Welcome to the Autumn 2017 edition of Foundation Times

We have included information from across the organisation, from our governors elections to winning awards. We hope you find it informative.

Your feedback is always welcome at getinvolved@scas.nhs.uk

FRONT COVER PHOTO OPPORTUNITY

If you are interested in photography and would like to see your image on the front cover of the next issue, please send it to us along with details of where it was taken to getinvolved@scas.nhs.uk

Governors Elections

Results of our annual survey

SCAS opens £2m education and recruitment centre

Welcome Guard of Honour for local responder

Issue 20 Autumn 2017

If you would like to submit an article for Foundation Times please send it to getinvolved@scas.nhs.uk.

Foundation Times is produced by South Central Ambulance Service NHS Foundation Trust.

Editor: Monica Moro
Design: Nathan Shelton
Cover photo: Exbury Gardens, New Forest
Voting for the 2017 governors elections will start on Tuesday 14 November and we would like to take this opportunity to encourage you to vote to make sure your voice is heard.

Voting forms with copies of the candidate statements and declarations will be sent to members on 15 November 2017 and members have until 5 December 2017 to return their vote.

You will be able to cast a vote online, and an email from onlinevoting@electoralreform.co.uk will be sent to you with information about the candidates and how you can vote.

If you have set up a junk email folder, please check it just in case the email will be delivered there instead of your inbox. If so, select the confirmation message and click ‘not junk’.

REMEMBER - It is by taking part that you can influence the future of the Trust.
DON’T WORK FOR US

→ If you want to be bored at work
→ If you want to get stuck in a routine
→ If you want to do things that don’t matter
→ If you want an easy life
→ If you don’t care

If that doesn’t appeal, and you would like to find out about our latest vacancies for paramedics, nurses, care assistants, call handlers and support staff please get in touch:

recruitment@scas.nhs.uk
www.scasjobs.co.uk
or 01869 365000

Tweet us @SCAS999
We would like to thank all of you that took part in our Annual Members and Patients Survey.

The response was good and gave us an invaluable insight into what we are doing well and more importantly, where we could possibly improve.

The results were presented in full to the Trust’s Board and the Membership and Engagement Committee and are available on our website at http://www.scas.nhs.uk/get-involved/foundation-trust/patient-experience-survey/

If you would like a hard copy posted to you, please contact the Membership and Engagement Office at getinvolved@scas.nhs.uk.
COMMUNITY ENGAGEMENT FORUMS

We actively seek to involve our members, patients and the public (and those who represent them) in our decision making, ensuring that we engage with our local communities and members.

We are currently looking for new members and would welcome registrations from a diverse range of backgrounds so that the forums can be truly representative of local communities.

Our forums provide an opportunity for patients, family members, carers, members of the public, health professionals, FT members, representatives of local organisations and other users of our Trust to get involved and influence our services.

Interested? Book your place at your relevant county’s forum below by emailing monica.moro@scas.nhs.uk. Alternatively, please ring 01869 365126.

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<tr>
<th>DATE</th>
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<tr>
<td>Thursday 9 November</td>
<td>2.30pm-4.30pm</td>
<td>SCAS Bucks and MK Community Engagement Forum</td>
<td>Aylesbury Multicultural Centre - Room 19, Friarscroft Way, Aylesbury, Bucks HP20 2TE</td>
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<td>Thursday 16 November</td>
<td>2.30pm-4.30pm</td>
<td>SCAS Oxfordshire Community Engagement Forum</td>
<td>Bicester Town Council, The Garth, Launton Rd, Bicester OX26 6PS</td>
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<td>Thursday 23 November</td>
<td>2.30pm-4.30pm</td>
<td>Hampshire Community Engagement Forum</td>
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SCAS PRESENTED WITH GOLD AWARD BY HRH PRINCE HARRY

Last month SCAS Chief Executive Will Hancock, HR Manager Victoria Dooley and Recruitment Advisor Laura Farrow, were formally presented with the Ministry of Defence’s Employer Recognition Scheme Gold Award by HRH Prince Harry and Defence Secretary, Sir Michael Fallon.

At a special event held at the Imperial War Museum, London, on Monday 9 October, SCAS was one of 33 employers to be presented with the 2017 Gold Award. The award is the highest accolade the Ministry of Defence can bestow on employers who have demonstrated outstanding support for the Armed Forces community.

