

## Winter 2014, are you prepared?

I take this opportunity to wish you all a very Merry Christmas and thank you for your commitment over 2014 to the Trust and to your community.

Winter has set upon us and I would like to ensure you and your vehicle are prepared.

No emergency asks for you to be exposed to unnecessary danger which includes driving to or from an incident. Unless you have specific training and experience please do not drive through flooding, ice or snow. Please 'Drive to Arrive'

Our ambulances have been equipped for these eventualities, and there are some questions you may wish to ask yourself:

- Is my car ready for winter, with antifreeze; washer bottle filled; good tyres and lights all working?
- Do I need to protect my windscreen from frost tonight?
- Have I got de-icer?
- Do I have a change of warm clothes in



the car?

- Maybe some emergency sweets and a bottle of drinking water?
- Do I need wellies or do I have sturdier footwear available?

These questions may seem silly but the past two years we faced many welfare issues as they hadn't been asked or answered before they were needed.

As in previous years we would like to scope the availability of 4x4 vehicles. Whilst we do hold this information against your six

monthly requalifications, please can I ask you to let your Community Responder Officer know if you intend to respond in a 4x4 during inclement weather.

Would you also let your Responder Officer know if you might be able to offer additional availability/support with a 4x4 during a continued bout of inclement weather.

We want to ensure resilience with consumable replacement in a timely manner during the Christmas period and ask that you ensure you have your RLO contact or

your Responder Officer numbers to hand if you are unable to restock from your receiving ambulance.

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## Cornwall Update

Happy Christmas and best wishes for the New Year from myself, Steve and all the team.

Thank you all for your continued support and commitment to responding in your Communities, without you we would not be able to deliver such a great service. It has been another busy year and I am sure that you would all agree with me that the Responder Liaison Officers in your area continue to be a great support and I thank them for being there to assist when needed.

It has been great to see some of you at the training weekends and the new Community First Responders have appreciated having

you there, so that they have an insight of the role from your prospective. I would welcome anyone who wishes to come on these days to join us next year.

Re-qualifications in March and September went very well and it has given me the opportunity to see you all, and hopefully answer any questions that you have had at that time. Due to this success I will continue this into 2015. Thanks for attending one of the set meetings throughout those months.

I have held seven courses this year in Cornwall and the Isles of Scilly, and we have had some fantastic new members join the groups.

Our next recruitment opens on the 31st December, for West Cornwall, so if you know of anyone else in your area please let them know. Next year's dates are all set so please contact me with any enquiries for training.

I would like to send a huge fond farewell to those that have left us this year and especially to the following who have been in the scheme for eight years or more!

- Tracy Woodman - Looe
- Natalie Legg – Isles of Scilly
- Frances Hegarty – Boscastle
- Josephine Woodley – Downderry
- Paul Mason – St Merryn
- Jane Hanscomb – St Breward
- David Barker – Rame

■ Stephen Creese – Rame

I have recently trained Andy Hichens who has been selected to be in the new Tri Service Safety Officer, which is a two year pilot scheme in Hayle. He will be doing prevention work in the area and will be trained as a PCSO, CFR and a Firefighter. Andy will be starting the role in the new year and we will introduce him to the groups in the area once he has completed all of his training.

Again thank you and I look forward to seeing you all in the New Year.

**Julia Cleeland-Smith**  
**Community Responder Officer**  
**Cornwall**

## Airwave Tetra Messenger

The roll out has gone as planned across the region and I thank you for attending extra sessions to facilitate this.

We have only a few Responders left to catch up with for migration on to Tetra Messenger.

I am really pleased that this has been viewed as a positive investment and we have already seen an increase in availability and utilisation.

There has been several reported benefits to

patients where Responders were unable to locate the address and the Clinical Hub were able to talk Responders in to the location as they watched on the mapping system.

The ability in the North Division to book on and off unaided has seen a benefit in availability.

There has been a particular challenge with the suppression of the automatic message updates and automatic updates of incident

details. Both of these were identified during testing and escalated for switch off.

This has been outside of the Trust's ability to switch off and has been in the hands of our CAD and gateway partners. Unfortunately this has proved to be trickier than thought.

