decision by the paramedic in question to drive the ambulance and leave a patient in the care of a less qualified ambulance clinician.

We recognise that it is a long-standing practice for ambulance crews to share driving duties, but that practice began at a time when both crew members would have had similar levels of clinical competence. Today, paramedics have clinical skills which exceed those of other ambulance clinicians by a significant margin. Consequently, paramedics need to consider carefully, on a case by case basis, whether they drive or attend patients.

The HPC is not suggesting that paramedics should cease to share driving duties with their colleagues, nor that less qualified ambulance personnel should cease treating patients. However, paramedics have a professional obligation to act in the best interests of patients and, where they are the senior ambulance clinician on scene, must use sound clinical reasoning to ensure that patients receive care from the most appropriate and available ambulance clinician.

The issue is encapsulated in Standard 1 of the HPC's Standards of Conduct, Performance and Ethics, which apply to all paramedics:

"1 You must act in the best interests of service users.

You are personally responsible for making sure that you promote and protect the best interests of your service users...

You must not do anything, or allow someone else to do anything, that you have good reason to believe will put the health or safety of a service user in danger. This includes both your own actions and those of other people...

You are responsible for your professional conduct, any care or advice you provide, and any failure to act. You are responsible for the appropriateness of your decision to delegate a task. You must be able to justify your decisions if asked to..."

In practice, complaints to the HPC about this issue arise from two scenarios:

- where the paramedic is driving en route to a call and the attending, less qualified ambulance clinician, is the first person to reach the patient; and
- where, in conveying a patient to hospital, the paramedic drives the ambulance and leaves the patient in the care of a less qualified colleague.

In relation to the first scenario, if there is, or is likely to be, any delay in the paramedic reaching the patient – for example, because of the need to retrieve additional equipment from the ambulance or to manoeuvre the vehicle so that it is ready for rapid departure from scene – the paramedic must consider whether he or she should perform the task or leave the other crew member to do so, thereby ensuring that the paramedic reaches the patient first.

We recognise that the patient's presentation on scene will often not correspond with that described to the 999 call taker, but where the overall nature of a call suggests that it is life-threatening or otherwise serious, paramedics should consider whether they need to be the first on scene and if so, to leave tasks which may delay their arrival to less qualified colleagues.

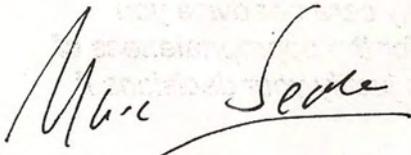
In respect of the second scenario - deciding who attends the patient during conveyance - we equally recognise that, in many cases, a non-paramedic ambulance clinician will be more than capable of caring for the patient. However, it is important that paramedics give proper consideration to the care that the patient may need en route, particularly if it is care which only a paramedic can provide.

That consideration needs to include any potential deterioration in the patient's condition and take account of the fact that a less qualified ambulance clinician will only be able to call for assistance if he or she is aware of the need for such assistance. Paramedics should ensure that they do not endanger patients by putting their colleagues in situations where they may not be able to recognise or respond to subtle but significant changes in the patient's condition.

We recognise that the composition of ambulance crews may vary considerably from service to service and have no doubt that much of what we suggest here is already being done by many paramedics. Nonetheless, I would be grateful if you will bring the points raised in this letter to the attention of the paramedics who work for your service, in an effort to avoid unnecessary allegations being made against them.

If you have any questions or points of clarification, please do not hesitate to contact me.

