



West Midlands Ambulance Service
University NHS Foundation Trust



MONTHLY Briefing

December 2023



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GRATEFUL PARENTS THANK PARAMEDICS FOR DELIVERING BABY AT HOME

Ambulance crews reunite with grateful parents and baby Lenny at Hollymoor Hub....page 2



Also this month....Ambulance Crew Reunited With Family at Christmas; Research Team Wins Award; Trust Moving Forward With New Shrewsbury Hub; A Year of Achievements for Women's Network and much more...

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Top Stories.....

Grateful Parents Thank Paramedics for Delivering Baby at Home

When Mum, Phoebe's waters unexpectedly broke at home, she and Dad, Antony knew there was no time to get to hospital and rang 999, explaining that Phoebe was in labour. Despite the surprise location of the birth, Baby Lenny was safely delivered on their bedroom floor by Hollymoor Paramedics James Smith and Cheryl Lee, alongside Student Paramedics, Bryan Luke and Elizabeth Czyz, and in December they were reunited at Hollymoor Hub. Phoebe showed her deep appreciation for the ambulance staff and had made it her mission to find the crews and thank them, She said: "Despite how fast everything happened and it not going to our 'plan', the team enabled us to have such a positive birth. They respected all of my preferences and ensured I could cuddle Lenny straight away which was important to me. I feel lucky that I had a birth I will always be able to look back on so fondly." James added: "Phoebe showed incredible calmness and strength throughout the birth, and I take great pride knowing I've been able to assist them in delivering their son. Before I trained as a paramedic, I witnessed a person going into labour in a public place and remember how helpless I was, and how relieved I felt when the paramedics arrived that day; it is what inspired me to train. This time, I was the person arriving and I had the skills and knowledge to help them the best I could, and I am so thrilled to see Phoebe, Lenny and Anthony all happy and healthy."



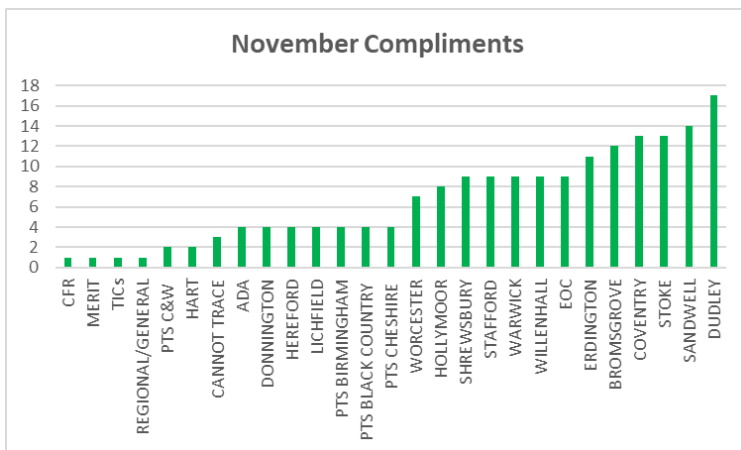
Ambulance Crew Reunited with Family This Christmas

For Dudley staff Alex (paramedic) and Gracie (technician), they will always remember saving the life of expecting mum, Pavandeep, who lost more than two-litres of blood when suffering a placental abruption at home. In May the crew were reunited with the family in Erdington and just before Christmas they met up once again. Mum, Pavandeep, Dad, Shal and a growing, happy and healthy baby, Shay, wanted to meet the crew again to help celebrate their newborn's first Christmas! Alex said: "To see Shay and Pavandeep both doing so well is a pleasure. It was so lovely to catch up with them again and to see Shay celebrate his first Christmas. It's been such an honour to be a part of this family's journey and to know that the work Gracie and I did that night has enabled them to have these special moments together as a family." Gracie added: "Shay is the most beautiful little boy who is absolutely thriving, being able to see him grow is such an honour!"