There appears to still be an issue with automatic updating and our partner agencies continue to work on resolving this.

I apologise for any inconvenience this has caused to you and your families.

There are some Responder homes where signal is not strong enough. I have recently had delivered a docking station which has an additional booster aerial and we hope that this may be an option to gain signal whilst in the home.

Once tested and priced I will be able to give more details.

## Bystander BLS and Community First Responder saves former Community First Responder

The following incident is an excellent example of the "Chain of Survival" being so important in successful cardiac rescues.

On Saturday 29 March 2014, Trevor Hing MBE, a former CFR from Fairford, was out shopping in the Market Place, Fairford, Gloucestershire when he suffered a Cardiac Arrest.

His collapse was witnessed by a member of the public, Beth Sampson. Beth, who had recently completed a First Aid Course, immediately started CPR.

Within a few minutes, the on duty CFR, Nigel Le Bond was on scene, immediately applying his defibrillator.

Both he and Beth continued with CPR and used the AED (defibrillator) until the Ambulance crew arrived.

Nigel stayed on scene supporting the

ambulance crew until the patient was transferred to Bristol Heart Institute by Air Ambulance, where he was in the intensive care unit for 10 days.

He went on to a general ward for a few more days and then had an internal cardiac defibrillator fitted and was discharged from hospital a few days later. He was in hospital for just over two weeks. Trevor has now made a full recovery. Nigel said that the training received as a CFR gave him these lifesaving skills.

The support during and after the incident from South Western Ambulance Service NHS Foundation Trust was a key element in this success.

Because of her prompt action, Beth has received an award by the Humane Society, and this was presented to her by Trevor Hing on Monday 1 December 2014 in the presence of his family, Nigel Le Bond, Kevin



Dickens and members of Fairford Town Council.

Trevor Hing quoted, "I would not be alive today without the prompt action of Beth, Nigel and South Western Ambulance Service Trust."

This incident clearly demonstrated that

prompt CPR and a prompt use of a defibrillator can save lives prior to the Ambulance Service arriving.

The opportunity to meet a success of Community Initiatives and the importance of BLS and Defibrillation was very humbling and a stark remind of why we all support in our communities.

## Driving Awareness Videos

We have teamed with South Central Ambulance Service NHSFT to provide some guidance on driving for Ambulance Service volunteers.

There is a suite of three videos, covering topics such as the everyday responsibilities of vehicle checks; expectations of Police and Ambulance services; importance of Drive to

Arrive; and fuel efficient driving. Following each video there is a short multi question paper to complete, this provides evidence of your understanding.

This is part of Responder training which your Responder Officer will facilitate. Please ensure you complete the question paper once you have seen the videos.



## Dorset Update

This is the last update I will write as I leave the Trust on 31 December 2014 and I want to use it to simply say 'Thank you'.

This is a sad but exciting time for me as I have decided to focus on my family and the family business.

I have thoroughly enjoyed my time with the Trust and with the Community Responder Department.

This is an extremely rewarding department to work in due to the sheer passion shown by all of you and the team who support you..

The drive to support your community in their times of need is sometimes overwhelming.

Please do continue this and support my replacement in the same way you have done for me.

I wish you all a very Happy Christmas and send my best wishes for 2015 and beyond.

**Emma Marks**  
**Community Responder Officer**  
**Dorset**

## New Members to the Community Responder Officer Team

I am really pleased to announce the start of three new members of the Responder Department.

### A complete change to the team in Dorset

Dave Toman, Community Responder Officer Dorset, joins the team and heads up Responder services for Dorset.



Dave is a Paramedic and has been in the Trust for 20 years working in Dorset as a Clinical Support Officer and latterly a Learning Development Officer, working with our operational crews to ensure the best clinical standards.

The knowledge Dave has of Dorset will undoubtedly help him hit the ground running and be in a great position to gather the reins of support.

Dave can be contacted on email [david.toman@swast.nhs.uk](mailto:david.toman@swast.nhs.uk) or by phone on 07813 985064

Kate Fisher, Assistant Community Responder Officer Dorset joins Dave and will primarily take responsibility for defibrillator initiatives.