Will Hancock said: “It was an honour to be presented with this award by Prince Harry and Sir Michael Fallon and Victoria, Laura and myself were delighted to be able to tell His Royal Highness and the Defence Secretary about the fantastic support that our people and organisation give to veterans looking for a fulfilling second career and those members of our staff still serving as reservists in our Armed Forces.”

SCAS is one of only two ambulance trusts in England to have received the prestigious Gold Award. The Trust previously held the Silver Award.

Defence Secretary, Michael Fallon, added: “This year’s Gold Award winners should be extremely proud of the work they are doing to live up to the Armed Forces Covenant pledge and to promote the pledge to others.

“I’m delighted to recognise employers who make it crystal clear that regardless of size, location or sector, employing people with military skills is good for business. I hope others follow their example, thereby delivering a better deal for veterans and armed forces families.”

The Employer Recognition Scheme encompasses three award tiers: Bronze, Silver and Gold. Gold Award winning employers have to first make pledges under the Armed Forces Covenant, then demonstrate and advocate their support for the Armed Forces. So far, 79 employers have been recognised with a Gold Award.
NATIONAL EMERGENCY SERVICES
DEMENTIA COMMITMENT – A MESSAGE
FROM SCAS CHIEF EXECUTIVE
WILL HANCOCK

“In May, I had the pleasure of joining representatives from the National Police Chiefs Council and the National Fire Chiefs Council to sign a national emergency services dementia commitment, on behalf of the Association of Ambulance Chief Executives.

As part of encouraging public services to become more dementia friendly, in line with the Prime Minister’s Dementia 2020 challenge, the emergency services were one of the first sections to sign a “Strategic Commitment” to work together with their staff, and on their premises and processes, to become dementia friendly. The commitment is about raising awareness of (and making reasonable adjustments to cater for) all types of dementia within respective organisations, both for service users and employees, to ensure that each service truly becomes dementia friendly. Closer collaboration between all three services is encouraged throughout.

The National Emergency Services Commitment states:

- We will work towards being dementia friendly employers with suitable employment policies and procedures in place to allow us to support colleagues who become carers, or those who themselves develop dementia.

- We will ensure staff have the necessary awareness, skills and understanding to recognise and support people living with dementia before, during and after an emergency incident.

- We will work together and with our local partners to maintain and improve the general safety of people living with dementia, their family and carers.

- We will support the Alzheimer’s Society in their quest to develop more dementia friendly communities and Dementia Friends, in line with the Prime Minister’s Challenge on Dementia and the subsequent duty on all public services.

Within SCAS, we already have a three year dementia strategy which supports the intentions of this commitment. We are proud that our strategy has recently been adopted by the National Ambulance Service Medical Directors group, and circulated as a best practice document for all other ambulance trusts to use.

Thanks to Chloe Taylor-Jones (SCAS Education Manager - Older Adult, Frailty & Dementia) and Sue Putman (Clinical Lead for Mental Health and Learning Disability) for their work on this.”
SCAS LGBT Network members and senior leaders from SCAS had the great pleasure of attending the 2nd Annual National Ambulance LGBT Network conference in Brighton on 4 August 2017. Held at the Amex Stadium, home to Brighton and Hove Albion Football Club, the conference led by our very own Head of Operations and Co-Chair to the National Ambulance LGBT Network group Kirsten Willis, saw a host of eminent speakers and workshops take place across a full packed day.

Presenting to 120 NHS ambulance colleagues from all across the UK, topics covered diversity and inclusion, PTSD and the connection with suicide in LGBT people, and, in the afternoon a 40 minute play entitled the ‘Purple List’ was performed – a one person show took the audience through the emotive subject of living with a same sex partner with advancing dementia.

Workshops across the day included The Stigma for PTSD – a personal perspective, making every contact count, Understanding the ‘T’ – a personal journey of transition and being a dementia friend.

Lots of positive feedback was received and a word cloud was created during the conference by the delegates with one attendee saying it was the best conference they had ever attended!

Undoubtedly the involvement of SCAS was pivotal in the delivery of an excellent conference; supported by the Association of Ambulance Chief Executives (AACE), the chair of the National Ambulance Diversity Forum and CEO of the Welsh Ambulance Service, Tracy Myhill spoke very highly of the conference.

