



Ambulance

For people who live and work in the capital

Spring 2013

The apprentice

Training to be a paramedic

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Childhood dream

Hackney boy climbs on board ambulance

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Maxi-mum success



Cardiac arrest survivor Maxi Ducam-Davies, pictured with the ambulance staff who treated him, is set to meet the mystery woman who helped save his life in December after she answered an appeal from the Service. See page 3 for the full story.

InBrief

Star performer

THE Service has climbed over 70 places in the chart of Britain's top 100 gay-friendly workplaces.



Stonewall, the lesbian, gay and bisexual (LGB) charity, ranked the organisation in 22nd place in their Top 100 employers list this year, up from 94th spot in 2012.

Ambulance Operations Manager and Joint Chair of the Service's LGB Forum Trevor Hubbard said: "It is fantastic recognition that our Service is a diverse and welcoming place to work."

"Last year we also became one of the Stonewall Health Champions and have been involved in helping to develop other ambulance services' forums."

Learning from Staffordshire

A PUBLIC inquiry into a West Midlands hospital could be used to improve the care of ambulance patients in the capital.

Robert Francis QC led the investigation into Mid Staffordshire NHS Foundation Trust and his report published in February made 290 recommendations for all healthcare organisations to consider.

Director of Health Promotion Steve Lennox said: "We have started to look in detail at all the issues to see how we can best use them to further improve the way in which we respond to and treat our patients."

Tim Saunders

Call 111 for non-emergency healthcare

A NEW freephone telephone number for medical help when it's not a 999 emergency is now in place throughout London.

The NHS 111 number has been phased in across the capital over the last year and replaced NHS Direct at the end of March after being

introduced in the last remaining boroughs.

It is aiming to offer improved access to local NHS services for people who need medical help or advice when not in a life-threatening situation.

Advisers can direct patients to the most

appropriate local health service, including requesting an ambulance if it is really needed.

Medical Director Fionna Moore said: "111 is an appropriate way to make health enquiries that may not require an emergency ambulance."



when it's less urgent than 999

The apprentice

ALMOST 100 apprentice paramedics have recently started working for the Service as part of a new five-year course into the profession.

The Service is providing the practical elements of their training, run in partnership with the Open University, and the programme leads to a foundation degree and becoming a registered paramedic. While apprentices get paid, they also need to cover their own tuition fees.

“I’m really enjoying the course, the team work and the fact that there’s never a dull moment.”

Anwara Lewis started as an apprentice in December and has been training for her first shift on the road. She said: “I was a carer for five years and working with paramedics inspired me to apply. I’m really enjoying the course, the team work and the fact that there’s never a dull moment.”

Before their first shift on the road with experienced paramedics,

apprentices complete a six-week skills course.

Anwara said: “We’ve done a lot of clinical training in the classroom. These sessions in advanced first aid have included in-depth anatomy and physiology and provided me with excellent grounding for when I qualify.”

“The most important element of the course for me is the fact that our

tutors are all experienced paramedics, and who better to learn from? They have taught me never to take anything at face value. For example, someone who might seem to be drunk, may also have hyperglycaemia or high blood sugar levels.”

“Our tutors are all experienced paramedics, and who better to learn from?”

The initial course includes three weeks’ ‘blue light’ driver training.

“It was challenging and hard work but a lot of fun. Everything you have ever been taught about driving is turned on its head. However, my car insurance has been halved as I’m now registered with the Institute of Advanced Motorists.”

During their first year, apprentices need to complete an Open University access module to continue their training in becoming a registered paramedic.

Anwara said: “Although we haven’t started the Open University degree yet, this initial stage of training and mock assignments are extremely helpful in preparation.”



First year of training

- **Two weeks** – induction
- **Six weeks** – classroom training and learning
- **Three weeks** – blue light driver training
- **Rest of the year** – working alongside an experienced paramedic responding to patients 37.5 hours a week, plus completing an Open University access module
- **Upon successful completion** of the first year, registration for a foundation degree in Paramedic Science

Apprentices will be based at ambulance stations across London. Anwara will work from Tower Hamlets with an experienced member of frontline staff. She said: “I haven’t met my tutor yet but I’ve heard that he’s a brilliant mentor.”

“I’m terrified but excited about my first shift but can honestly say that there’s no better way to learn than on the job.”