Kate has been in the Trust for several years working frontline as an Emergency Care Assistant in Christchurch.

Kate is to deliver defibrillator awareness and help support businesses and communities who would like to set up a defibrillator within their work place or community.

Kate will also help promote 'Restart a Heart' the Trust's Defibrillator Accreditation Scheme. More details can be found on page 8.

Kate can be contacted vis email on [kathy.fisher@swast.nhs.uk](mailto:kathy.fisher@swast.nhs.uk) or by phone on 07973 963530

Both Dave and Kate bring a wealth of understanding, experience and knowledge to the team and will be there for you for recruiting, training and support.

### New ACRO joins Gloucestershire

Mathew Jones joins the Gloucestershire team as Assistant Community Responder Officer.



Mathew was an Emergency Care Assistant with the Welsh Ambulance Service and is spending his Christmas moving house to start this new job.

He will take responsibility of defibrillator Initiatives throughout Gloucestershire enabling Kevin to enhance the Community First Responder Schemes.

The Christmas period offers an opportunity for them to gain better understanding of the area and to be set up accordingly for access to the Department systems, ready for the New Year start.

I hope you will offer them a warm welcome to your communities and understand their new areas of responsibility.

# clinical corner Stroke

Stroke occurs approximately 152,000 times a year in the UK, that is one every 3 minutes and 27 seconds. One in three strokes are fatal within a year, and stroke is the third single largest cause of death in the UK, accounting for approximately one in ten deaths. It is also the biggest cause of complex disability – over half of stroke survivors have a disability and need support.

## What is a Stroke?

A stroke is a disruption in the blood supply to the brain. It is caused by a swollen, ruptured or blocked blood vessel which causes hypoxic damage to a critical area of brain tissue. Most strokes are caused by blockages (usually blood clots) disrupting the brain's blood supply. These are called ischaemic strokes. Some strokes are caused by bleeds. These are called haemorrhagic strokes. The brain depends on a supply of blood for the oxygen and nutrients it requires to function properly. When the blood supply is disrupted, brain cells are starved of oxygen and nutrients. This causes damage to the brain tissue.

Most strokes are caused by damaged arteries. Damage to the arteries carrying blood to the brain can cause strokes in the same way that damaged arteries in the heart can cause heart attacks. Our arteries tend to harden, narrow and weaken as we get older but people with high blood pressure, smokers, people with high cholesterol, and people with heart disease or diabetes (or a family history of heart disease or diabetes) are at an increased risk

**Ischaemic strokes** are caused by blockages (usually blood clots) in one of the arteries supplying the brain. Clots can form in these arteries themselves or form in a blood vessel elsewhere in the body and travel to the brain. Clots commonly form where arteries have narrowed due to a build-up of fatty deposits (cholesterol) on their inner walls. The narrowing or furring of the arteries is called atherosclerosis.

Although stroke affects the brain and not the heart, people with an irregular heartbeat (atrial fibrillation) are at an increased risk. An irregular heartbeat can cause blood clots which can travel to the



brain and cause a stroke.

**Haemorrhagic strokes** are caused by one of the blood vessels supplying the brain bursting and causing a bleed. The most common cause is high blood pressure which damages and weakens the arteries making them more likely to tear.

## Symptoms of a Stroke

The main symptoms of stroke can be remembered with the word **FAST**.

### Face-Arms-Speech-Time

Symptoms in the FAST test identify about nine out of 10 strokes.

**Face** – the face may have dropped on one side, the person may not be able to smile or their mouth or eye may have dropped

**Arms** – the person with suspected stroke may not be able to lift one or both arms and keep them there because of arm weakness or numbness

**Speech** – their speech may be slurred or garbled, or the person may not be able to talk at all despite appearing to be awake

**Time** – it is time to dial 999 immediately if you see any of these signs or symptoms.

### Other signs and symptoms may include:

Numbness or weakness resulting in complete paralysis of one side of the body (Hemiplegia)

- Sudden loss of vision
- Dizziness
- Communication problems, difficulty talking and understanding what others are saying problems with balance and coordination (dysphasia)
- Difficulty swallowing (dysphagia)
- Sudden and severe headache, unlike any the person has had before, especially if associated with neck stiffness
- Loss of Consciousness

### Responder Treatment for Stroke Patients

- DRABC
- Reassurance
- High Flow O2
- FAST
- Base Line observations- Pulse, Blood Pressure
- Monitor changes and gain further history

## Bristol and Somerset Update

A huge thank you to everyone for making the Tetra roll out across my extended area so easy.

