



West Midlands Ambulance Service
University NHS Foundation Trust



MONTHLY Briefing

May 2023



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OfficialWMAS

STAFF ENJOY CELEBRATIONS FIT FOR A KING

With flags flying, tea flowing, bunting waving and cupcakes aplenty, WMAS staff thoroughly enjoyed celebrating the Coronation of King Charles III...page 5



Also this month....Thank You for Saving My Life; Patient Reunites with his Christmas Miracle Lifesavers; Ella Supports Changing Faces Campaign; Enhanced Chaplaincy Service and much more...

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Top Stories.....

Thank You For Saving My Life

A man who suffered a cardiac arrest, shortly after having a heart attack, has been reunited with the ambulance crew who came to his aid. Jim Crosswell, from Bedworth, was walking home when he began experiencing chest pains, but thankfully was able to call 999 on his mobile phone before collapsing in the street. Coventry crew - Jason Hardcastle (paramedic), Simon Lees (technician) and Holly Castle (student paramedic from Coventry University) - arrived quickly on scene and began treatment whilst rapidly transferring Jim to University Hospital Coventry and Warwickshire. However, Jim's conditioned worsened enroute as he suffered a cardiac arrest. Thankfully, the quick actions of Jason, Simon and Holly meant they quickly restarted his heart. Jim,



and his son Paul, are under no doubt the actions of the ambulance crew saved his life that day, and they were thrilled to be reunited recently. Jim said: "It was only right that we say thanks for the very special and selfless work the NHS as a whole do, every day. We will always be forever grateful for the opportunity to spend more time together as a family. To have an ambulance service whose staff are as dedicated, motivated and compassionate in caring for others, when they are at their lowest and most vulnerable time, is incredibly reassuring." Pictured (L-R) – Paul Crosswell (son of patient); Jason Hardcastle, Jim Crosswell; Holly Castle, Simon Lees.

Patient Reunites with his Christmas Miracle Lifesavers

After more than two years of waiting, Paul Brain was reunited with the crew that saved his life in December 2020 recently. Paul suffered a cardiac arrest in front of paramedic Tugce Yilmaz and her crew mate, whose quick



thinking actions saved his life. Thirty years after surviving cancer and a liver transplant, Paul was understandably emotional when he met up with Tugce again: "I have been waiting more than two years for this moment; when I get to say 'thank you' for saving my life. I suffered a further cardiac arrest in hospital, as well as a stroke. I have now recovered with no ill effects whatsoever, but none of this would have been possible if it were not for the fast and professional actions, and hard work of the crew. I appreciate how beautiful the blue sky is and how green the grass is every day now and thank them from the bottom of my heart." Tugce was delighted to be reunited with Mr Brain and said: "This case is forever seared in my memory. So many cases we attend are unremarkable but this one will stay with me forever. To find out that there has been such a happy outcome means the world to me, and it has reminded me that the job we do can be so important to people."

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Top Stories.....

Trust Board Holds Freedom to Speak Up Development Session

Following the recent National Guardian's Office review of Speaking Up Culture in the Ambulance sector, the Trust has been reviewing its resources and documents in-line with national requirements, as well as updating its Freedom To Speak Up (FTSU) policy, creating an improvement strategy and a procedure to demonstrate how concerns will be dealt with once raised with a Guardian. As part of the Trust's increased focus on FTSU, a Board Development session took place last month, to build on the FTSU training that each Board member has completed. The session was led by:

- Jayne Chidgey Clarke (National FTSU Guardian)
- Alison Bell (Senior Manager for FTSU at NHS England)
- Jenni Fellows (Senior Freedom to Speak Up Guardian Support Manager at the National Guardian's Office)

The session covered areas including looking at what stops ambulance workers from speaking up, managing conflicts and opportunities for improvement within WMAS. Trust Chief Executive, Anthony Marsh, said: "I would like to thank Jayne, Alison and Jenni for providing a really insightful session that was thought provoking and highlighted areas where we can look to further focus how we can improve our culture to ensure staff, students and volunteers know how to raise a concern and feel comfortable to do so." The Trust's FTSU Guardian, Pippa Wall, added: "I hope everyone who attended got a lot out of the session and is able to take the knowledge gained forwards, to help continue our investment into FTSU. We are developing our communications around FTSU and will be publishing more information to staff in our internal newsletter about our progress, the type of concerns raised and how we respond to them. In the future, we will be looking for opportunities to celebrate success stories, whilst remaining conscious of the need for confidentiality for those who have spoken up."