Just Under 180 Compliments

The public have continued to show their support for staff with another extraordinary number of compliments being received. During November, the Trust received no fewer than 179 compliments by email, letter, via the website and social media. Trust Chief Executive, Anthony Marsh, said: "Once more, I am humbled by the generosity of the public and the comments they make about the care they and their loved ones have received. Calling an ambulance is usually one of the worst days of your life. Despite this, so many people still take the time to contact us and say 'thank you'. That is purely down to the excellent level of care provided by our staff and I thank them all for everything that they do."



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Top Stories.....

PACKMaN Study Teams Wins Award

December saw members of the research teams at WMAS and University of Warwick, who worked on the PACKMaN study (Paramedic Analgesia Comparing Ketamine and MorphiNe in trauma), attended the Clinical Research Network awards in Wolverhampton and walked away with the "Innovation of the Year" award! The award is for the changes that were made to training, data collection and consent processes for the PACKMaN trial following the COVID-19 restrictions. The team were able to offer completely remote consultations through



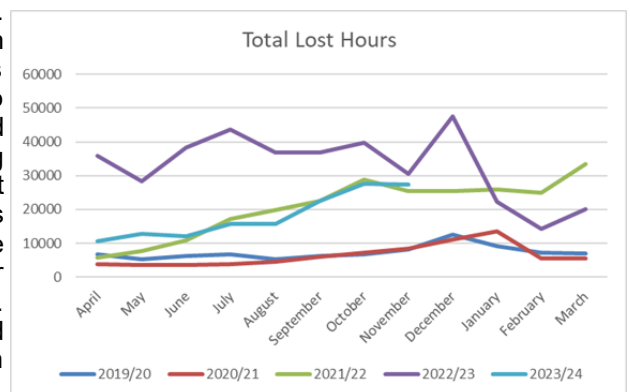
Teams and used electronic consent forms in place of traditional paper forms. Imogen Gunson, WMAS Research Manager said: "It's fantastic to be recognised by the CRN for the work we do to improve evidence-based care of our patients. These practices have extended into other studies taking up electronic documentation, simplifying and speeding up the collection and storage processes. Thank you to all the staff who supported the study throughout the stages from logistics to operations, we really couldn't do this work without you."

End of Year Message from Chair and Chief Executive

"Every year we seem to say that it has never been such a tougher year! While demand and hospital delays did subside a bit in 2023, the financial situation reached a point that we have never seen before. That led to additional pressure on staff as we had to pause overtime and delay the recruitment of new staff – both impacted us at the time and still do today. However, thanks to their astonishing efforts and dedication, we have managed to keep providing care for our patients. Christmas is a special time for so many people, in many different ways. One of the features is the giving and receiving of gifts. The Ambulance Service gives a very special gift to people every day of the year. It can be the ultimate gift of saving a life, a simple gift of showing that you care or you are part of the team that allow our staff to do these things. Everyone within WMAS contributes to this special gift and we wish to thank each of them for the part they play in ensuring that our gift to the public is delivered so well. No gift that was exchanged at Christmas will be more valuable than the one we provide each and every day. We want to thank all of our staff for everything they do, but also their friends and family for the support they give throughout the year. May we wish everyone a Happy New Year."

Delays Mirror 2021-22

The Trust Board recently took the difficult decision to raise the risk rating for hospital handover delays and the call stack back to 25, the highest it can be. One of the reasons they did this is because the level of delays is tracking almost exactly the situation in 2021-22, the last time the risk rating was raised to that level. As you can see from the graph, the number of lost hours in November hit 27,449, a reduction of 142 on October's figure; it was also down on November 2022, where the Trust lost 30,611 hours. Director of Performance and Improvement, Nathan Hudson said: "While any improvement is welcome, the reality remains that far too many patients are waiting far too long for help to arrive. Equally, hundreds of crews get late meal breaks and finish after the end of their shift as a result of crews being caught at hospital, sometimes for many hours. Our longest handover in November was 15 hours 3 minutes, which is awful for the patient and the staff left looking after them. We will continue to use the immediate handover policy whenever necessary to try and get patients handed over in a timely way. Equally, the new end of shift tasking pilot in Birmingham and the Black Country continues to work well but we will carry on trying to find new ways to get staff off on time."