I do appreciate your willingness to travel. It saved a lot of time and we were able to accomplish the roll out swiftly with very few problems. It was also great to see you all. I just wish I had had longer to talk to everyone.

I have recently been invited to several of your monthly meetings. This has provided me with an excellent opportunity to meet up with both responders and the RLO's. Ideally, I would like to catch up with you all at least 2 or 3 times a year. If you would like me to attend your meetings, just let me know the dates and I will do my best to attend. The more notice you can give me the better.

CFR recruitment for Bristol and Somerset is now on a rolling three month cycle. Month long adverts will appear on NHS jobs during December, March, June and September 2015. Courses are two months later.

We will be looking to strengthen our existing schemes during 2015 especially in Wiltton, Wincanton, Wellington, Watchet, Minehead, Wells, Chard, Street, Frome Crewkerne, Castle Cary and across North Somerset, Clevedon, Portishead, Nailsea, Yatton and the Chew Valley.



Twelve new recruits have just completed their initial training and are doing their ride alongs. I am hoping that they will all go live early in the New Year, if not before.

The monthly trauma training with Avon Fire & Rescue held at Avonmouth Fire Station is still proving invaluable. More dates for 2015 will be published shortly. This is open to all CFRs, just let me know if you would like to attend.

Kim D and I finally moved out of our office in the old Bristol HQ (Marybush). Our new base is on the first floor of Acuma House (next the RAC building on the M4, M5 junction).

It's open plan and we share with various

other departments. Kim and I don't get to spend a lot of time there but we are slowly adjusting to our new surroundings.

We held another Somerset area training day on Sunday 26 October 2014 at Severn Park Fire & Rescue Training Centre in Avonmouth.

Sixty CFRs attended the day which involved speakers covering Safeguarding, Cardiac Arrhythmias, Driving, Awareness of Airbags and other hazards following an RTC, Infection Prevention and Control update and the highlight of the day was a personal appearance by Chris Solomons – the cardiac arrest survivor as featured on Helicopter Heroes.

Dave Bradley, Community First Responder

from Hutton also presented Kim Davey with a cheque on behalf of Hutton Parish Council who had kindly raised £479 for the Trust's FRED fund, this year's chosen good community cause. This is received with many thanks and will be utilised to support community initiatives with equipment across the Trust.

Everyone enjoyed a two course meal and had the opportunity to refresh their BLS & AED skills at the end of the day. The flu jab was also available and many took up the offer.

With boundary changes I would like to confirm that I now cover Bristol, North Somerset, Bath and North East Somerset and Somerset.

As this is quite a mouthful as a department we now simply refer to this as Bristol and Somerset. Please recognise if you live in this area, anytime we refer to this simplified description we do mean you. We haven't just forgotten you.

Kim and I would like to wish you all a very Merry Christmas and a peaceful New Year. Thank you for your continuing support

**Kim Morrissey**  
**Community Responder Officer**  
**Bristol and Somerset**



## Resuscitation event forms

Increasingly our practice is evidence based particularly Cardiac Arrests. It is therefore essential to capture our Responder activity as part of this evidence. All cardiac arrest activity should be captured using the Resuscitation Event Forms.

One of these forms should be completed if you attend any cardiac arrest even if you did not get the opportunity to apply the Defibrillator.

The form captures the patient's initial presentation and your CPR activity.

Forms are usually captured over the phone as part of your welfare check by a Responder Officer although forms can be obtained from your Community Responder Officer or online, and should be returned directly to Exeter HQ via the freepost address:

Community Responder Department,  
R. Event Form,  
Freepost RRTK- SYZT-ATRA,  
South Western Ambulance Service  
NHS Foundation Trust,  
Abbey Court, Eagle Way,  
Exeter EX2 7HY.