NHS reforms take effect

CHANGES to the way the NHS is organised and managed across London and beyond came into effect at the beginning of April.

Local primary care trusts (PCTs) were previously responsible for purchasing healthcare services for their local population.

The Service was commissioned by a group of these in north west London on behalf of all 31 PCTs across the capital, overseen by the strategic health authority, NHS London.

Under the new arrangements, the primary care trusts have been replaced by organisations called clinical commissioning groups (CCGs),

which are led by GPs and report to NHS England which has a number of regional and local offices around England.

Since the start of April, the Service is being commissioned by a group of these CCGs in west London, which themselves are managed by the London regional office of NHS England.

The Service’s performance management and governance – including standards of clinical care and progression towards becoming an NHS foundation trust – is now being overseen by the newly-formed NHS Trust Development Authority.

FREE
An evening with us

London Ambulance Service Public Event

Basic first aid training

Learn what to do if someone suffers a cardiac arrest or starts to choke.

When: 11 July 2013, 6pm to 8pm

Where: Robens Suite, 29 Floor, Guy’s Hospital, Great Maze Street SE1 9RT

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

FREE HEALTH FAIR

JOIN US

Croydon

BRING THE FAMILY

A day for the whole family, including lots of half-term activities for kids and health checks for adults.

When: Friday 31 May 2013, 10am to 4pm

Where: New Addington Community Centre, Central Parade, London CR0 0JB.

Film showcases cardiac care

REAL-LIFE heart attack and cardiac arrest survivors have told the stories of what happened to them in a new online film.

'Code STEMI – The London Ambulance Service story' features three different patients talking about their experience and recovery, as well as interviews with paramedics and cardiologists.

The 27-minute feature has been watched across the globe since being released in early March, with positive feedback from a large number of viewers.

Lifesaver found... in India

A MYSTERY woman who helped saved a jogger's life after he collapsed and stopped breathing was identified after the Service put out an appeal to find her.

Sophie Epstein, a 28-year-old junior doctor who is currently working in India, performed chest compressions and rescue breaths when student Maxi

Ducam-Davies, 21, (left) suffered a cardiac arrest while running by the River Thames in Fulham in December.

Ambulance staff then shocked Maxi's heart with a defibrillator to get it started again.

After being reunited with them in February, Maxi helped to launch a media and online appeal for the mystery lifesaver.

Two weeks later Sophie – who had already left for India – came forward after her mum spotted the story in a community newsletter.

Sophie said: "Although it is part of my job, anyone could have done what I did in that situation before help arrived – but it was the ambulance staff who did the most important bit."

Maxi added: "I'm overwhelmed that I will hopefully be able to meet her once she returns from India in August. At the moment, I genuinely don't have any idea what I'll say, other than 'thank you'."

Consultant Paramedic Mark Whitbread said: "We've worked really hard over the last few years to dramatically increase the number of Londoners who are surviving, and we hope that by sharing our experience we can help other healthcare systems around the world give their patients the best chance of survival.

"We are leading the way in training our staff to recognise heart attacks and take patients directly to specialist centres where a team of expert cardiologists offer the best level of care straight away."

Among the patients to be featured is Paul Le Vesconte from Beckenham in south London, who survived a heart attack in 2008 after being taken to the heart attack centre at King's College Hospital.

He said: "The decision that the paramedics made was absolutely the most important thing and they possibly could have saved my life."

- The film can be seen on the Service's YouTube page – www.youtube.com/londonambulance



From the heart: Three survivors tell their story in the film

Top Tweets



New chief in place



Warm welcome: Ann meets frontline staff based at Waterloo ambulance station

THE SERVICE'S new Chief Executive has praised staff's care for patients after her first few months in charge.

Ann Radmore took up her post in January and has since spent time in the emergency control rooms and joined crews as they've responded to incidents across the capital.

"What I've seen is real pride, compassion and commitment to patient care in the people who work for us," said Ann. "It is certainly one of our biggest strengths.

"The Service is a good organisation and I'm looking forward to leading it through some of the changes taking

place in the NHS in London."

Ann, who is the Service's first female Chief Executive, was previously in charge of NHS South West London.

She started her NHS career in 1983 as a national management trainee after graduating from Cambridge University.