Mrs Myhill spoke of how the conference tackled some difficult subjects and how the speakers and workshop facilitators were inspirational in the way they shared first-hand experiences. She commented that the conference was delivered to a high standard.

Also in attendance were SCAS Director of HR and OD Melanie Saunders, Assistant Director of HR Operations Natasha Dymond and Equality and Diversity Manager Ludlow Johnson.

Natasha said “This was an excellent conference, very well organised and with some very topical subjects concerning health, wellbeing and engagement. It was good to get some ideas to bring back to SCAS but also hear that a lot of the work we are already doing is held as best practice. Each of the key note speakers and workshops had my attention from beginning to end. I’d really recommend this conference next year and look forward to attending again myself”. 
SCAS THAMES VALLEY

SCAS OPENS £2M EDUCATION AND RECRUITMENT CENTRE

SCAS formally opened its state-of-the-art education and recruitment centre in Newbury on Tuesday 17 October.

The new facility at Bone Lane in Newbury brings three former education centres used by SCAS under one roof, as well as providing additional space for the Trust's award-winning recruitment team.

Construction work began on a vacant industrial unit in November 2016 and was completed in July 2017. The shell of the existing structure has been transformed and now contains classrooms, office suites, meeting rooms, video studios, an e-learning suite and secure garage parking for Trust vehicles.

The project also included the design, development and construction of a simulation suite – the first such facility for any ambulance service in Europe. In the simulation suite, new and existing frontline clinical staff can be placed inside a range of different training scenarios with responsive, video footage being projected onto every wall around them.

Ian Teague, Assistant Director of Education at SCAS, said:

“The new education and recruitment centre is a fantastic resource for SCAS and will help us recruit and train the additional staff we need in our emergency 999, urgent care and non-emergency patient transport services. By investing in the very latest technologies and training equipment, we can train our clinical staff to a level and in a volume of numbers that other ambulance trusts are simply unable to match.

This will deliver real benefits to the patients our staff look after, as well as make the Trust operate more efficiently and cost-effectively in terms of recruitment and retention.”

Deputy Lord-Lieutenant of Berkshire, Paul Dick, formally cut the opening ribbon at 12.30, after which guests were able to witness a series of demonstrations including driver training, how some of the latest training equipment and technologies will be used and the innovative new simulation suite.
SCAS LAUNCHES THE NEW THAMES VALLEY INTEGRATED URGENT CARE (IUC) SERVICE

From Tuesday 5 September people across the Thames Valley (Buckinghamshire, Oxfordshire and Berkshire) have a new and improved access to urgent care services.

The new Thames Valley IUC 111 service helps people access a wide range of clinical care through a single call, including dental, pharmacy and mental health services, ensuring patients get the right care, first time.

SCAS provides the service in collaboration with Berkshire Healthcare NHS Foundation Trust, Oxford Health NHS Foundation Trust and Buckinghamshire Healthcare NHS Trust.

Patients can continue to call the 111 number and the trained call handler will assess the person’s needs. They are now able to arrange for the patient to see or speak to a clinically trained healthcare professional, including GPs where this is clinically appropriate.

The service supports patient care across the region via the clinical hub, offering enhancements over the current 111 service including:

- GP clinical leadership and triage within the service
- dental nurse assessment
- community psychiatric nursing and improved access to mental health crisis teams
- paediatric specialists
- pharmacists
- tailored support to care and nursing homes
- early intervention for under-fives, over 85s and end of life patients
- direct booking of appointments in out-of-hours across Thames Valley
- enhanced clinical assessment of A&E and Green ambulance response cases
- improved support for self-care where clinically appropriate
- improved transfer of patient information and access to care records

Where Integrated Urgent Care services have been launched elsewhere in the UK they have demonstrated that an enhanced review can downgrade A&E and green ambulance calls, whilst providing patients with the appropriate care in the most effective manner.

We are proud to be the leaders of the partnership that will deliver real improvements in how the people of the Thames Valley can access urgent care from the NHS.

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SCAS is proud to be the provider of the healthcare logistics service for Oxfordshire & Buckinghamshire

In August SCAS relaunched the OHFT Healthcare Logistics contract to provide the Logistics Services across Oxfordshire and Buckinghamshire.