Yours sincerely



Marc Seale
Chief Executive and Registrar



To: **All staff**
Date: **18 May 2011**
Document Number: **ON/059**

Standard Operating Procedure (SOP) for Solo Responder Backup and Case Reprioritisation

Solo Responders have four options available when requesting back up:

1. **RED 1 BACK UP – NO DIVERT** – Where a solo responder deems that patients condition is time critical / life threatening. The responding ambulance will not be diverted to another incident unless a closer resource is available, or unless they are the closest resource by some distance to a confirmed Cardiac Arrest.
2. **HOT RESPONSE** - Where a solo responder deems that transport to hospital is required and they need to remain with the patient until an ambulance arrives; an ambulance will be dispatched under emergency conditions, using blue lights and sirens. (This vehicle maybe diverted to a Red 1 call or a request for Red 1 back up.)
3. **COLD RESPONSE** - Where a solo responder requires assistance but the patient does not need transport (i.e. lift only); The back up vehicle will be dispatched under normal road conditions.
4. **HCR RESPONSE** - Where a solo responder deems that transport to hospital is required but does not warrant an emergency response; the solo responder must book the case as a Health Care Referral (HCR) and leave the scene once the referral has been made. Appropriate transport arrangements will then be made by the EOC.

Procedure for Reprioritisation to Health Care Referral Cases (Urgents)

1. Solo responder Paramedics (**NOT TECHNICIANS**) may re-prioritise 999 calls as HCR and should contact their sector dispatcher to arrange.
2. Technicians may reprioritise incidents by contacting the Clinical Support Desk (CSD) at MP EOC via **01384 246309**, where the Paramedic on the desk will undertake triage utilising the PSIAM system.
3. Reprioritised calls must be allocated a **pick up** time of 60 mins, 120 mins, 180 mins or 240 mins. FCP/ECP/Advanced Paramedics only, may reprioritise up to 240 mins.
4. If a short pick up time is allocated (e.g. one hour) and EOC consider the time to be unachievable, a Green 2 emergency response may be allocated.
5. A PRF copy **must** be left with the patient by the solo responder upon clearing scene.
6. For all clinicians, the below group of patients **must** not be reprioritised
 - a. Patient <2 years of age;
 - b. Patient exposed to the elements.
 - c. Patients who have fallen over the age of 65 years with hip pain.

Produced By: **Service Delivery Director - Operations**
Authorised By: **Director of Service Delivery**
Review Date: **November 2011**



To: **All HPC registered Paramedics**
Date: **01/08/11**
Document Number: **CN/181**

Loss of Controlled Drugs In Public Places .

Since January this year the Trust has received several incident reports, whereby registered paramedics have placed drugs on the roof of an RRV and then driven off, without first recovering the drugs. Subsequently the drugs have fallen off in public places.

This has resulted in placing members of the public, the clinician and the Trust at considerable risk. On several occasions the lost drugs have been handed in to the police, who then returned them to the Trust.

However, an incident of this type has recently occurred and controlled drugs have been lost.

In the event that a member of staff loses controlled drugs, the member of staff is still responsible (in law) for the controlled drugs even though they are not in the paramedic's possession.

If the lost controlled drugs are used by a member of the public and they are harmed, the paramedic concerned will be implicated.

The Trust has approached the Health Professionals Council (HPC) and Police in relation to this scenario and was advised that if the actions of a HPC registered member of staff causes, or has the potential to harm patients and or members of the public, the incident is both Police and HPC reportable.

Action to be taken by staff.

**DO NOT PLACE ANY DRUGS OR MEDICATION ON THE
ROOF OF ANY TRUST VEHICLE**

For More Information: Steve Edwards, Regional Head of Medicines Management
Steve.Edwards@wmas.nhs.uk

Produced by: **Regional Head of Medicines Management**
Authorised by: **Director of Nursing, Quality & Primary Care**
Review Date: **July 2012**

Rank Markings – August 2011

 <p>Wheel / Pip / Crown Two row oak leaves Oak leaf gorgets</p>	Gold	Regional Chief Ambulance Officer
 <p>Wheel / Crown One row oak leaves Line gorgets</p>	Gold	Deputy Chief Ambulance Officer (with operational capability)
 <p>Wheel / One Pip One row oak leaves Line gorgets</p>	Gold	Operational Director - Assistant Chief Ambulance Officer Resilience & Support Services Director – Assistant Chief Ambulance Officer Head of Special Operations– Assistant Chief Ambulance Officer Head of Performance– Assistant Chief Ambulance Officer Senior Support Officer– Assistant Chief Ambulance Officer
 <p>Crown / pip Gold band</p>	Silver	Head of Control Centres General Manager (A&E)
 <p>Crown Gold band</p>	Silver	General Manager - Support Performance Manager Area Manager (A&E) Logistics Manager (A&E) Clinical Practice & Governance Manager (A&E) EOC Commander