“The silence of missing voices costs careers, relationships and lives”

Speak Up: say what needs to be said, hear what needs to be heard
By Megan Reitz, 2019



Ella Supports Changing Faces Campaign

The Association of Ambulance Chief Executives (AACE) has made a formal public commitment to help raise awareness and promote equality in the ambulance workplace for those who have visible differences and disfigurements, by becoming signatories of charity Changing Faces' Pledge To Be Seen campaign. All ten ambulance services have signed up to the pledge which signifies a significant step for the campaign and represents the first UK-wide set of public bodies to commit to better representations of those with visible differences in their internal and external communications.



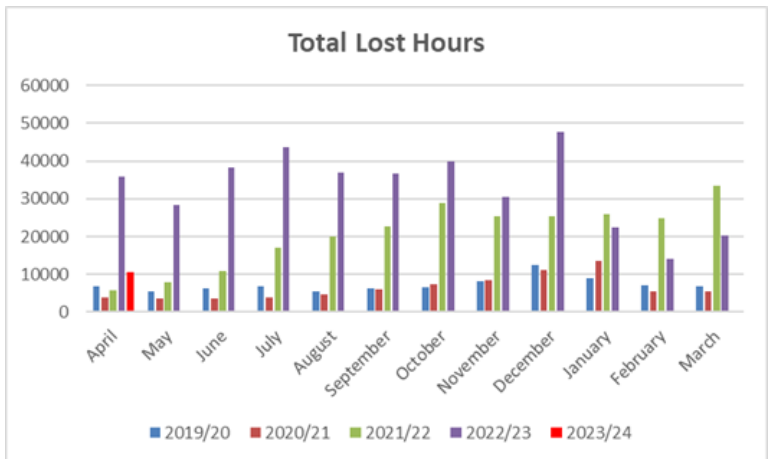
Leading the way as a spokesperson for Changing Faces, is Stoke technician, Ella Davies. Ella was born with a rare condition called cranio-frontal-nasal dysplasia and said: "I am delighted that AACE and ambulance trusts across the UK are signing up to Pledge To Be Seen. As someone with a visible difference I often contend with people staring and making comments about my appearance, alongside assumptions about my capabilities simply because of how I look. When you have a visible difference, you often stand out from the crowd; everyone notices you! But when you turn on the TV, look in a magazine or even in public health campaigns or recruitment pages of a website, you just don't see people with visible differences. It's time for that to change. For organisations to be diverse, that needs to include people with visible differences." To read more about the Changing Faces campaign, please click [here](#).

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Top Stories.....

Hospital Handovers Continue to Improve

The amount of time crews are spending waiting to hand over at hospital has continued to improve with April showing the lowest total since May 2021. However, the loss of 10,671 hours is still almost 60% worse than April 2019. Trust Chief Executive, Anthony Marsh, said: "I am sure all staff, whether in the control rooms or on the road will welcome the improvement, though many of you will still have experience some long delays over the last month. We are pushing commissioners and our acute trust colleagues hard to get the delays reduced much further still. Everyone knows that if we cannot free ambulances in 15 minutes that the handover is supposed to take, then it has a direct impact on the time it takes us to get to patients. Sadly, we are still seeing patients coming to harm as a result of delays and we continue to report each of these as Serious Incidents."