InBrief

Dual control

A SECOND 999 control room has opened in east London.

Staff based in Bow will handle 999 calls alongside those in the Service's main Waterloo control room. The Bow site is already used to handle emergency calls at large events such as the central London New Year's Eve celebrations.

Head of Control Services Richard Webber said: "There is no noticeable difference for people calling 999, but operating from two control rooms gives us greater flexibility and resilience, ensuring that we can maintain an excellent level of care to patients."

Assault sentence

A PATIENT received a prison sentence of 12 weeks after she spat at, verbally abused and left a member of staff wounded as she attempted to stab him with a pen.

Kirsty Eales, aged 24 of Hendon Gardens, Romford pleaded guilty in February to assaulting by beating at Queen's Hospital.

The incident left Paramedic Michael Harnell with cuts and scratches after he and his crewmate were called to treat Ms Eales last October.

Off-duty hero



A GRATEFUL mother hailed an off-duty paramedic a 'hero' for stopping to help her daughter who was hit by a car.

Julie Dresou was desperate to meet and thank Nikki Wyatt for saving the life of 19-year-old Danielle after she was struck by a car and knocked unconscious near their Essex home.

Julie said: "Nikki saved her life and I can't thank her enough. The fact that she happened to be passing by at that exact time – it's a miracle."

Dream come true

A SIX-year-old from Hackney has realised his dream after climbing on board an ambulance.

Kwame Myers spent the first six months of his life in

hospital after being born prematurely. He is so fascinated by ambulances his mother approached the Service.

Community Involvement

Officer Patrick Brooks gave Kwame the tour at Camden ambulance station (below).

Kwame said: "I just want to help sick people and babies like I was helped."