## Devon Update

I would like to pass on our thanks and appreciation to Dennis Holwill, Community First Responder from Kingsbridge. Dennis has been responding for over ten years and has just completed his 2000 incident.

Dennis is well known in and around the South Hams for his excellent work, this is a truly stupendous achievement and long may it continue.

Geoff Hunt, Community First Responder from Great Torrington is another long-standing and respected member of the group who has just surpassed ten years of supporting his community.

Geoff was one of the founding members of this group and his support and hard work over the years cant not be over estimated. Thank you both.

Through determination and passion to continue proving a 24/7 voluntary service in Great Torrington Community First Responder Team Leader, Steve Mayne, has obtained sponsorship for their newly acquired Responder Group car.

Steve has managed to secure both fuel and mechanical support to help keep the car running, in the current financial climate this was not an easy task.



I would like to pass on my heartfelt thanks to all of you who have helped Justin and I over the last two CFR courses.

The picture below shows a recent course held in North Devon.

Without your support we would never have been able to train the number of new Responders we have this year.

The enthusiasm and dedication you bring to these shines through and again demonstrates the team ethos we have, I am proud to work with you all.

I would like to showcase all the good work going on throughout the county in this review and rely on you to forward your local news.

Please forward news about your group or your fellow CFR's that everyone should hear about.

Wishing you all a very Merry Christmas.

**Rich Buckley**  
**Community Responder Officer**  
**Devon**



## Group Review of the month - Ludgershall and Tidworth, Wiltshire

If I mention Salisbury Plain and Army training everyone will have a mental picture of where we are, nestled on the southern edge of one of the most untouched naturally beautiful areas in the UK.

Coming south from Swindon you enter our responding area at the picture postcard villages of the Collingbournes, where you make a choice of destination between Andover and Salisbury.

One road takes you through Ludgershall and the other Tidworth. Both are unremarkable

except for the fact, together with Perham Down, each village has a large army barracks, and with 9,000 HM Forces personnel returning from Afghanistan in 2015 and settling locally we are certain to see an increase in demand well above the national increases we often hear about.

It is then with no small amount of appreciation we are delighted the Trust is working to strengthen the Community First Responder Scheme especially with the prospect of new members, the substantial investment in Tetra messengers and the

introduction of ECP Matt Shaw as our Responder Liaison Officer.

In a rural area, being able to revalidate locally has been excellent as has welcoming Community First Responders from further afield to our training evenings.

Locally we are also rising to the challenges and demands of responding in this area. We have our sights set on 24/7 Responder cover and to achieve this we are engaging with our communities at local events and raising awareness of what we do at every

opportunity.

The speed with which change happens may often be frustrating but we are pushing hard for change and the future looks much better than it has been, ultimately our communities will be safer as a result.

Contact Dave Wilmot if you would like to discuss the development of your group.

**Simon Howlett**  
**Community First Responder**  
**Ludgershall**

## Restart a Heart

The Trust has been supporting communities and businesses for many years to gain a defibrillator and promote bystander Basic Life Support.

This new branding is to promote further importance of the need for effective BLS and early defibrillation.

We launch a new logo and booklet this month to help raise awareness and offer guidance to the wider public.

There are many organisations offering

support of various kinds and the launch of this scheme is to help guide the general public through the various schemes.

We also call upon your help to promote this and help weed out those defibrillators in your community that no-one knows about.

We want to get all defibrillators listed on our 999 CAD to ensure that when someone needs one, we are well placed to give the information.

We need to be assured that it is well

governed so that if we do direct someone to it, that it will be there and ready for use.

There is an accreditation process enable this governance and we will no longer list defibs unless they are accredited.

Your Assistant Community Responder Officers are leading this and would very much like to hear from you if you have ideas or know of any hidden away defibrillators.





## Gloucestershire Update

Can you believe we are in December already and approaching 2015?

After a busy year I would firstly like to thank you all for your hard work and commitment. You are really enhancing patient care in your community and this has been highlighted by the number of patients that have been successfully resuscitated by CFR's.

The Tetra messengers are now being used by you all and thank you for the positive feedback reference to them. I appreciate that getting the training done was short notice.