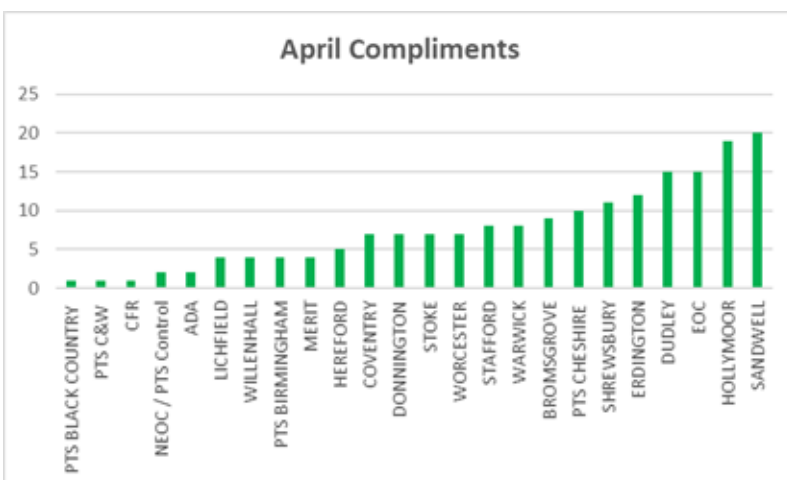
Extraordinary Efforts to Help Patients Continues

Despite taking over 120,000 999 calls during April, the Trust was able to answer all of them within two minutes with an average time to answer of just 2 seconds! It's the first time for over a year that there have been no over two minute calls and the Trust was the only ambulance service in the country to be able to do so. Across England, over 13,000 calls waited more than 120 seconds. IEUC and Performance Director, Jeremy Brown, said: "This is excellent news and shows just how hard staff are working to answer calls quickly. I am immensely proud of the team who keep performing despite the pressures that we face. The team know that if they can't answer the calls, we can't get help to the patient, in whatever form that might be, so there is a real focus within the team to answer calls quickly and these results show how that has paid off. Congratulations to the whole team."

| Trust | WMAS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|-------|------|-----|-----|-------|-----|----|-------|-------|----|-------|
| April | 0 | 399 | 183 | 5,265 | 849 | 27 | 3,103 | 2,323 | 50 | 1,444 |

Over Six Compliments a Day

Once more, the level of gratitude shown by the public to the work of staff during April has been phenomenal. In total, the Trust received 183 compliments, all of which will be passed to the individual staff members involved.



As you can see from the table below, the letters, emails, cards, social media posts and website forms filled in cover the entire region. Trust Chief Executive, Anthony Marsh, said: "Once again, it is deeply moving to see so many compliments come in for staff. While there is no question, that the pressures have subsided from the turn of the year, no-one should be under any illusion just how tough it still is, yet once again, the public have shown just how much they appreciate the work each and every one of you undertakes every time you come to work. Please accept my grateful thanks for all that you do to help our patients and provide the best care that we can."

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News.....

Celebrations Fit for a King

With flags flying, tea flowing, bunting waving and cupcakes aplenty, there was no doubt WMAS staff got stuck in to celebrating the coronation of King Charles III last month. We were very fortunate to have several members of staff attend events in London, representing the Trust in various capacities. Donnington Paramedic, Paddy McCartney, was at Westminster Abbey for the service. Senior Operations Manager, Rob Till, said: "Donnington is very proud that Paddy was invited to the Coronation of King Charles III. Whilst we did have a team on standby to retrieve him from the Tower, we weren't required!" MERIT & Enhanced Care Senior Operations Manager, Jim Hancox, and Hereford Senior Operations Manager, Nick Montandon, joined 20 other ambulance staff to represent The Ambulance Services as part of the 200 Uniformed Civilian Services, who street lined the processional route. Both Jim and Nick said they were very honoured to have been selected for the once in a lifetime opportunity. Dr Alison Walker, Trust Medical Director, attended a Coronation Garden Party and said: "I am honoured to have represented JRCALC, on behalf of everyone



who gives their time to volunteer as a Committee member of a guideline group member and those who support us." Meanwhile, Scott Harris, Director of Services Lead, donned his best gear after winning tickets to watch the Procession. He ended up having wonderful seats for and said: "We were so privileged to attend and had the most amazing experience (despite the weather!). Our viewpoint from the Queen Victoria Memorial Grandstand was spectacular, allowing us to witness the grandeur and elegance of this special occasion." Unite Senior Rep, Steve Thompson and his wife Suman Bhambra (top right) were also selected to attend a Garden Party at Buckingham Palace. Steve said: "To be selected from thousands of NHS staff is a great honour. Attending Buckingham Palace is not something that many people get the chance to do. It was a very enjoyable afternoon being able to chat with lots of other NHS staff." Also getting the Garden Party treatment was Hollymoor Paramedic, Karina Graham (left), she said: "It was such a wonderful day that I did not want to end. The weather luckily stayed sunny for us and the rain held off until we were leaving. We had the honour of seeing Prince and Princess of Wales, William and Kate and the Duke of Edinburgh, Prince Edward, who is my mums favourite. It was such a wonderful opportunity that I am so grateful for."

