



**West Midlands Ambulance Service**  
University NHS Foundation Trust



# MONTHLY Briefing

April 2023



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## FAMILY THANKS CREW FOR LIVESAVING ACTIONS

The quick-thinking actions of an ambulance crew from Dudley saved the life of an expecting mum, who lost more than two litres of blood when she suffered a placental abruption at home...page 2



Also this month....Dudley Crew Reunited With Mum and Baby Born in Car; 50% Rise in Compliments; Trust Leads the Way on Violence Prevention; Iftar Celebration is a Great Success and much more....

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## Top Stories.....

### Family Thanks Crew for Their Lifesaving Actions

The quick-thinking actions of an ambulance crew from Dudley saved the life of an expecting mum, who lost more than two litres of blood when she suffered a placental abruption at home. Alex Gilmore and Gracie Clarke were responded after a frantic 999-call from dad, Shal, as pregnant Pavi was losing a large amount of blood. After making an against-the-odds full recovery, Pavi, Shal, and their healthy ten-week old son, Shayen, were reunited with Alex and Gracie last month in Erdington. Paramedic, Alex, said:

“Valuable seconds lost at any point throughout the job, might have drastically affected the outcome for both patients. We did everything we could do and quickly got them to hospital, after which, we both couldn’t stop thinking about the family and wondering how they were. A short while later, staff at the hospital made us aware that baby Shay had been delivered safely and that Pavi was making a good recovery; we were so thrilled that our work had helped this family.” Technician, Gracie added: “At the time of the incident I was training as a student paramedic and when I saw Pavi I instantly knew how serious her condition was and thought about my training and started to help as much as I could. To meet the family again and to see that we have been able to make such a difference to a family, especially so early on in my career, is something I will always be so proud of and is something I won’t forget.” For mum Pavi, the assistance of Alex and Gracie is something she will never forget, she said: “We feel blessed to have met such kind-hearted, dedicated, and amazing people. If it wasn’t for them, we don’t know what our lives might have been like now. They have such a special place in our hearts.”



### Dudley Crew Reunited with Mum and Baby Born in Car

Sometimes luck is on your side and certainly was for Robert Lockley and his wife Ameii-Lee. Robert was able to flag down Dudley Paramedics Anna Lisowska and Marius Faraji as they passed just after Ameii-Lee had given birth in their car and their baby wasn’t breathing! Early last month, the crew were reunited with Ameii-Lee and



Robert, along with a happy and healthy one-month old Chelsea. Proud sisters Bethany and Amber were also present at the reunion. Anna said: “A baby not breathing is something that every paramedic dreads. Despite my own emotions, I went into autopilot and used my training to the very best of my ability to help. To see and hold Chelsea in such incredible circumstances is a feeling I simply cannot describe. This little girl will always have a special place in my heart.” Marius added: “While Anna assisted Chelsea, I focussed on Ameii-Lee as well as being terrified for her baby, she was haemorrhaging, so also needed urgent medical attention. To be reunited with them and to see that our work that night was able to help this family felt amazing.” Understandably, the feeling of relief to see ambulance staff arrive at such a traumatic time is something Ameii-Lee remembers well. She said: “I felt so relieved when Marius and Anna arrived and told me they would do all they could to keep us safe. To be able to thank them personally overwhelmed me. We really cannot thank them enough.”

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## Top Stories.....

### 50% Rise in Compliments

New figures show a 50% rise in the number of compliments that the Trust has received in the last two years. In total during 2022-23, there were 2,666 letters, emails, web forms and social media posts complimenting staff for their actions. This was also a 28.8% rise on the previous year, which saw the Trust receive 2,070 messages of thanks. There were 1,783 in 2020-21. Trust Chief Executive, Anthony Marsh, said: "This is quite remarkable when you consider that the last two years, and particularly the last 12 months, have been the toughest ever faced by our Trust. Long hospital handover delays meant we have never had such long response times and patients



taken to hospital have often had extensive delays before being admitted. Despite all of this, more and more members of the public are taking the time to say 'thank you' to the staff within West Midlands Ambulance Service. We know for most people, calling an ambulance is the worst day in their life; for many they see a friend or loved one in pain or suffering, yet they are still taking the time to say thank you for the care that they have received – it is deeply humbling that so many people are prepared to do so."

### Trust Leads the Way on Violence Prevention

A new report by the Association of Ambulance Chief Executives has shown that WMAS leads the way in the support provided to staff who are unfortunate enough to be involved in a violent attack. Each service was peer reviewed by staff from another service who looked at 56 indicators about the way the Trust helps staff to avoid being involved in such incidents and supports them if they have been hurt or threatened. Across the country, the figures show a depressingly large increase in incidents over the last five years. Trust Chief Executive, Anthony Marsh, said: "Even one attack is one too many, never mind the 7,600 that we had within the last six years. Sadly, the number rose again last year to 1,848 and ambulance staff remain twice as likely as the national average to be the recipient of violence while working. However, the review, carried out by colleagues from London Ambulance Service showed that WMAS was compliant of 53 of the 56 areas examined, by far the highest in the country. We will do everything we can to help staff bring perpetrators to justice. We will not rest until the courts take such attacks more seriously. I urge all staff to use the Body Worn Cameras and ambulance CCTV systems to support them as the footage often leads to a guilty plea."

