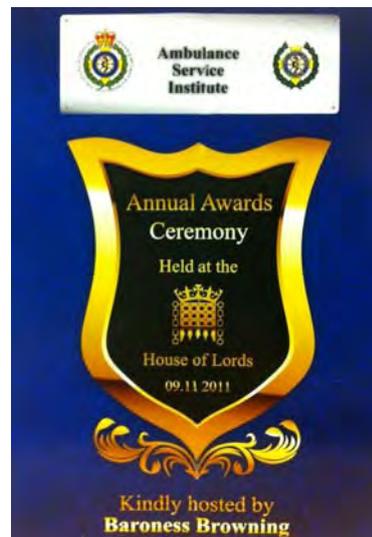


ASI Awards Special – Six of the Best for WMAS

The Ambulance Service Institute was set up to champion the work of people in pre-hospital care. As well as developing training programmes, the Institute holds an annual awards ceremony to celebrate the excellent work that goes on every single day. West Midlands Ambulance Service has won no fewer than six awards at the independent awards ceremony. Trust Chairman, Sir Graham Meldrum, said: "This is a tremendous achievement for the Trust and is testament to the superb work that is carried out by staff across the West Midlands every day. I would like to pay tribute to each of the award winners for their actions which have been compared to other ambulance staff from around the country and have been rightly recognised by the Institute. I would also like to thank every member of staff for their efforts in helping the Trust to win Ambulance Service of the Year. The fact that we have been able to win such a prestigious award speaks volumes. On behalf of the Board, please accept my thanks for all of the work that you do each and every day assisting patients."



- **Control Staff of the Year: Glennis Bentley (EOC Millennium Point)**



Glennis was running the Incident Command Desk the night of a dreadful accident that saw four fatalities. She was nominated by a clinical team mentor who was at the scene. The Clinical Team Mentor said: "Glennis dealt with this case incredibly professionally. How she managed to keep on top of all of the communications is beyond me. Even after the incident, she made sure that we were all alright and had all of the support that we needed. She was exceptional."

- **Innovations Award: The Performance Cell (Headquarters)**

In April 2010, the Performance Cell was set up with a merger of the information team, business intelligence, informatics and operational staff. Working together, they are able to provide data driven decisions that can be tested before they are rolled out operationally. They are able to accurately predict peak periods of demand and match resources to that which benefits staff and patients alike. It has also been busy working on important developments such as the Ambulance Quality Indicators, NHS Pathways and potential changes to the clock start times.



- **Special Incident Award: Echo team, Hazardous Area Response Team**

The duty HART team was responded to a patient who had fallen 15 feet into a water filled culvert. His exact location was unclear so they initially worked with the police helicopter to perform a search. The man had a back injury and a broken leg. After stabilising his condition they used their rope skills to winch the man back up the steep and slippery slope and then carried him 500m to a waiting ambulance. In total the incident took close on three hours to resolve.



- **Ambulance Technician of the Year: Kym Lawson (Coventry & Warwickshire)**

Kym attended a diabetic patient with multiple other medical conditions. After assessing the patient, it was obvious that she needed to go to hospital but she did not want to go as she didn't want to leave her son who had severe learning difficulties and had previously been very violent. After contacting social services, Kym won the trust of the woman's son until he could be taken to a place of safety. Having built up the rapport, Kym handed her patient over to a second crew and escorted her son to the place of safety before going on to the hospital to reassure his mother that he was safe. Whilst not a clinically difficult case, Kym showed skill, tact and ingenuity to resolve the situation satisfactorily.



- **ASI President's Award: Mike Lavelle, Hazardous Area Response Team**



Mike was the first person to arrive at the scene in his RRV at the terrible crash that Glennis Bentley was given an award for. One car was on fire, but despite the flames, Mike pulled a young woman from the wreckage. He had just got her to a safe distance when the car exploded. Sadly, despite Mike's efforts four people died in the crash. He himself had to be treated for smoke inhalation. ASI President John Newman said: "Mike's action went above and beyond the call of duty. That young woman would not have survived but for his actions."

- **Ambulance Service of the Year**

West Midlands Ambulance Service was the only Trust in the country to achieve all four of the key national targets for responding to patients in 2010-11. In addition it was the first time that the Trust had responded to over 800,000 emergency incidents. It also handled over 850,000 non-emergency patient journeys. The Trust was also able to demonstrate considerable progress in relation to key clinical standards including treatment of cardiac and stroke patients.



Ambulance Service Institute Awards 2011