SCAS is the existing provider for this contract, but that doesn’t mean it is business as usual. We introduced new innovations to enhance the service we deliver, such as the introduction of the Cleric Logistics App providing us with real time data, and a track and trace system using a newly introduced Barcode Scanning System.

We have many years’ experience of delivering a healthcare logistics service, and over 2016/17 we delivered 11 million mail items and parcels, 730,000 goods and 330,000 specimen bags. Up until last August all of this information had been collated manually by the team so the introduction of the new technology will be a welcome innovation.

A comprehensive mobilisation plan, managed by a dedicated team of people working closely with both the commissioners and team members, has ensured a smooth transition into the relaunch of the service.

Paul Stevens, Director of Commercial Services said “We are really pleased to be providing the Healthcare Logistics service across Oxfordshire and Buckinghamshire, and we are determined to deliver the best possible service to our colleagues at Oxford Health. Our staff have continued to demonstrate their professionalism and have very much embraced the change as they get to grips with the new technology. They are a credit to the service”.

In August SCAS relaunched the OHFT Healthcare Logistics contract to provide the Logistics Services across Oxfordshire and Buckinghamshire.
THAMES VALLEY POLICE MEDICS GET THE LOWDOWN ABOUT SCAS

As a result of an encounter at Royal Ascot two years ago Wexham Team Leader Caroline Edwards was asked by the Public Order Department of Thames Valley Police to deliver a presentation on SCAS to the Public Order Medics at their training facility in Upper Heyford, Oxfordshire.

Since January 2016 Caroline has delivered the presentation on several medic courses; explaining the different departments within SCAS, the clinical role and structure within Operations and showed the officers around an ambulance and the equipment we carry. The idea being that at an incident these medics would be able to assist SCAS staff in treating patients by having a greater understanding of each role’s skill set and the equipment needed.

This in turn can improve patient outcomes and helps with interoperability.

These police officers are trained in Level 2 tactics (Public Order) and have also chosen to be the medics for Police Support Unit A (PSU); to respond to the public or their colleagues in a volatile environment that has been deemed unsafe for ambulance staff to work in e.g. a riot/public disorder. On a normal working day, away from a public order deployment they work as regular police men and women in Thames Valley and Hampshire and you may have come across them in your area.

There are currently 37 public order medics in the Thames Valley Police and many have already come to SCAS for a third manning shift to observe our clinicians, gain insight into first response to a patient and how to formulate handovers to ambulance staff.

During their two week initial medic course at Upper Heyford they are trained in preparing for various scenarios such as:

- recognise the signs and symptoms of common medical conditions (e.g. cardiac chest pain, asthma attack, diabetic emergencies) and administering oxygen through a non-rebreather mask
- use of trauma dressings
- medical and trauma situations

You may see them at an incident that they have also been dispatched to as the police response, and they can be identified with a green medic badge on their body armour.

The idea has now been picked up by the Thames Valley Police First Aid Department and rolled out on the first aid training for the Firearms Units. Caroline and some of her colleagues from other stations in Berkshire have delivered the presentation to nearly all Authorised Firearms Officers (AFOs) on their first aid training update at TVP Training College, Sulhamstead.

You may come across an Armed Response Vehicle (ARV) (the marked vehicles are distinguishable by the orange star on the back window) and they have been trained to the same standard as the medics. All ARVs also carry AEDs.

Caroline has already received great feedback from crews across SCAS where AFOs and public order medics have assisted us in treating patients or arrived first and delivered an excellent standard of first aid prior to SCAS arriving.

Andy Battye, Head of Operations for South Bucks and East Berkshire said “This has been a real success, with keen involvement by TVP officers and we have seen good patient outcomes as a result of this collaborative working. My experience has been these officers are always willing and extremely helpful in supporting us deliver care to the patients”.

Andy Battye, Head of Operations for South Bucks and East Berkshire
SCAS SURREY AND SUSSEX

PATIENT TRANSPORT SERVICE IN SUSSEX DELIVERING AN IMPROVED SERVICE SAYS HEALTHWATCH

In a report published in September, local Healthwatch identified that 75% of patients they talked to, across Sussex, are satisfied with the quality of Non-Emergency Patient Transport Service they received, including 44% who were very satisfied.

