



Ambulance

For people who live and work in the capital

Autumn 2012

Park life

On duty with an ambulance crew at the Games

Page 2



Street scenes

Caring for the Carnival crowds in Notting Hill

Page 4



Golden Games

InBrief

Duo shine in torch relay

TWO members of staff were among the 8,000 people to carry the Olympic Flame ahead of the Games.

Patient Transport Service worker Jim Mundy ran with the torch in Redhill in Surrey, and a few days later it was the turn of Emergency Medical Technician Tracy Russell in Battersea.

Tracy took part in the relay on behalf of Gill Hicks, whose life she helped save following the 2005 London bombings.

Putting on a show

MUSIC and dancing were all in a night's work for staff who took part in the Olympic Opening Ceremony.

Emergency medical dispatchers Meryn Crocker-London and Robert Walsh were among the performers, and A&E Support worker Sean Fullerton played drums.

City guides

VISITORS to the capital benefitted from the local knowledge of two staff who volunteered as London Ambassadors during the Games.

Richard Chow, who works in the 999 control room, and Executive Assistant Marilyn Cameron were based in some of the tourist hotspots to give directions and other advice.



WITH THE FANS: Cycle responder Dan Allford and spectators near the Olympic Stadium

WHILE Team GB delivered the most successful Olympics in more than a century, the Service was putting in its own top performance to help ensure the Games were safe and healthy for athletes, spectators and all patients across the rest of London.

In addition to people attended by medics from the London Organising Committee of the Olympic Games and

St John Ambulance, the Service treated over 850 patients in Games venues and at related events such as the torch relay. Over 500 of them were taken to hospital or a polyclinic at the Olympic Park.

“I was really proud and honoured to be involved”

Student Paramedic Tim Coward, who worked at a

number of events including equestrian and volleyball, added: “I was really proud and honoured to be involved.

“The atmosphere was great and members of the public and officials came up to us to say thanks, which made it very rewarding.”

Away from the sporting action, Londoners got a fast emergency response during the Games, with crews reaching 85 per cent of the most sick and injured patients

in eight minutes – well above the government’s 75 per cent target.

“It was very important that we were able to continue to deliver the best possible patient care across the capital, and it is a credit to staff that we were able to do that,” said Deputy Director of Operations Paul Woodrow.

As Ambulance News went to press, the Service was also providing support to the Paralympic Games.

The annual general meeting of the Trust Board will be held on Tuesday 25 September.

It will be open to the public and will begin at 2pm in the George Thomas Room in Central Hall Westminster. Anyone wishing to attend should call 020 7783 2046.

A day in the life at the London 2012 Games

MORE than 400 ambulance staff worked on the Olympic and Paralympic Games, with around half of them coming from other services across the country.

Paramedic Phil Guthrie, pictured with Emergency Medical Technician Gemma Richmond from Yorkshire Ambulance Service, describes a shift on duty at the Olympic Park.

12.55pm We arrive at our Olympic Deployment Centre and are 'checked-in' at the door and given our venue passes for the day. We're going to be covering all public areas in the Park except the stadia, which will have their own crews.

We then have our daily briefing and, after being given lunch, we are issued with drug packs, spare radio batteries and water bottles. Then it's off to the Park.

2.05pm We go through security, and are then picked up and taken across the site to our parking spot by one of the medical centres. The early crews give a quick handover and we check our vehicle.

2.55pm We pop into the medical centre to say hello to the staff. There's a handful of volunteers in each, headed by a doctor with two or three nurses and a couple of first-aid trained members of the public.

They also have a small army of first responders who patrol the Park in pairs. They've been dealing with pretty much all of the minor calls, only calling on us for transportation when it's necessary. One such patient is a man with an eye injury, who one of our fellow crews takes to a local urgent care centre.



3.50pm We head off into the Park, checking areas such as around the big screens. It's a nice atmosphere - there are purple-shirted stewards everywhere, and everyone we chat to is happy and excited to be attending an event.

5.05pm We're asked to go on standby at the Media Centre, about a mile away. It's a huge building, and buses are constantly arriving and departing with journalists and camera crews going to and from the venues.

It's also an area of the Park from where the Service receives eight of the 13 calls that we respond to on that day.

8:50pm After being put on a break and going to the canteen, we get a call. The medical centre

near the Orbit has a patient for us, a middle-aged man who'd collapsed a little earlier and isn't making a good enough recovery for the doctor's liking. He also has some significant recent medical history, so it's appropriate that he goes to hospital for further assessment and observation. After Park Control confirms where he needs to be taken, we set off for that A&E department.

9:45pm We head back to the Park and, after clearing security, are asked to go to standby again.

12:10am We return to the medical centre. The night crews have arrived, so after a quick chat and handover, it's time to go back to the deployment centre. Once there, we return our drug packs and other items and can head home just after 1am.

FREE
An evening with us
London Ambulance Service Public Education Event

Surviving serious injuries

Londoners who are seriously hurt or wounded are now taken to one of four major trauma centres for specialist treatment.

In the first year of the system being in place, 58 extra patients survived their injuries to leave hospital compared to the national average.

Join us at a free event to find out more about how it works, and hear from a patient about their own experiences of what happened when they were seriously injured.