 <p>Three Pips Black band</p>	Bronze	<p>Community Response Manager Emergency Planning Officer (with operational capability only) Air Ambulance Operations Manager HART Manager Assistant Area Manager CBRN Manager EOC Duty Managers Call Centre Performance Manager</p>
 <p>Two Pips</p>	Bronze	<p>Area Support Officer HALO Clinical Support Desk Supervisor EOC Controllers HART Training Manager</p>
 <p>One Pip Named</p>	Nil	<p>EOC Supervisor HART Team Leaders</p>
<p>Clinical Team Mentor</p>	Nil	<p>Clinical Team Mentor</p>

‘MAKE READY’ – WEST MERCIA UPDATE

(Thursday 4th August 2011)

Hereford Update

At its meeting on Tuesday 26th July, the Trust's Executive Management Board approved a tender to build a new Make Ready hub at Hereford Ambulance Station. The station is due to be vacated in early September for approx ten weeks. In preparation for this evacuation of Hereford, the standby point at Cargills will be refurbished, during which time the city's fire station will be used as a standby point.

During the rebuilding work at Hereford, a site will be rented on the city's Rotherwas Trading Estate where staff will start and end their shifts and will be able to have their meal breaks. **Rotherwas will become operational from 0600hrs on September 1st.** It will not act as a standby point. Standby points at Cargills and South Wye police station in Belmont will be used during this time. As both these standby points will become Community Ambulance Stations, IT and computers will be installed at both locations. All cleaning of vehicles will be done at Ross ambulance station between the hours of 1pm and 8pm. Debbie Small, Make Ready Ops Lead for West Mercia, will be working from Leominster ambulance station. Debra Watkins, Herefordshire Admin Assistant will also be based at Leominster. All post (internal and external) for Hereford will be redirected to Leominster and all telephone enquiries normally dealt with at Hereford should be directed to Leominster station on 01568 612788. A letter outlining all the details of the move out of Hereford will be sent to staff next week.

Community Paramedic Trial at Bromyard

The first six members of staff have begun their advanced paramedic training. Upon completion, they will begin to operate a six-month trial Community Paramedic scheme in Bromyard. Work is now being done to establish alternative care pathways around the Bromyard area.

Community Paramedic Trial at Ross

The second advanced paramedic training course is due to start on August 15th. Following this course, three members of staff will operate a Community Paramedic trial scheme in Ross; a further three members of staff will utilise their skills in Hereford.

Want to See What Make Ready Is Really Like?

With Make Ready being implemented across the Region, the Trust would encourage staff to see it in action in Staffordshire where the system has been in place successfully for many years. However, please show the staff working there courtesy by asking first. That way, they know to expect you. If you want to pay a visit to any of the Make Ready hubs in Staffordshire, please email Anna Lynch, PA to Staffordshire's General Manager at anna.lynch@wmas.nhs.uk. Alternatively, you can arrange to visit Staffordshire through Debbie Small or your station link

Q&A – Community Paramedics

Question: Could staff have more info on CPO mini-stations and also how staff who meet the criteria for CPO will be selected for the various outlying community stations? Would it not be reasonable to place staff who meet the criteria and who work already in the areas planned to be community stations into the positions? If that is what they want, or is it whoever has done the various advanced courses gets first choice on where they want to be based?.