The new Sussex-wide Patient Transport Service - a report of what you told us, says that although satisfaction levels have improved, this is not consistent across Sussex, with patients in Brighton having less positive experiences to share.

218 local people were interviewed, and of these 71% (152) are regular users of the service. Healthwatch spoke to patients, friends and family, plus carers and staff in Brighton and Hove, East Sussex and West Sussex and visited health services in Bexhill, Brighton & Hove, Crawley, Eastbourne, Hastings, Haywards Heath, Polegate and Worthing over three weeks from May to June 2017.

82% (165) of patients said they arrived on time for their appointments. Just under half (42%) found the process of booking transport easy to do and a positive experience.

Journey experiences were overwhelmingly positive and people told Healthwatch they have found the vehicles to be clean and tidy and in 95% of cases suitable for their needs. In a small number of cases vehicles were unsuitable for taking wheelchairs.

Healthwatch has concerns about inconsistencies in the service and is calling for these to be addressed as a priority by the lead commissioning NHS organisation in Sussex, High Weald Lewes Havens Clinical Commissioning Group (CCG) and by the service provider, South Central Ambulance Service NHS Foundation Trust (SCAS).

Since April 2017, Non-Emergency Patient Transport Services in Sussex are provided by South Central Ambulance Service NHS Foundation Trust (SCAS). The performance of the previous provider (April 2016 to April 2017) was of great concern to patients, the public and organisations across Sussex.

Sussex Healthwatch Chief Officer added:

“This is the first time we have worked together on a Sussex-wide review and the findings offer both the new provider and the lead commissioner valuable insight into how the service is embedding and providing early warning signs where improvements need to be prioritised."

“We will be repeating this activity in December 2017 to see whether further improvements have been made from the perspective of patients who rely on the service. The public can continue to leave their feedback on the PTS with their local Healthwatch.”

Dr Sarah Richards, Chief of Clinical Quality and Performance, High Weald Lewes Havens, Clinical Commissioning Group (CCG) said:

“We welcome this report and would like to thank Healthwatch for their work on behalf of local patients. Overall, we are pleased to see that the majority of patients spoken to said they were satisfied with the quality of the service and this reflects the fact that the quality of the service has generally improved."

“However, we recognise that it is still not where SCAS and the CCGs want it to be and we will continue to work together to ensure the progress that has been made carries on. We will be looking closely at the recommendations highlighted in this report to see where further improvements can be made.”
SCAS HAMPSHIRE

PORTSMOUTH MILITARY POLICE VISIT SCAS

Recently our clinical co-ordination centre in Otterbourne hosted two visits by personnel from the Royal Military Police. This was a great opportunity to share experiences and gain an understanding of the different pressures and methods of working.

Although our day-to-day contact with military personnel is limited, we do respond to emergency calls within the many military sites across the SCAS area. We also work alongside military personnel who provide double-manned response cars with blue-light capability to drive under emergency conditions and respond to emergency calls on behalf of SCAS. This supports our frontline resources by providing an additional rapid response resource to patients.

SCAS has found military personnel to be professional and certainly keen to work by putting their skills to the best use possible, often travelling to the other side of the county to provide additional cover to respond to 999 calls.

The Royal Military Police Headquarters is based at Southwick Park in Portsmouth. This is where their main control room is located. Each Military Police Station will also have a small replica at the front desk which is usually manned by one or two individuals responsible for answering calls and assisting members of the military community or public. Visiting our centre in Otterbourne allowed our Military Police colleagues to see control room staff working in a busy and fast paced environment with completely different challenges and responsibilities.

Military Police share many of the responsibilities that local constabularies have, ranging from investigating crimes and allegations to road traffic incidents and injuries. These responsibilities are contained to incidents that occur within military garrisons and those that involve military personnel which may be within the UK or indeed at an international level where there are deployments of UK military personnel. With this in mind a Military Police team may be deployed to investigate an incident anywhere in the country, or even abroad, at short notice.

Our Military Police colleagues were impressed with what they witnessed.

Following this visit some of the Military Police personnel that attended have expressed interest in joining up with the SCAS military responder scheme that has existed for some time now and is still expanding.