When: 25 October 2012

Time: 5.30 – 7.30pm

Where: Robens Suite, 29th Floor, Guy's Hospital, Great Maze Street, London, SE1 9RT
Light refreshments will be served.

To find out more and book a place please contact us:

Web: www.londonambulance.nhs.uk/eveningwithus

Email: membership@londonambulance.nhs.uk

Phone: Call free on 0800 7311 388

Staff meet some famous faces

AMBULANCE crews on duty at Games venues found themselves face to face with broadcasters and some of Team GB's biggest names.

They included Emergency Medical Technician Nicola Chambers, who bumped into BBC presenters Clare Balding and Mark Foster during a shift working in the aquatics centre.



Everyone can save a life

KNOWING what to do if someone collapses and stops breathing can be the difference between life and death.

Basic life-support skills are easy to learn and can help give someone the best chance of survival.

To find out more about lifesaving, take a Heartstart course.

Visit www.london.ambulance.nhs.uk/savealife, or call 020 7783 2534 for more information.



Mayor Boris Johnson was among those who have been taught how to do CPR in recent months, along with 1,000 volunteers from his Team London Ambassadors

In an emergency where someone has gone into cardiac arrest:

Call 999 for an ambulance



Start chest compressions pushing hard and fast in the centre of their chest about two times a second until help arrives



Ask if there is a defibrillator nearby to help restart their heart



Award for footballer's lifesavers

A PARAMEDIC who was one of the first medical staff to treat Fabrice Muamba after he suffered a cardiac arrest on the football pitch has spoken of how it was a 'privilege' to meet him again.

Pete Fisher was off-duty from the Service but working as part of Tottenham Hotspur's pitch side rescue team at the match with Bolton Wanderers in March.

He met with him for the first time at the recording of the BBC's 999 Awards programme, at which Fabrice presented medical staff with a special achievement award.

Pete said: "It was a privilege to meet Fabrice again. It was a magnificent team effort to save his life."

Fabrice, who has announced his retirement from



TOP TEAM: Pete Fisher (second from left) and doctors who treated Fabrice Muamba (centre)

professional football, said of all the people who treated him: "They did an unbelievable job. They never gave up on me and they never stopped treating me."

I thank every one of them every single day."

Pete attended the ceremony on behalf of all the ambulance staff involved in the incident.

They included colleagues from the Service who were on duty in the stadium and transported Fabrice to the London Chest Hospital.

InBrief

Changes at the top

CHIEF Executive Peter Bradley left the Service this month to take up his new role with St John in New Zealand.

The position is now being covered by Deputy Chief Executive Martin Flaherty until a permanent appointment is made.

Martin himself will also be leaving the Service later in the year, to become Managing Director of the Association of Ambulance Chief Executives (AAACE) for England.

Attackers jailed

TWO patients who assaulted staff in separate incidents have been given prison sentences.

Wayne Kielkowski, of Stockford Avenue in Mill Hill, used a fence panel to injure three crew members after they were called to treat him in January. He was given a two-year jail term.

In June, a Fulham emergency medical technician was headbutted in the chest by Marcin Wroblewski, of no fixed abode. He was found guilty of common assault and sentenced to 30 days by Hammersmith Magistrates' Court.

Demand on the up

CALLS to seriously ill and injured patients have been on the increase.

The number of Category A incidents attended in July were up by more than 12 per cent on the same month last year.

Since April, the figure is 16 per cent higher than for the same period in 2011/12.

Tina's tribute

AN Emergency Medical Technician completed a 169 kilometre walk in memory of her grandson – one for every day of his short life.

Tina Mansell, who is based at Oval ambulance station, was supported by her crewmate as they raised over £3,000 for the special care unit in Wales where baby Archie was cared for before his death in February.

The walk took four days and Tina said: "We were absolutely exhausted but it was a tremendous achievement."

Party time

PARAMEDIC Luke Collyer gets into the spirit of the Notting Hill Carnival, held on the bank holiday weekend at the end of August.

The Service worked with St John Ambulance to treat 837 patients over the two days, with 98 of those taken to hospital.

Most people were treated for minor injuries or illnesses at one of the 11 treatment centres set up by St John Ambulance.



How to contact us



In an emergency

Always call 999 if somebody is seriously ill or injured.

About the care you have received

Contact our patient experiences department if you have any comments, feedback or complaints about the service you have received from us. Call the team on 020 3069 0240 or email patientexperiences@londonambulance.nhs.uk



About membership

To speak to us about membership or update your details, call our membership office on 0800 7311 388 or email membership@londonambulance.nhs.uk

Online

Go to our website at www.londonambulance.nhs.uk, search for [ldn_ambulance](#) on Twitter or [londonambulanceservice](#) on Facebook.



Want to see a particular issue covered in Ambulance News? Call 020 7783 2286 or email communications@londonambulance.nhs.uk



Are you flu safe? Get the jab!

“Flu can be a serious illness... are you at risk?”

Getting a flu jab can protect you all winter. It's free if you are pregnant, over 65, or have a health condition such as severe asthma, diabetes, a chest, heart, liver or kidney complaint, or lowered immunity.

It's quick, safe and free. To book your jab, speak to your GP practice today.



www.nhs.uk/flu