	WMAS	England
2016-17	887	7,689
2017-18	945	7,755
2018-19	1,066	8,247
2019-20	1,240	9,578
2020-21	1,671	11,749
2021-22	1,794	12,287

Compliance Rate for Each Ambulance Service									
1	2	3	4	5	6	7	8	WMAS	10
42.86%	75.00%	46.43%	58.93%	47.27%	42.86%	51.79%	30.36%	<b>94.64%</b>	55.36%

### Over Half of Staff Are Mentors

New statistics show that more than half of Emergency and Urgent operational staff in WMAS are now mentors.

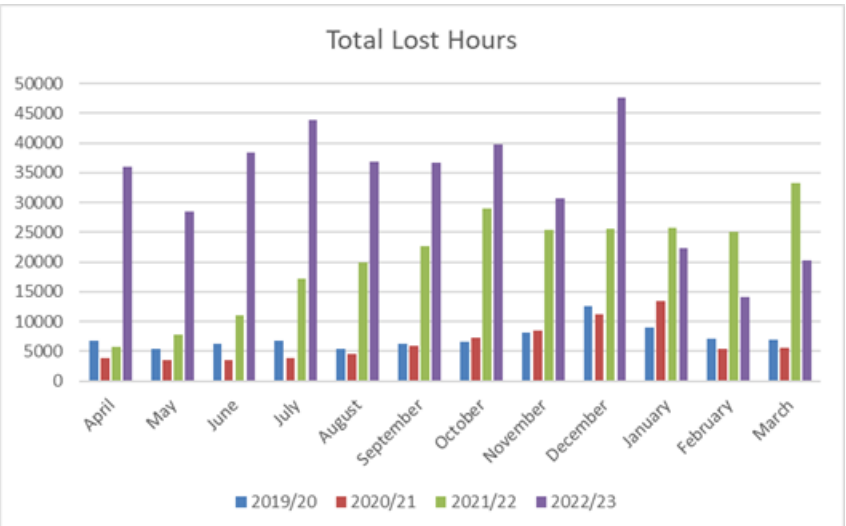
Named Mentor (5-day course)	440
Named Mentor (BSc Top-up)	114
Associate Mentor (1 day course)	1,079
Clinical Team Mentors	194
<b>TOTALS</b>	<b>1,827</b>

Courses have been running at five partner universities and all BSc student paramedics undertake mentorship training as part of their course. A total of 134 staff are booked to do the Associate Mentor course, with a further 230 due to undertake the five day course. People Director, Carla Beechey, said: "It is great to see so many staff taking on the role of mentor. We know just how valued and important this role is during the training phase of the student paramedic course and beyond on an ongoing basis. As a University NHS Foundation Trust, learning is such a key part of what we do, so the fact that we have so many mentors is clearly fantastic news."

Top Stories.....

**Hospital Handover Delays Worsen**

After two months of improvement around hospital handover delays, March brought a worsening situation. In total, the Trust lost just over 20,000 hours. To put that into context, it's down considerably from December where the loss was just under 48,000 hours, but it is considerably better than March 2022 which saw a loss of 33,000 hours. Trust Chief Executive, Anthony Marsh, said: "The cost to the organisation during the last year has been enormous: the impact it had on staff, with operational staff missing meal breaks and finishing late; the horrendous abuse call assessors took from angry callers, never mind the financial cost to the organisation of around £45m! In our negotiations with commissioners over our contract for 2023-24, we have specifically demanded



improvements in regards to hospital handover delays as well as additional money to offset the impact on Trust finances. We will continue to do everything we can to find solutions to this appalling situation as I know just how difficult it has been for so many staff over the last two years."

**Trust Tests Football Ground Response**

With numerous football clubs within our patch, the Trust regularly provides commander and ambulance crew cover at fixtures throughout the various football leagues. With thousands of fans in attendance, the chance of a significant or major incident taking place is obviously increased, and that is why a recent opportunity to take part in a multi-agency exercise at Shrewsbury Town FC was too good to turn down. The football club also invited West Mercia Police and Shropshire Fire Service to take part in the scenario which saw a small fire break out in the stadium, leading to an evacuation and 12 patients. As per a normal matchday at Shrewsbury Town, the Trust had a match day commander and crew already at the ground, with an Operational Manager and two further crews also responding once the incident began. Tactical Incident Commander, Carl Cooper, who helped to organise the event, said: "A

big thank you to the football club for inviting us to take part and also to all of our staff who used the opportunity as a learning exercise. Whilst we hope these situations never become real events, it is essential that we are as well prepared as we possible can be and events such as this help with that."