More importantly, our visitors left with a fresh perspective of what occurs behind the scenes and what is done to support the important work undertaken by our amazing frontline staff. It allowed them to see behind the newspaper headlines and the TV documentaries and dramatisations of the ambulance service to see exactly what we do and how we help deliver the service we do.
EMERGENCY CALL TAKER
POLLY FRANK, SPENDS THE DAY
SHADOWING HEAD OF
HAMPshire EMERGENCY
OPERATIONS CENTRE TONY
PETERS
I was eager to know what it was that Tony Peters did, so a few years ago when I was younger and naive I asked him outright. His response was something along the lines of ‘a lot’. In my opinion the question wasn’t really answered – so I recently spent the day with him as part of my appraisal and I can now say I know exactly why he couldn’t answer my question.

I met Tony at 08:00 in his office. He had a lot of meetings scheduled to attend throughout the day and I was eager to find out more. He opened his emails and they were full up, it looked humanly impossible to be able to respond to them all. He explained how even when he’s in meetings they just keep on filling up. He often explained that in most cases elderly patients like to stay at home if possible and by sending SPs this is more likely to happen.

1st meeting
At 09:00 we attended the Green Car SOP (Standard Operating Procedures) meeting with Specialist Practitioners Lead – South, Frank Mincher and Clinical Support Desk (CSD) Manager, Andi Parker. They were discussing the role of specialist paramedics (SPs), their benefits to patient care and if there was anything that could improve patients’ experience. It was really interesting to see the benefits that SPs were having on patient care and how by using SPs the patients are getting the right care and are not having to be transported into hospital, as SPs can manage certain things at home. Frank explained that in most cases elderly patients like to stay at home if possible and by sending SPs this is more likely to happen.

2nd meeting
We then finished this meeting and there was just enough time to grab a coffee before we were onto the next meeting, the EOC (Emergency Operations Centre) Governance meeting which Tony was chairing. This was shared with Bicester Call Centre via webcam link. We were joined by EOC Clinical Team Auditor Malcolm Harvey, Tamsin Hein, PA to the Director of Operations (Clinical Control Centres), CSD Manager, Andi Parker and a few other members of staff. Many items were discussed throughout the meeting including Datix®, auditing, and progression with learning/training. I found this really interesting and it was nice to see how both call centres work together to improve staff and patient care.

Conference call
Once this meeting was over we made our way straight back to Tony’s office, ready for the Emergency Call Taker (ECT) conference call with our Bicester and Otterbourne Call Centres. Since the previous meeting Tony had 117 unread emails just in that short amount of time.

The conference call included Senior Emergency Call Taker Laura Dineley and Scheduling Team Leader Jon Newbrook. It covered the staffing levels of both call centres’ Emergency Call Takers and Senior Emergency Call Taker (SECTs), Dispatchers/Assistants, Control Shift Officer (CSOs) and Clinical Support Desk (CSD) to identify the staffing levels throughout the Clinical Control Centre and to see where we were short or over staffed. The days when we are short there are things put in place in order to get staff to come in on overtime to help. I was getting a little worried because Tony still hadn’t had a break yet or anything at all to eat.

3rd meeting
After this we went straight to the monthly budget meeting with Andi Parker and Senior Finance Analyst Emma Totton. Emma showed the data on a screen and explained everything as we went along. This meeting included the budget and how both CSD and Tony were managing this, which I would have never thought would have been another of Tony’s responsibilities. The budget included an ample amount of things; a short example being uniforms, travel expenses, overtime, wages, equipment etc. I found this meeting extremely interesting and impressed at how this was a monthly occurrence to ensure the budget was being used correctly. Any problems arisen Tony made a note of so he could check up on them afterwards.

* The Trust requires that all adverse incidents, near misses or hazards be reported and documented using the Trust’s electronic reporting system (Datix) as part of a proactive approach to risk management.
4th meeting

It was then onto the next meeting which covered CSD Rosters/Annual Leave with Scheduling Manager Lynn Dove-Dixon. This involved the clinicians’ rota. Andi explained that the clinicians like to pick their shifts and it works best for them to do self-rostering. There was a discussion on Global Rostering System (GRS) and whether it would be best for CSD to use this to help them book annual leave more easily. The pros and cons were weighed up in what would work better for the clinicians and a plan was put in place to test this for the future. (Tony finally had a biscuit with a cup of tea).