Top Stories.....

Trust Moving Forward With New Shrewsbury Hub

Work is picking up on the site and design of a proposed new ambulance hub in Shrewsbury. The Trust has started the work to develop a business case for the replacement facility which needs to be in place by the middle of 2027. The site will be a new build with good access to the A5 / A49 and Royal Shrewsbury Hospital and is likely to be near the new Northern Relief Road. It will be on a site of about 1.6 acres with a building of 18 – 20,000 sq ft, which will have net zero carbon emissions.

Operational Support Service Director, Craig Cooke, told the Board that the expectation is that staff numbers in Shrewsbury are likely to rise from around 210 today to as many as 345 in 2037, so the hub needs to be future-proofed. He added: "We have had good discussions with the council who are supportive of our plans to move location. I am keen that the design and requirement will be developed and finalised in partnership with staff in Shrewsbury. During the meeting, the Chief Executive was explicit that we will continue to have two hubs, one in Telford and the other in Shrewsbury. I hope that an outline business case will be ready in July 2024 with building work hopefully starting in early 2026."

Likely Footprint Layout Design



Paramedic Campaigns for AEDs to be Stored Outside of Schools

Willenhall-based Paramedic, Alice Jones, was surprised to read in the Trust's newsletter that while nearly 70% of cardiac arrests happen within 500-metres of a school, access to a school's AED is often limited by it being stored inside school buildings. Shocked by this statistic, and inspired by the story of Jamie Rees, an 18-year-old who died after suffering a cardiac arrest, Alice decided to do something to help and teamed up with OurJay Foundation in the hope of inspiring schools to keep their AEDs on the outside the school gates, meaning there would be 24/7 access to everyone in the community. After teaching students CPR and how to use an AED, as well as officially opening the brand-new AED on the outside of her former school, Walsall Academy, Alice said: "Jamie's story has inspired me; everyone needs to know how to perform CPR and use a defibrillator, they quite literally save lives. The defibrillators that are accessible to the public require no training to be used; they tell you what to do and there's absolutely nothing to be afraid of. In an emergency, having a go and trying your best can make a lifesaving difference."



Getting SORT-ed for Christmas

Just in time for Christmas, 45 members of staff completed the intensive five-day Special Operations Response Team (SORT) Course at Sandwell Hub, qualifying them as both Chemical, Biological, Radiological and Nuclear & and Marauding Terrorist Attack responders. SORT instructor, Dave Owen said: "The new SORT staff have worked incredibly hard; it is a challenging and rewarding course in both the theory and the practical elements." WMAS now has 335 Operational members of SORT who annually train and exercise in patient decontamination and responding to terrorism and trauma incidents and much more.



News.....

Exercise Articulos with Emergency Service Colleagues

Some WMAS staff recently joined forces with our other emergency service colleagues for a new training exercise. Exercise Articulos was aimed at 'non-specialist responders' by embedding JESIP and "high-fidelity training" to an initial Marauding Terrorist Attack (MTA) incident. Tactical Incident Commander, Carl Cooper, said: "These skills and principles will be able to be transferred to any incident response. 'Non specialist responders' from Police, Fire and the Ambulance service took part throughout November with a total of 16 exercises spread on eight dates conducted across the WMAS footprint. WMAS staff performed extremely well and demonstrated high standards to a challenging scenario".