Answer: You have raised both valid points and ones that have been also raised in other areas as the Make Ready Project Team has been working throughout the Region. The process for staff selection for Community Paramedic schemes across the whole Region is currently being discussed with HR and Staff Side Representatives; unfortunately, until those negotiations / discussions are complete we are unable to provide any further information on this. Once this has been agreed, the Make Ready Project Team will ensure that this information is disseminated via the station links so that all staff are aware of the process that has been agreed between HR and Staff Side. If you do require any further information, please don't hesitate to contact Steve Bonser or any of the Project Team.

‘MAKE READY’ – WEST MERCIA UPDATE

(Thursday 4th August 2011)

Shropshire Hubs Update

At its strategy day on Wednesday 27th July the Trust Board gave its approval to proceed with two hubs in Shropshire. There will be a new hub on a proposed new site in the Shrewsbury area, the search for which continues. In addition, Donnington ambulance station will be refurbished to create a sub-hub. The decision to proceed with two hubs follows discussions with staff and stakeholders.

Information in Shropshire

‘Make Ready’ information folders are being assembled and will soon appear on all stations in Shropshire. Please peruse through the information in them. They will be kept updated by your station link.

Make Ready – It’s All On The Intranet

All the available information (plans, drawings, minutes of meetings etc.) is available for your perusal on the Trust’s ‘Treble9’ intranet. Just click on the Make Ready link. If you have difficulty accessing the information, please refer to the Make ready information folder on station or contact your Make Ready station link.

Want to Know More?

If you have any questions, please contact your station link.

Alternatively contact Debbie Small who will be based at Leominster ambulance station while work is being carried out at Hereford. Alternatively you can email makereadyproject@wmas.nhs.uk

‘MAKE READY’ – BLACK COUNTRY UPDATE

(Thursday 4th August 2011)

Tom Cullen – Ops Lead for Black Country

Tom Cullen has joined the ‘Make Ready’ Project Team for the Black Country, his role to keep staff involved, informed and updated regarding designs to the building in Dudley and Willenhall and future changes to rotas. He will also be helping identify new Community Response Posts. He said: “My aim is to make sure that all staff are involved in everything to do with ‘Make Ready’. As we go through the transformation of health care for the Black Country and for the ambulance service. I do understand that there is a lot of anxiety out there regarding some of the changes proposed. We, as a Team, need to ensure that the communication and messages are reliable so that any implementation of change to include such things as rota changes, hub developments and service delivery, can be factual and informative for staff. I am extremely happy to be part of this project and to be joining the rest of the team. This is an exciting time for the Black Country Development Strategy”. Tom will also be the point of contact for staff in Birmingham where work has already begun to introduce Make Ready within the next 18 Months.

‘Make Ready’ Station Links Appointed

If you want to know anything about ‘Make Ready’, feel free to contact Tom Cullen or your newly appointed station Link:

ALDRIDGE - Simon Hunt	DUDLEY – tba	HALESOWEN - Lian Withers
STOURBRIDGE – tba	OLDBURY – tba	CRADLEY - tba
WOMBOURNE - Scott Harris	WALSALL - Nigel Purchase	TETTENHALL - tba
PARK LANE – tba	BILSTON – tba	PENN - tba
WEST BROMWICH - tba		

Tom Cullen, ‘Make Ready’ Ops Lead for the Black Country said: “The station Links will be involved in the project, in the design of the Black Country Hub and will be visiting Staffordshire where ‘Make Ready’ has successfully been in place for many years. The station Links will meet for the first time in the very near future To discuss future plans for the Black Country Hubs and any other issues that arise from the make ready project. I am very grateful for their support and assistance” Any staff wishing to see ‘Make Ready’ in action in Staffordshire are invited to let Tom Cullen or their station rep know, and a visit can be arranged

Want to be a Station Link in the Black Country??

Nominations are being taken for more staff who wish to be the Station Link involved with Make Ready. If you are interested please e mail Tom Cullen by August 1st 2011, Station Links will be appointed after this date

Service Transformation Meetings

All Staff are invited to attend any of the following meetings as detailed below. The purpose of the meetings will be to discuss the Service Transformation Plan within the Black Country into two Hubs...