5th meeting

We then headed to the next meeting which was an emergency call-taker’s sign off meeting. Trainer Darren was coaching call-taker Alice, and Tony gave her the opportunity to discuss how she had found both the training and the process of being signed off to now being solo. These meetings are very relaxed and give the ECTs an opportunity to get to know that they can approach Tony whenever they need to, no matter what the issue is. I believe these meetings are very important for the new staff to have. Tony touched upon staff portfolios and the importance of these to the individual to keep a record of their achievements, ‘thank you’s from patients, courses, reflections, progression etc. Once the meeting was over we looked at Alice’s portfolio and Tony marked the areas which were good or needed signing or improving.

Then it was onto the next Emergency Call Taker sign off meeting with Ella and her mentees Donna and Georgina. Tony again discussed any issues, what worked well, what didn’t, plus improvements etc.

6th meeting

We then went downstairs to meet the newest intake of emergency call-takers who were starting their very first day in training. Tony advised how he likes to go in to meet the new staff members to welcome them to SCAS on their first day. This brought back memories to when I first met him.

We were met there by EOC Shift Officer Sue Frampton and the new call-takers. Tony introduced himself and wished them well during their training and again explained if they needed anything they could come and tell him or other members of staff. I think it’s really cool how Tony always wants to welcome new members of staff to SCAS and reassure them that if, there is ever a problem, there is always someone to go to. This shows how he cares about the welfare and support of his staff whether they are old or new.

After spending the day with Tony I can now understand why he was unable to fully explain what he actually did at work. If any of my colleagues asked me what he did I don’t think I would know where to start. Throughout my day of shadowing I learnt a lot; not only about what goes on behind the scenes of call-taking but the workload that Tony as Head of the EOC needs to accomplish.

It should be. Throughout the whole day all I kept thinking was how passionate, dedicated and committed Tony is to his job and how massively supportive and proud of his staff he is.

Acronyms:
CSD = Clinical Support Desk
CSO = Control Shift Officer
EOC = Emergency Operations Centre
GRS = Global Rostering System
SECT = Senior Emergency Call Taker
SOP = Standard Operating Procedures
SP = Specialist Paramedic
COLD OR FLU?
ANTIBIOTICS WON’T WORK

Many people ask their GP for antibiotics when visiting their surgery as they assume that the medication can cure all. However, antibiotics won’t work on colds, flu and many other conditions because they are caused by viruses and antibiotics only work on bacteria.

You would be better off speaking to your pharmacist about easing your symptoms as well as getting plenty of rest. For those at particular risk from the flu, the best way to beat it is to stop it before it can begin and get the flu jab.

If your GP decides that you don’t need antibiotics, please respect their decision. Growing resistance to antibiotics by some bacteria mean that we need to be wiser in our use of these drugs and use them only when they are truly necessary.

What you should do

➔ Your pharmacist can offer advice on how to ease your symptoms, and remember to get plenty of rest;
➔ If you sneeze or cough, use a tissue and throw it away straight away to help stop the spread of germs. Wash your hands regularly to kill any germs present;
➔ If a medical professional feels you need antibiotics, make sure you take them exactly as prescribed, never save them for later and never share them with someone else.
Wedding Guard of Honour for Local Responder

A special greeting was waiting for Ringwood Community First Responder Denis Hann and his new wife, Marina when they returned home from their wedding ceremony.

A special Guard of Honour was in place to meet them, formed by colleagues from the community first responder groups in Bransgore and New Milton.

The bride and groom - an army veteran proudly wearing his military medals, passed through an arch of defibrillators held aloft by the responders, to salute them.

Denis is not only a responder for Ringwood while working during the day, but is also a member of the Bransgore group when at home. His new wife Marina is a Director of Music for the Best London Academy.

Following the event Denis said, “Marina was overcome with emotion and for once she was speechless. My colleagues were brilliant and although our hearts did skip a beat, the defibs stayed aloft. Thank you to my CFR friends”.