Student Network Appoints Co-Chairs

Two student paramedics have been appointed as co-chairs at the first meeting of the new Student Network. Hayden Emmett-Bird (WMAS Student Paramedic) Raul Anton Gutierrez (Coventry University Student) were appointed to the role after the meeting last month. Head of Student Engagement, Safety & Wellbeing, Suman Bhambra-Thompson, said: "The Network is aimed at external and internal students, learners and apprentices and will sit alongside the five other existing networks. It will be run by the students and apprentices and provide a safe space to chat through issues. It will provide an opportunity for peer support for individuals who may be facing challenges in the learning environment or their studies." Raul said: "I'm a 3rd-year paramedic student at Coventry University who worked in the past as a First Aider in the Spanish Army and EMT and Nursing Assistant in the Spanish public national service. I came to England to be a paramedic, and after preparing myself for the difficult task of doing a BSc in a second language, I found out that language is not the only barrier we can find. As a university student, I saw how we need to sort out different obstacles in our education, at university or placement. I intend to help create a better experience for future students and help them be the best version possible of the NQPs they will be." Hayden added: "My aim for the network is to foster a greater learning environment within the Trust and become a voice for student development and needs. I would encourage all students across the Service, whether on an internal pathway or at university, to join us in improving the educational experience for all."



A Year of Achievements for the WMAS Women's Network

Since its initial launch, the WMAS Women's Network has had a vibrant year of events, CPD, networking and celebrating women and allies of women within the Trust. The year kicked off with their International Women's Day event in March, where the network attendees enjoyed celebrating with a day full of guest speakers and networking activities. This was followed by their celebration of South Asian Heritage Month, which included guest speakers, networking, CPD and a special performance from Lionesses Bhangra group. After this, the network highlighted the success of the Springboard Women's Development course with an alumni day and in addition to this, they were able to make a real difference throughout the Trust by installing free sanitary products across all sites and promoting their ongoing work surrounding menopause and women's health issues. Trust Women's Network Chair, Rebecca Godfrey, said: "This has been such a great year of building the WMAS Women's Network and I am so excited to see how we can grow even stronger in 2024. On Tuesday 6th February, we plan to hold a Women's Network Health Morning, where attendees can drop in to enjoy guest speakers and ask questions on the topic to experts in Women's Health."



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News.....

DCA Celebrates Disability History Month

The Trust's Disability, Carers and Advocates (DCA) Network held a drop-in day at Tollgate last month to celebrate Disability History Month. The day was supported by the Health and Wellbeing Team who offered health checks and goodies, there was also representation from the Freedom to Speak Up Team, Mental Health Practitioners and Staff Advice and Liaison Service (SALS), as well as the opportunity for people to try their hand at various Christmas-themed crafts. The day provided a good opportunity to engage with the various teams at Tollgate, including operational, patient transport and control room staff. Chair of the DCA, John Eames, said: "The day was only possible due to the help and support of so many people, especially our hosts at Tollgate, SALS, the Health and Wellbeing Team, as well as Nathan Hudson, Kelly Murphy and Mohammed Ramzan. Of course, that's not to forget everyone who visited the event; I hope you all enjoyed the day."



Celebrating 75 Years of South Asian Pioneers

The work of South Asian NHS staff over the 75 years of the NHS was celebrated at an event in the Houses of Parliament recently. The Asian Professionals National Alliance NHS group was hosted by Shadow Minister for



Primary Care and Public Health, Preet Kaur Gill MP, in the Members and Strangers Dining Room. WMAS Health and Wellbeing Manager, Manjeet Malhi and Equality, Diversity and Inclusion Lead, Mohammed Ramzan were there to hear APNA NHS Co-Chairs, Asma Nafees and Professor Jagtar Singh remind those gathered of the contribution of migrant workers over the years. Ramzan said: "The event was a tremendous opportunity to network with other NHS organisations and learn more about how we can champion the work people from an ethnic background have within our Trust. Events like this have already born fruit through the launch of the Women's Network and the celebration of the Cultural Heritage month. We also featured on the BBC Asian Network at prime time showcasing West Midlands Ambulance Service as fantastic place to work. We are also seeing our work attract more staff from ethnic backgrounds to join our Trust, something that can only bring benefits to our patients."