Stourbridge	29th July	1200 hours
Aldridge	3rd August	1800 hours
Tettenhall	4th August	1800 hours
Bilston	11th August	1800 hours
Park Lane	1st September	1800 hours
Cradley	8th September	1800 hours
Halesowen	15th September	1800 hours

If you are unable to make the any of the meetings and have a question then please feel free to mail Tom Cullen at Tom.cullen@wmas.nhs.co.uk, and he will ensure your questions are answered

Black Country Hubs update

At its strategy day on Wednesday 27th July the Trust Board gave its approval to proceed with a new 'Make Ready' hub on a proposed new site in the Willenhall area. Work has now begun on the finer detail of acquiring the site and the facilities to be provided on it. The Trust has gone out to tender for the work to refurbish Burton Road ambulance station in Dudley, turning it into another hub. Both hubs are expected to be fully operational within the first six months of next year.

Black Country Steering Groups appointed

The steering Groups are formed by assembling a nominated Link from every Rota on a Station throughout the Black Country Division. The purpose of the Steering Group is to create an information pathway tool in order to improve communication at all levels. Tom Cullen ops project Manager Service Transformation "These Groups are Staff lead at a localised level, and will not in any way replace or impinge on the valuable service presently provided by Staff Side Representatives"

DUDLEY: Julie Walker, Keith Chawro, Paul Clift, Lee Farley, Dean Evans, Rachael Friend

HALESOWEN: Gail Hollyholmes, Lian Withers

STOURBRIDGE: Mick Collier, Phil Game

OLDBURY: Kelly Colley, Ian Heatherly

CRADLEY: V. Hodgkins, Keith Davies

WOMBOURNE: Scott Harris

PENN: Tina Spittle

ALDRIDGE, PARK LANE, WEST BROM, WALSALL, BILSTON: tba

Tom Cullen, 'Make Ready' Ops Lead for the Black Country, said: "My sincere thanks to all the staff who have agreed to become members of their station steering group. Through regular meetings I do feel that these groups will improve staff/management communication links and that this in turn will help create a clearer view of the changes that will be taking place over the next 12 months. I do appreciate there are a lot of issues that will need to be addressed, and I believe that these steering groups will be invaluable in ensuring a smooth transition. The station groups will meet for the first time in the very near future to discuss future plans for the Black Country." Any staff wishing to see 'Make Ready' in action in Staffordshire are invited to let Tom Cullen or their station Link know and a visit can be arranged.

Q&A – Community Paramedics

Question: Could staff have more info on CPO mini-stations and also how staff who meet the criteria for CPO will be selected for the various outlying community stations? Would it not be reasonable to place staff who meet the criteria and who work already in the areas planned to be community stations into the positions? If that is what they want, or is it whoever has done the various advanced courses gets first choice on where they want to be based?.

Answer: You have raised both valid points and ones that have been also raised in other areas as the Make Ready Project Team has been working throughout the Region. The process for staff selection for Community Paramedic schemes across the whole Region is currently being discussed with HR and Staff Side Representatives; unfortunately, until those negotiations / discussions are complete we are unable to provide any further information on this. Once this has been agreed, the Make Ready Project Team will ensure that this information is disseminated via the station links so that all staff are aware of the process that has been agreed between HR and Staff Side. If you do require any further information, please don't hesitate to contact Steve Bonser or any of the Project Team.

Want to Know More?

If you would like to see the current new plans for Dudley station and its Workshop buildings, they are on display on the Service Transformation Board. They will also be on display at all other stations in the Black Country and on the Trust's 'Treble9' intranet site in due course.

You will find a 'Make Ready' information folder at every station in the Black Country – please feel free to browse through it. Further information on the progress of and issues surrounding Make Ready will appear in the Weekly Briefing.

If you would like to see Make Ready in action in Staffordshire, please let Tom Cullen or your station Link know. And a visit can be arranged.