A spokesperson for the local community first responders said, “Although we did not have access to our ceremonial swords, we thought we could salute the newlyweds with something Denis would recognise through his voluntary work, and so we formed up with our defibrillators. It seemed a fitting salute for someone who has done so much for the Ringwood and Bransgore community. We wish them both every happiness for the future.”

Community first responders (CFRs) are unpaid volunteers who give their time freely to help save lives in their community. They are trained by South Central Ambulance Service in basic life support, the use of AEDs (Automated External Defibrillators) and the treatment and control of a wide range of potentially life threatening conditions. They attend calls in their local area and provide basic life support care until the arrival of the ambulance service. When not required they remain at home or work carrying on their daily life until an emergency call comes in.

Anyone who may be interested in becoming a community first responder in Bransgore, New Milton or Ringwood should leave a message on 0844 500 9699 for an informal chat or email bransgorecf@sca-charity.org.uk for more information. You must be over 18 and of good character with use of a car, physically fit and be prepared, after training, to be on-call in your area for a minimum of twenty hours each month.

How You Can Help

► Please think about joining our regular supporters by signing up to play our charity lottery - it costs just £1 a week and you might win £25k!

► Volunteer for us as a traditional charity volunteer, a CFR or a volunteer car driver by getting in touch through our website.

► Persuade your employer to adopt us as a charity partner and get your colleagues fundraising for us - every penny you raise will help us to help the ambulance service help you!
**NHS DAD**

We’ve discovered the reason why members of SCAS logistics team are always smiling!

Ivan Brace, under his social media pseudonym NHS Dad, has his colleagues in stitches (rather than patients in stitches from other SCAS staff) with his one liners and wisecracks!

Check out his Facebook Page at https://www.facebook.com/NHSDad/

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**MEMBERSHIP**

**Get your friends, colleagues and family to join!**

Do encourage your friends and family to become members. They can become a member of SCAS as long as they are aged 14 or over and live in Berkshire, Buckinghamshire, Hampshire or Oxfordshire.

They can also join if they, whilst not residing in one of the four counties listed above, have a connection with the Trust. For instance, they may be somebody who receives services from SCAS, works in one of our four counties or has friends or family who work for the Trust or live in the South Central area.

**Update your details**

If we need to cancel an event it is important that we can contact members at short notice. We would appreciate if you could please promptly notify the membership office of any future changes to your contact details.

**Contact**

You can contact the membership office with any queries about membership or this newsletter. Please email getinvolved@scas.nhs.uk or telephone 01869 365126.
**HOW ARE WE DOING?**

What does it mean?

**Total 999 activity** equates to the number of calls which received a SCAS response or were dealt with by our clinical support desks.

**Non conveyance** is the number of incidents we responded to where the patient was not taken to hospital.

**Non conveyance %** is the percentage of incidents we responded to where the patient was not taken to hospital.

**Red 1** - Red 1 calls are the most time critical and cover cardiac arrest patients who are not breathing and do not have a pulse, and other severe conditions.

**Red 2** - Red 2 calls are serious but less immediately time critical and cover conditions such as stroke and fits.

**111 calls answered** is the number of calls answered through the non-emergency healthcare service.

**CFR** stands for Community First Responder.

**NEPTS** stands for Non-Emergency Patient Transport Service.

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**TOTAL 999 ACTIVITY**

141,573

**NON CONVEYANCE**

60,149

**NON CONVEYANCE %**

46.39%

**RED 1 (8 MINS)**

75.50%

**RED 2 (8 MINS)**

72.70%

**RED 19**

94.90%

**NHS 111 CALLS ANSWERED**

296,347

**NO. OF NEPTS JOURNEYS**

218,613

**NO. OF CFR RESPONSES**

4,630
Contact the Membership Office

Please get in touch with the membership office if you:
- want more information about what we do
- have a story you want to share with other members
- want us to come along to an event in your local area
- want to change your contact details
- want to get more involved and update your involvement choices
- want membership forms or other literature to distribute
- want to raise an issue with a governor

Email: getinvolved@scas.nhs.uk or Tel: 01869 365126

If you would like to get in touch with a governor, you should do so at the following address:

Company Secretary
South Central Ambulance Service NHS Foundation Trust
7-8 Talisman Business Centre
Talisman Road
Bicester
Oxfordshire
OX26 6HR

Or you can send an email to company.secretary@scas.nhs.uk