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

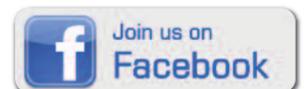


About membership

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

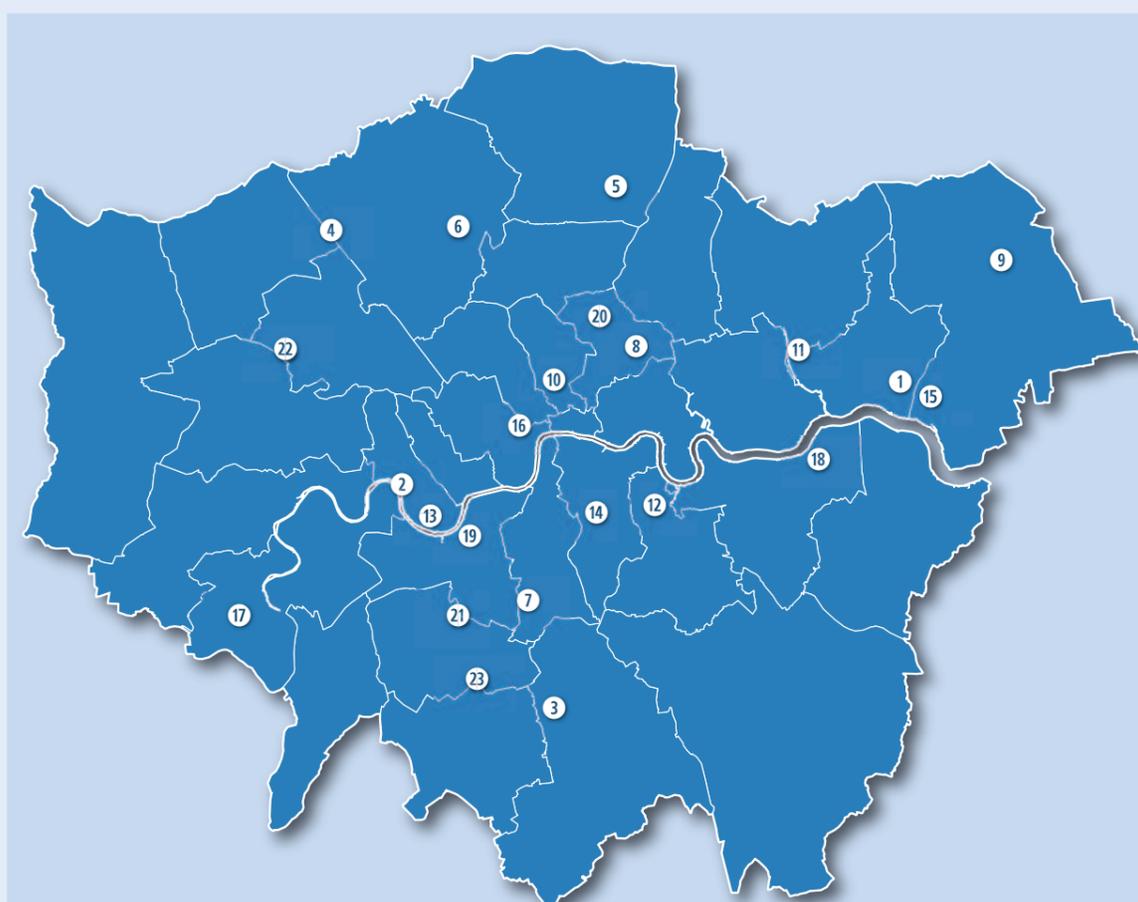
Walk-in Centres

Walk-in centres provide treatment for a range of minor illnesses and injuries. No appointments are needed.

Problems that can be treated at a walk-in centre include:

- ✔ infections and rashes
- ✔ stomach aches
- ✔ hay fever
- ✔ dressing care
- ✔ minor cuts and bruises
- ✔ vomiting and diarrhoea
- ✔ minor burns and strains
- ✔ stitches

- 1 Broad Street** 020 8596 4400
Morland Road, Dagenham RM10 9HU
- 2 Charing Cross** 020 3313 3833
Charing Cross Hospital Fulham Palace Road W6 8RF
- 3 Croydon** 020 3040 0800
Edridge Road Walk-in centre Impact House, 2 Edridge Road Croydon CR9 1PT
- 4 Edgware** 020 8732 6459
Edgware Community Hospital Burnt Oak Broadway Edgware HA8 0AD
- 5 Enfield** 020 8887 8300
Evergreen Primary Care Centre 1 Smythe Close N9 0TW
- 6 Finchley** 020 8349 7471
Finchley Memorial Hospital Granville Road, North Finchley N12 0JE
- 7 Gracefield Gardens** 020 3049 5000
Health & Social Care Centre 2-8 Gracefield Gardens, Streatham SW16 2ST
- 8 Hackney** 020 8510 5342
Homerton University Hospital Homerton Row, London E9 6SR
- 9 Harold Wood Polyclinic** 01708 792000
Gubbins Lane, Harold Wood, Romford RM3 0FE
- 10 Islington** 020 7837 1663
Arms Walk-in Centre Ritchie Street Group Practice 34 Ritchie Street N1 0DG



Please call the walk-in centre to check the services available and opening times before visiting. See www.nhs.uk for more information. Details correct at March 2013

- 11 Loxford** 020 8822 3800
417 Ilford Lane, Essex IG1 2SN
- 12 New Cross** 020 3049 2370
Suite 3, Waldron Health Centre Amersham Vale SE14 6LD
- 13 Parsons Green** 020 8846 6758
5-7 Parsons Green, London SW6 4UL
- 14 Peckham** 020 3049 8430
Lister Primary Care Centre 101 Peckham Road SE15 5LJ
- 15 Rainham** 01708 793 900
Orchard Village Health Centre Roman Close, Rainham, Essex RM13 8QB
- 16 Soho** 020 7534 6500
1 Frith Street, London W1D 3HZ
- 17 Teddington** 020 8714 4004
Teddington Memorial Hospital Hampton Road, Teddington, Middlesex TW11 0JL
- 18 Thamesmead** 020 8319 5880
4-5 Thames Reach, Thamesmead London SE28 0NY
- 19 The Junction Health Centre** 020 3131 2595
Arches 5-8, Clapham Junction Station, London SW11 2NU
- 20 Tollgate Lodge Health Centre** 020 7689 3140
57 Stamford Hill, Stoke Newington, London N16 5SR
- 21 Tooting** 020 8700 0505
St George's Hospital, Blackshaw Road SW17 0QT
- 22 Wembley** 020 8900 6020
116 Chaplin Road Wembley, Middlesex HA0 4UZ
- 23 Wilson Health Centre** 020 3458 5100
The Wilson Health Centre Cranmer Road, Mitcham Surrey, CR4 4TP