If you have any questions, please contact your station link, Tom Cullen, or email them to makereadyproject@wmas.nhs.uk

Airwave Radio Upgrade10.5 – August 2011

Under the Department of Health (DoH) ARP contract we are duty bound to organise and allow access to all of the radio terminals leased to us by Airwave on an annual basis. This year's upgrades are destined to start on the 22nd August hopefully finishing by end October. There are nearly two and a half thousand terminals to be done across our region. The rollout will be geographically as follows:

- 1/ Staffordshire
- 2/ Coventry and Warwickshire
- 3/ Herefordshire – Worcestershire – Shropshire
- 4/ Birmingham
- 5/ Black Country
- 6/ (Mopping up all areas)

The personnel allocated to the project by the Trust are listed below:

Name	Locality	Area	Email
Philip Spence	Regional	Project Manager	phil.spence@wmas.nhs.uk
Steve Rust	Staffordshire North	A&E North	steve.rust@wmas.nhs.uk
Russell Sambrooke	Staffordshire South	A&E & PTS South	russell.sambrooke@wmas.nhs.uk
Barry Timms	Birmingham Division	A&E	Barry.Timms@wmas.nhs.uk
Mark Chapman	Black Country	A&E	mark.chapman2@wmas.nhs.uk
Ben Lyons	Coventry & Warwick	A&E & CFR's	ben.lyons@wmas.nhs.uk
Susan Mcleod	Coventry & Warwick	PTS	susan.mcleod@wmas.nhs.uk
Elaine Lewis	UHB PTS	PTS	elaine.lewis@wmas.nhs.uk
Lee Hutchinson	Hereford Worcester & Shropshire	A&E & CFR's	lee.hutchinson@wmas.nhs.uk
Bernard Doyle	Coventry & Warwick	LMS	Bernard.Doyle@wmas.nhs.uk
Matt Heward	Staffordshire CFR's	CFR's	matt.heward@wmas.nhs.uk
Mark Allwood	Black Country	PTS	mark.allwood@wmas.nhs.uk
Chris Bearne	Regional	ST John's & Red X	chris.bearne@wmas.nhs.uk
Russell Ames	Birmingham	PTS	russell.ames@wmas.nhs.uk
Stuart Vallance	Training Department	Training	stuart.valance@wmas.nhs.uk
James Price	HART	HART	james.price@wmas.nhs.uk
Adrian Crowe	Emergency Planning	EP MI	adrian.crowe@wmas.nhs.uk

During the upgrade whilst in those areas the engineers will have to be given access to all the Airwave ARP terminals within each area by the local coordinators which include the following:

All vehicle terminals – main sets and hand terminals if allocated

A&E vehicles	PTS vehicles	CFR vehicles	Officers Cars	Medical Responders
MI Vehicles	HART Vehicles	LMS Vehicles	<i>All Others</i>	

All hand held terminals not allocated to vehicles

Personal issue	Sports ground terminals	Officers with personal issue	Terminals held as backup sets	Any terminals in storage
Major Incident radios	St Johns	Red Cross	CFR's	<i>All Others</i>

Airwave has advised that each terminal will take approximately 20 minutes per set to upgrade if there are no issues during the reprogramming.

Upgrade Changes

Airwave are applying some security changes which are hidden as far as the end user is concerned, but at the same time the Trust has been advised of some changes which Airwave can implement to make the terminals a bit more user friendly.

Independent Volume Control

When adjusting the volume in a half duplex (a group or point to point call) or full duplex call (telephony call), the volume settings are retained for the next new call of that same type.

Example: You have just completed a radio call to control; you then receive a telephone call. On receipt of the telephony call the volume will automatically adjust to the previous level of the last telephony call received not the volume of the radio call so protecting your hearing.

Concatenated SDS Messages

Sending and receiving SDS messages up to 1000 characters long. This is achieved by breaking the message into smaller (sub140 byte) messages and reconstructing the message on a receiving terminal. I doubt any one will 'text' a thousand characters' but could be useful for displaying information sent from the CAD etc.