Enhanced Chaplaincy Service

Just before Ramadhan, the Trust was delighted to welcome Imam Mohammed Asad as our second chaplain. He joins Rev Vanetta Griffiths in providing support for staff in our organisation during this particularly difficult time. Recently, they met with Chief Executive Anthony Marsh, People Director Carla Beechey and EDI Lead Mohammed Ramzan to explore ways of providing even more support for staff through the Chaplaincy and Wellbeing services we offer. Carla said: "Vanetta has been a very well known figure around the region for a few years now and, from talking to staff, someone who really does make a difference to people's lives in such a positive way. We're delighted that Asad will be joining her going forwards providing an enhanced service to staff. We are keen to expand this still further into other faiths."



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News.....

Graduate Event is a Huge Success

Almost 170 graduates from universities across the region descended on Sandwell Hub last month for an engagement event organised by the recruitment team. The day was designed to give paramedic science students who are due to graduate soon, the opportunity to find out more about the Trust and speak to various members of staff to assist them with the recruitment process. Visiting students, who attended from Wolverhampton, Staffordshire, Coventry, Worcester and Birmingham City Universities, had the chance to try out equipment they will be using on the fitness tests, talk to Senior Operations Managers, find out about the Trust's Health and Wellbeing process and see what the Hazardous Area Response Team has to offer, with all of the specialist equipment on show in the garage. Recruitment Manager, Louise Jones, said: "It was a fantastic day and we received so much positive feedback from those who attended, it appeared they seemed to get a lot of really useful information out of the day. I would like to place on record my thanks to all of the members of staff who assisted on the day and made it the success that it was."



Health and Wellbeing Roadshows Get Underway

The Trust's first Health and Wellbeing Roadshows of the year have been taking place at various sites across the region. As well as local managers, representatives from HR, Health & Wellbeing Champions, SALS and union reps, there have been representatives from the Cycle 2 Work scheme, Occupational Health, Money Helper, West Midlands Police Social Club and a surprise visit from the Therapy Dogs, which staff have absolute loved. Health & Wellbeing Manager, Manjeet Malhi, said: "The event was an incredible success with



many staff taking part in the various activities. Staff completing the HWB Survey were entered into a raffle and congratulations go to all of the winners. Finally, I would like to say a big thank you to everyone who helped out and made the event possible, as well as thank all of those attended."

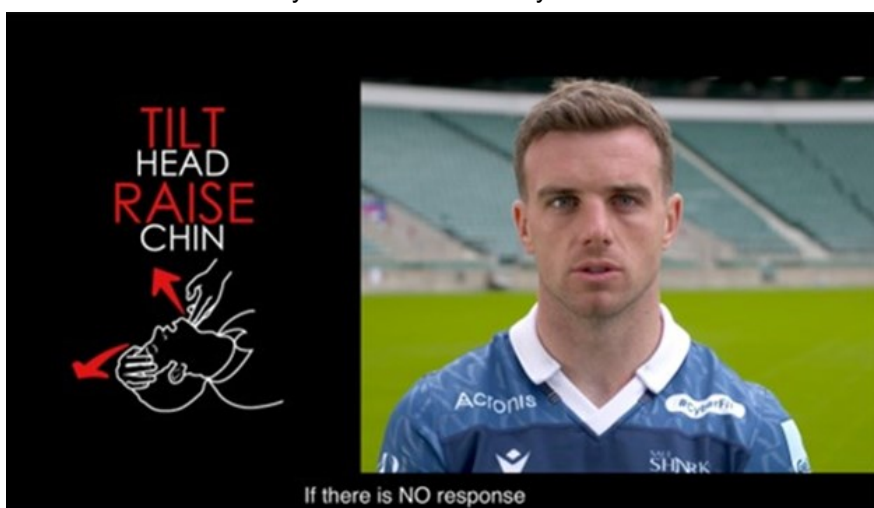


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News.....

