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## Paramedic Joanne Pugsley

**Name:** Joanne Pugsley

**Age:** 49

**Job:** Paramedic

**What does your job involve?** Responding to 999 emergency calls. These can be anything from cardiac arrests to picking up old ladies and men off the floor, with lots in between like asthma attacks, road traffic accidents, drug overdoses, alcohol-related and mental health problems.

**What's the most rewarding part of your job?** The job has many rewards, but the best has got to be providing treatment to a really poorly patient and seeing them several weeks later walking around.

**What are the most challenging aspects of the job?** The most challenging part of the job is not actually providing the care, because we have been well trained to do that, it is actually dealing with the relatives and friends on scene. You're then caring for the patient and often looking after very scared relatives.

**What makes a good paramedic?** You need to be a good listener, a problem solver but mainly, you have to be able to think on your feet. You need good life skills basically.

**What do you hope the series shows to viewers?** I hope this series shows the public all the good work we do, how stretched we are and hopefully people will think twice before dialling 999 for issues that can be dealt with by your pharmacist, a GP or a walk-in centre. Also, when they see the alcohol-related jobs, viewers will be more responsible the next time they go out (but I doubt it).



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