DMO Individual SDS & Status Messages

This release supports sending of individually addressed messages in Direct Mode between terminals which are in direct mode (radio to radio) as long as they are in range of each other. These messages can be like text messages or we could send specific messages as a trigger to activate a function on the receiving set.

Example: Apart from the obvious advantage of sending a private message. Individually addressed Status messages can be used to remotely trigger a soft-key function such as switching a radio into Gateway mode

Red Key Return to Top Level Screen

Press and hold the Red Telephone Key to return to the top level screen from anywhere in the menu. At the moment if you navigate through the menus you have to 'navigate' in reverse back to the front screen again, with this function you just press and hold the red key and it goes straight back to the main 'Talkgroup' screen.

Quick Access to Phonebook

Users can access the phonebook from the left or right navigation keys. This will simplify finding your way round the directory folders (both telephone and talk group)

Clearing SDS Messages

To clear SDS messages from the screen you will have to press the red button and then the green button to erase the message, this stops accidental erasure of messages. Messages will also be cleared at the end of shifts when the radio is switched off.

Talk Group Names

At the moment the main talk groups used by the Trust are all mainly marked as WMAS PD00xx. The first fourteen main talk group names will be changed to more accurately represent the area they are used in, also some changes to the Major incident names are included. The list below shows the naming conventions that will be used.

Ser	Existing Name		New Name
1	PD WMAS 01		Dudley
2	PD WMAS 02		Whampton
3	PD WMAS 03		Heart Bham
4	PD WMAS 04		Solihull
5	PD WMAS 05		Staffs Nth
6	PD WMAS 06		Staffs Sth
7	PD WMAS 07		Warks Nth
8	PD WMAS 08		Warks Cen
9	PD WMAS 09		Warks Sth
10	PD WMAS 10		Worcester
11	PD WMAS 11		Hereford
12	PD WMAS 12		Shropshire
13	PD WMAS 13		Bham Sth
14	PD WMAS 14		Walsall
53	PD WMAS 53		Sandwell
55	PD WMAS 55		Bham E & N
80	MI I.Command 80		MI I.C.Desk 80
81	MI I.Command 81		MI I.C.Desk 81
82	MI I.Command 82		MI I.C.Desk 82
83	MI I.Command 83		MI I.C.Desk 83
84	MI I.Command 84		MI I.C.Desk 84
85	MI I.Command 85		MI I.C.Desk 85

Gateway DMO Identities

The Gateway/DMO names were changed last year to try and reflect the call signs of the vehicles they were in. As the old saying goes, it was a good idea at the time! The Trust changed the call sign naming conventions for sound operational reasons so these now do not reflect the vehicles in many areas, and also make it very difficult to work out what it would be. The decision has been made to simplify this and also assist by placing a label on the inside of the cab of the vehicle with the new channel number on it which the vehicle set and any associated hand held's will be set too. The channels will start at 1001 and go up in folders of 75 numbers with one number being allocated to each vehicle and its sets. So to know what Gateway your vehicle has, just look for the label and you will have it.

This will only apply to A&E vehicles that have gateway functionality, and does not apply to PTS vehicle mounted terminals and responders who only use hand held terminals as these do not use gateway functionality.

Name	Range	
DMO/GW (etc)	1001	1075
DMO/GW (etc)	1076	1150
DMO/GW (etc)	1151	1225
DMO/GW (etc)	1226	1300
DMO/GW (etc)	1301	1375

DMO/GW (etc)	1376	1450
DMO/GW (etc)	1451	1525
DMO/GW (etc)	1526	1600
DMO/GW (etc)	1601	1675
DMO/GW (etc)	1676	1750
DMO/GW (etc)	1751	1825
DMO/GW (etc)	1826	1899
<i>DMO National</i>	1900	1905
<i>DM NAT 1 ENC</i>	1950	1964
<i>DMO INCIDENT</i>	1921	1946
DMO/GW (etc)	2300	2374
DMO/GW (etc)	2375	2449
DMO/GW (etc)	2450	2499

As can be seen from the list, there are some mandatory DMO channels (italics) within the listing which due to national use must stay where they are between our groups. 1001 through to 1899 gives us 899 DMO channels which is far more than we have vehicles so no two should be the same, that also leaves 2300 – 2499 another 200 that can be utilized for local events and the like if required by the Trust.