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## News.....

### New Mental Health First Aiders

Say hello to some of the Trust's new Mental Health First Aiders. The group recently completed a two-day Mental Health First Aid England course at Navigation Point thanks to Health and Wellbeing Co-ordinator Stuart Hossack and Integrated Emergency and Urgent Care Trainer, Jon Malko. The course covers many topics including learning more about how to have the confidence to step in, reassure and support someone in a mental health crisis, gaining an in-depth understanding of mental health concerns and illnesses, developing skills such as non-judgemental listening and techniques for self-care which can be really important in a role such as this. Stuart said: "Mental health is such an important part of our lives and MHFAiders play a key role in reducing stigma around mental health and aiding people in a mental health crisis. A huge thanks to the wonderful group that took part in the training, for all of your contributions during the sessions, and we look forward to delivering more courses in the near future."



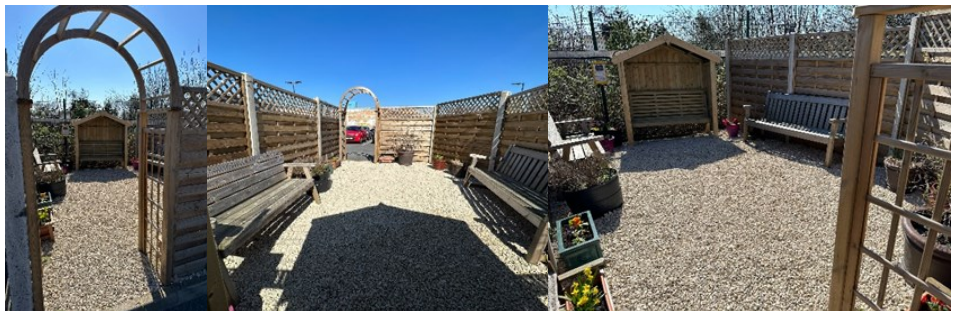
### Stafford HWB Day Success

If there is a sure fire way to get staff to take part in an event, then it is to bring a dog along, in this case Mia! Last month, Stafford Hub held a Health and Wellbeing Day for staff, which included homemade cupcakes, the Trust's Staff Advice and Liaison Service and the NHS health check van. The event, which was organised by the health and well-being champion on the hub, was a great success for all staff. Senior Operations Manager, Kelly Murphy, said: "This was our Spring Event and the team did a fantastic job organising all the events and making sure everyone had a good time. It was a great chance to put the boot on the other foot and get a quick check up as well as taking a few minutes for a bit of downtime and Mia was a real hit with everyone. Thanks to all of the staff who organised the event and to all those who took part."



### A Moment to Relax and Reflect

Mindfulness is crucial to maintaining positive mental health. As such, Erdington Hub has created a great memorial garden where staff can have a bit of peace and quiet, especially during the sunnier months ahead. Wendy Hands (Senior Ops Manager) and Jeff Lowe (Technician and Union Rep) have been hard at work finishing off the memorial garden, creating an environment where staff can relax, reflect and take a moment for themselves during a busy shift.



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## News.....

### Congratulations to the 2022-23 Graduates

Congratulations to the 54 staff who have completed their 'Top Up' degrees at Coventry, Staffordshire and Cumbria Universities over the last 12 months. The table below shows the numbers who have achieved the award at each university. Our partner universities have also extended their own congratulations to each of the staff.

Degree Classification	Coventry University	University of Cumbria	Staffordshire University
1 <sup>st</sup>	3	10	1
2:1	3	8	1
2:2	3	15	7
1537 <sup>rd</sup>	1	0	0
BSc without Honours	0	2	0

The Top Up Degree has been fully funded by the Trust since 2018. To date over 1000 staff have been offered funding support to complete the programme and nearly 400 have successfully completed the course so far.

### Out and About with the Recruitment Team

The recruitment team has been busy recently, visiting schools, colleges, job centres, training providers and skills fairs across the West Midlands. The events gave a great opportunity to inspire the next generation of WMAS employees and share the wide range of careers the service has to offer. Rachel Page, Recruitment Coordinator, said: "We have been able to take an ambulance to events alongside our operational colleagues to give people a real insight into life on the frontline." Louise Jones, Recruitment Manager, added: "Colleagues kindly give up their own time to attend events in their communities for which I am incredibly grateful. There are always lots of people interested in finding out more about a career in the ambulance service, so it is great to be able to go and meet them in their own local areas, to answer the questions they may have."