Rugby Stars Urge Everyone to Give CPR a Try

The Trust has teamed up with some of the country's top rugby stars to launch a video aimed at encouraging everyone to give CPR a try. The video, which was played to 80,000 fans on the big screens at Twickenham during the Gallagher Premiership Rugby Union final between Saracens and Sale, sees players from clubs throughout the league press home hard-hitting facts about CPR before encouraging everyone to give it a go. Head of Community Response, Andy Jaynes, said: "Cardiac arrests in sport have unfortunately become big news over the last few years and that is why the chance to create this video was an incredible opportunity for us to get this important message out to so many people. I would like to thank Jon Essex and Paul Telfer for their incredible contributions in making the video. Sadly, Paul passed away recently following a short illness and it is a great shame he will not be here to see what I'm sure will be a fantastic reaction." The video was directed by CFR Steve Hart, who said: "We are incredibly grateful to Premiership Rugby and all of the players for getting involved in making this video, which will hopefully encourage many rugby fans to research and learn this lifesaving skill." To view the video, click [here](#).



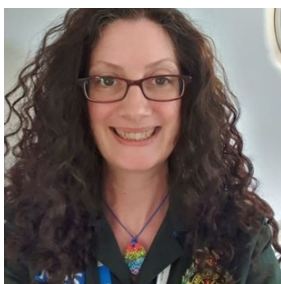
I Can Never Repay Your Kindness and Thoughtfulness

No-one joins the ambulance service looking for compliments; that's not the sort of people we are; but equally, none of us will complain if someone pays tribute to the work that we have done. For Patient Transport Service Voluntary Car Drive, Roy Robinson from Cheshire PTS, that is exactly what he got. One of his regular patients, Carole has written a lovely card expressing her thanks for all that Roy did taking her to appointments. Her card says: "You got me through all those journeys going above and beyond, carrying my bag and taking me to appointments when my legs didn't want to work; your care and dedication to your job is far beyond expectation. Sometimes someone steps into your life and makes a difference. I can never repay your kindness and thoughtfulness. I thank you from the bottom of my heart." Well done Roy.



A Great Achievement for Control Room Tutor Kelly

Congratulations are in order for Integrated Emergency and Urgent Care Tutor Kelly Cheesman who recently passed a FutureQuals Level 3 Certificate in Assessing Vocational Achievement (CAVA). The qualification, which Kelly studied for through Footstep Training in her own time over the last 12 months, means that Kelly is now accredited to evaluate vocational skills of staff undertaking apprenticeships within the IEUC. Susan Bunyan, IEUC Call Taking, Training and Development Commander, said: "Huge congratulations to Kelly for passing her qualification. This is something she has worked incredibly hard on and we're all thrilled that she has been able to achieve this. She is incredibly dedicated in her role, always trying to better herself and she has managed to do just that by securing this qualification. Very well done."



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WMAS Round-Up

May 2023: The Numbers



Welcome to the latest monthly stats round-up where we look at performance and demand across the 999 emergency service, control rooms and the Trust's Patient Transport Service.

999 Emergency Service



130,211 emergency contacts (inc. all 999 calls, duplicates, events & 111 referrals). **1.2% decrease** on May '22

83961 unique incidents
Average of 2,758 a day
8% decrease on May '22

12,291 hours lost due to regional hospital handover delays **53.3% decrease** on May '22

Hear & Treat
14,662 patients treated over the phone
3.2% increase on May '22

See & Convey
45,347 patients conveyed for further treatment
8.9% decrease on May '22



126,449 999 calls received compared to 135,356, a decrease of 0.7% on May '22

0 mins 02 seconds, the mean answering time compared to 0.02 in May '22

75% of addresses matched in less than 60 seconds, compared to 79.6% in Apr '22

Patient Transport Service



72,295 journeys undertaken across all contracts
0.4% increase on May '22

36,093 Renal journeys (including aborted)
4% decrease on May '22

3,791 aborted journeys
8.7% increase on May '22