Trust Welcomes New Senior Estates Manager

The Trust welcomed a new Senior Estates Manager in December, with Adam Hale joining the organisation before Christmas. Adam, who has a background in electrical work, has been in facilities management for more than ten years, working in the private and public sector, local government, health care and retail. When asked about his new role, Adam said: "I'm really looking forward to meeting everyone and working with you all. It's great to be working for West Midlands Ambulance Service and I'm really looking forward to the challenge."



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News.....

Tollgate NEOC Make Generous Donations this Christmas

Three charities have received generous donations this Christmastime thanks to Non-Emergency Operations Centre (NEOC) staff at Tollgate. The staff, who are based in Stafford took part in the annual Christmas Jumper day on Friday 8th December raising £112 for Douglas Macmillan Hospice. NEOC Call Taker, Angela Wheat, who organised this event said: "A huge thank you to all the staff that took part. It really raises morale, brightened up the control room and helps a charity that my family and I have had the privilege to observe and receive help from personally." In addition to the funds raised on their Christmas Jumper Day, staff were able to donate to the Trussel Trust and Staffordshire Women's Aid. Call Taker, Samantha Mardy arranged for NEOC staff at Tollgate to donate items where they could be shared for the two charities. Colleagues were asked to bring in non-perishable food items, hygiene products, baby essentials and small Christmas gifts. Primary Care Call Assessor Manager, Kiron Bhamra, said: "The response from staff has been amazing and the generosity shown has been tremendous. The two charities were very grateful for the donations received and thanked everyone for their kindness." Patient Transport Service Senior Operations Manager, Malcom Price said: "I'm proud of the way our staff think of others, especially at this time of the year. Each year they hold an event for good causes. It is always pleasing to see how they join together to do this - well done all!"



Cheshire PTS Come Together to Help Children this Christmas

After seeing posts and pleas for help from the charity and letters to Santa from children asking for simple items such as a warm blanket or a teddy bear, staff working at the Patient Transport Service Hub in Wirral came together to put a smile on the children's faces this year. Staff donated around £500 worth of gifts and toys for



Wirral Woman's and Children Aid. The charity works with and runs a refuge for women and children who are victims of abuse. They work hard all year long to make those they support feel safe and get the help they need. PTS Cheshire Wirral & Ellesmere Port Operations Manager, Sarah Pemberton, said: "No child should wake up on Christmas morning believing Santa has forgotten them. I am really proud of the staff here and how much they contributed. In particular, a huge thank you to Paul Stevenson, who is photographed, who alone contributed more than half the amount donated." Senior Operations Manager, Steven Hockenhill added: "In such challenging financial times, it's heartwarming to see the generosity of staff and the effort they have gone to, to put a smile on children's faces and I am proud of everyone who made this possible."

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WMAS Round-Up

December 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



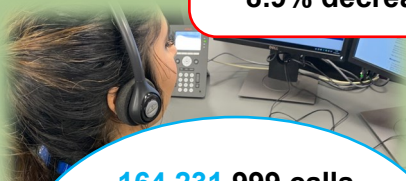
168,369 emergency contacts (inc. all 999 calls, duplicates, events & 111 referrals). **4.7% increase** on Dec '22

87,746 unique incidents
Average of 2,830 a day
3.9% increase on Dec '22

35,813 hours lost due to regional hospital handover delays - **29.1% decrease** on Dec '22

Hear & Treat
15,591 patients treated over the phone
8.9% decrease on Dec '22

See & Convey
46,932 patients conveyed for further treatment
11.8% increase on Dec '22



164,231 999 calls received compared to 157,326, an **increase** of 4.3% on Dec '22

0 mins 04 seconds, the mean answering time compared to 0.23 in Dec '22

78.7% of addresses matched in less than 60 seconds, compared to 79.3% in Dec '22

Patient Transport Service



64,420 journeys undertaken across all contracts
4.5% decrease on Dec '22

35,332 Renal journeys (including aborted)
4% decrease on Dec '22

3,597 aborted journeys
10.8% decrease on Dec '22