### Iftar Celebration is a Great Success

Last month saw a first for the Trust as an Iftar celebration took place at Erdington Hub, with staff from various sites



taking part. Iftar is the fast-breaking meal eaten by Muslims during the month of Ramadan, immediately after sunset. The event was very well attended and saw many faiths come together, all taking the chance to support and learn from each other. Imam Asad Mohammad led the event and thanked everyone for engaging, saying he hoped it was the start of good partnership relationships as he embarks on his journey as a volunteer chaplain with the Trust. Chief Executive, Anthony Marsh, who fasted throughout the day to show support for everyone in attendance, said: "This was a fantastic opportunity to come together and support one another, learn from each other and reflect. I do hope everyone who attended enjoyed the event as much as I did. I would like to say a huge thank you to everyone who played a part in arranging the Iftar and to the many staff who turned up and hopefully enjoyed the food and drinks provided." Paramedic, Razul Islam who helped organise the event, added: "The Iftar was not just a meal but a sign of solidarity amongst colleagues building stronger understanding around diversity in workplace and the community we serve."

## News.....

### Tim's Successful Secondment Comes to an End

After 15 months spent working with the Community Response Team, a highly successful secondment period has come to an end for Warwick Clinical Team Mentor, Tim Cronin. He joined the Team in January 2022 as a project manager through funding from NHS Charities Together and since then has successfully completed projects including; providing defibrillators and bleed kits on all Trust PTS vehicles, as well as at all Trust sites; distributing Braidon manikins across Community First Responder groups to ensure all schemes have one to further support CPR awareness; and providing support with The Circuit, the National Defibrillator Database. Tim's natural enthusiasm for supporting communities took over and his hard work has not gone unnoticed. He received praise at a recent meeting of the Trust Board from the Our Jay Charity, for the part he has played in helping to install defibs and bleed kits across Warwickshire.



Paramedic Practice and Patient Safety Director, Nick Henry, said: "Tim has been a very valued asset to the regional community response family. His work with NHS Charities Together has been exemplary and he will be truly missed from the team. I know Tim is heavily invested in community response and will continue to support, as he did before the secondment."

### Simon Joins SCC With Chrissy Taking Over Patient Safety

A number of changes have taken place in the Trust's Patient Safety Team with Simon Taylor leaving to take up a new role with the Strategic Capacity Cell. Simon who has been heading up the team for some years made the decision to step down last month. He said: "I want to say a massive thank you to everyone in the Patient Safety Team! You have all gone above and beyond on so many occasions and you really are making a difference to the safety of our patients on a daily basis. The new role will give me more time with my family, which I am looking forward to." In the interim, Patient Safety Specialist, Chrissy Clinton will head up the team. Chrissy, who has been with the team since 2018, said: "We are all determined to carry on the good work that Simon started and we all wish him well in his new role. I'm looking forward to working with Paramedic Practice & Patient Safety Director, Nick Henry as we introduce the new Patient Safety Incident Response Framework into the Trust."



### New MERIT CTM Appointed

It is congratulations to Jordan Lane on her recent appointment to the role of MERIT Clinical Team Mentor. After a competitive interview process, Jordan joins existing CTM Ben Jones in leading on the provision of clinical supervision, development and support to our group of trainee and qualified Critical Care Paramedics. Senior Operations Manager, Jim Hancox, said: "Jordan has previous mentoring experience having been a CTM at Hollymoor Hub. Together with her developing skills and knowledge from her advanced practice masters programme, she will utilise this to drive further development within the team."



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# WMAS Round-Up

## April 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



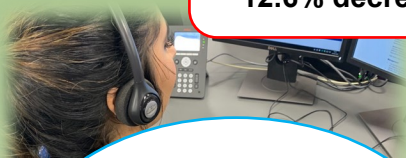
**120,533** emergency contacts (inc. all 999 calls, duplicates, events & 111 referrals). **13.5% decrease** on Apr '22

**82,748** unique incidents  
Average of 2,758 a day  
**6.6% decrease** on Apr '22

**10,670** hours lost due to regional hospital handover delays **69.8% decrease** on Apr '22

**Hear & Treat**  
**13,696** patients treated over the phone  
**12.6% decrease** on Apr '22

**See & Convey**  
**44,857** patients conveyed for further treatment  
**2.8% decrease** on Apr '22



**117,038** 999 calls received compared to 135,356, a decrease of **13.5%** on Apr '22

**0 mins 02 seconds**, the mean answering time compared to 0.03 in Apr '22

**74.9%** of addresses matched in less than 60 seconds, compared to 79.2% in Apr '22

### Patient Transport Service



**66,958** journeys undertaken across all contracts  
**2.7% decrease** on Apr '22

**33,699** Renal journeys (including aborted)  
**2.5% decrease** on Apr '22

**3,380** aborted journeys  
**6.7% increase** on Apr '22