Recognizing radios that have been upgraded (or not)

If anyone can remember, prior to last year’s upgrade the terminals all had ‘READY’ displaying in the top left hand corner of the screen. During the 9.5 upgrade last year it was decided that the ISSI number would be displayed there instead to allow easy visibility of the ISSI, but also to make it easier to distinguish between upgraded and non upgraded terminals. This year it has been decided that to allow us to distinguish between the 9.5 terminals and this year’s V10.5 upgraded terminals we will have the version number displayed in front of the ISSI number on the screen at the top left hand side again.

V10.5 9569125 →



Picture of V10.5 Screen

Good Advice:

Remember - Terminals that are not upgraded will not work once the security is tightened up on the network! If you know of any terminals or find any terminals after the Capita engineers have been to your station and gone, please assist the coordinators by advising them that the terminal was missed and then they can sort with the Capita engineer. Thank you.



CRITERIA FOR COMPETITIVE SELECTION PROCESS FOR DEGREE FUNDING

Applications are invited for a competitive selection process from individuals who have already applied for funding for either of the below degree programmes:

1. **Foundation Degree in Paramedic Studies** with Coventry University
2. **BSc (Honours) in Paramedic Science** with Staffordshire University

Five successful applicants will be chosen. The best three will be awarded funding for alternate modules of their degree, dependent on the applicant having funded and passed the previous module of their programme.

The remaining two applications will be awarded £150 each towards the cost of learning materials relevant to their course of study.

To be considered, applicants must be able to fulfill the following criteria:-

1. The applicant must have already self-funded at least one module on the course for which they seek funding support
2. The applicant must have already successfully passed at least one module on the course for which they seek funding, and passed that module at the first attempt
3. The applicant must supply a reference from their tutor or course director, stating that they have the motivation, commitment and ability to successfully continue with their studies and have attended sessions at university when required to do so.

All applications must be via an Expression of Interest Form, supported by the applicant's line manager and General Manager, and be forwarded to the Organisational Development Team at Millennium Point no later than Friday 26th August.

Further information can be obtained via the OD Team on 01384 246348 or via e-mail at organsiational.development@wmas.nhs.uk



HAND WASHING



Hand washing technique:



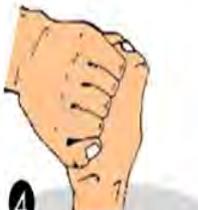
1 Palm to palm



2 Right palm over left dorsum and left palm over right dorsum



3 Palm to palm, fingers interlaced



4 Backs of fingers to opposing palms with fingers interlocked



5 Rotational rubbing of right thumb clasped in left and vice versa



6 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



Paediatrics Study Day



Organised by:
Dr Jon Bingham
Dr Andy Robb
Mr Paul Slater

Please contact us with confirmation / apologies • paul.slater@me.com • 0121 471 2834

CARE Team Quarterly Study Day

Date
Sunday 7th August

Time
8:30 – 17:30 (approx)

Location
West Midlands Fire Service Academy

Additional Info:
Lunch Included
6 CPD Points

CARE Team Update

Update of new equipment and protocols and any recent team developments

Mortality & Morbidity case report

Presentation of a complex case with educational aspects relating to this

Program includes:

- Lectures and small group sessions
- Assessment and triage of the ill child
- JRCALC update
- Child protection issues and non accidental injury
- Paediatric airway skills
- Management of circulation and splintage
- Analgesia in children