### South Cotswolds CFR Unit

It is with great sadness that the Cotswold CFR group bids farewell to Stuart Bryant as he retires from active duty.

Stuart has been both an inspirational trainer and mentor that our group was privileged to have on strength.

He came into the "First Aid arena" through adversity and quickly progressed from First aider to Trainer, a role in which he truly excelled. He will be greatly missed by all at both SJA HQ and, perhaps more importantly, the Stroud unit that he served with the utmost professionalism and dedication.

As Stuart goes into retirement and dedicates



his time to the pursuits close to his heart, his grandchildren and photography, we wish him well for the future and say a HUGE thanks for all his tireless work.

### Forest of Dean CFR Unit

The Forest of Dean unit hit a milestone with its 10 year anniversary in September. Thank you to everybody who is a member of this unit, I know many of you have been there since the launch back in September 2004.

Also a personal thanks to Malcolm Bradley,

the unit leader, who has been a great support to both the CFR's and myself.

### South Gloucestershire CFR Unit

Welcome to Greg Garrett who is the new Responder Liaison Officer for South Gloucestershire. Greg is a member of the HART team based in Filton and will be able to support CFR's with a local point of contact.

### Newent and Highnam CFR Unit

Welcome to Tom Hart who is the new Responder Liaison Officer for Newent and

Highnam. Many of you will know Tom as the Assistant Community Responder Officer for Gloucestershire. Tom has left this role to progress his career as a Paramedic operationally but inspired by you all has offered to be that local point of contact.

I would like to take this opportunity to wish you all a Happy Christmas and prosperous New Year.

**Kevin Dickens**  
**Community Responder Officer**  
**Gloucestershire**

## Electronic Patient Clinical Records

As the Trust strives to improve the service it provides the South West, technology is a key element. As Responders move to new communication devices so begins the trial of electronic Patient Clinical Records.

This trial is based with the Taunton ambulance crews and so the Somerset Responders may very well get an insight to this new way of working.

Whilst we never see paper records being

completely removed, there is an opportunity to reduce them.

Ambulance crews will still take your paper record if you have had the opportunity to start it however, they will continue their record on their electronic form.

Before full roll out across the region we will offer some awareness to you as Responders.

This new record will make it easier to

capture information in a structured format and will enable hospitals to have more detailed information before the patients arrives at the Emergency Department.

The future of Responders requiring to complete paper records is still being considered, in the short term this will absolutely continue, obviously pending the time to start one.

We will offer more information as this evolves.

## Patient & Public Involvement (PPI) Events

I would like to personally thank all Responders who offered their time to support us at events over the summer. It is vitally important we are at these local events and without your additional support we certainly would find this challenging. The winter period doesn't bring many events which we attend however, I will ensure any that we are asked to attend are advertised, as appropriate for Responder attendance. If you intend to give a talk on Community First Responding, please ensure you register this with your Responder Officer and on [publicrelations@swast.nhs.uk](mailto:publicrelations@swast.nhs.uk)

Essential Contacts			
Rob Horton	Responder Manager	01392 261647	rob.horton@swast.nhs.uk
Katherine Lunk	Community Responder Administrator - Bristol & Somerset, Gloucestershire, Wiltshire	01392 261647	responders@swast.nhs.uk
Jane Narramore	Community Responder Administrator - Defibrillator Accreditation, County Support	01392 261647	responders@swast.nhs.uk
Claire Clifford	Community Responder Administrator - Cornwall & IOS, Devon, Dorset	01392 261647	responders@swast.nhs.uk
Kim Morrissey	Community Responder Officer - Bristol & Somerset	07917 277927	kim.morrissey@swast.nhs.uk
Julia Cleeland-Smith	Community Responder Officer - Cornwall	07815 532634	julia.cleeland-smith@swast.nhs.uk
Richard Buckley	Community Responder Officer - Devon	07815 539307	richard.buckley@swast.nhs.uk
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David Wilmot	Community Responder Officer - Wiltshire	07831 100606	david.wilmot@swast.nhs.uk
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Justin Sharples	Assistant Community Responder Officer - Devon	07825 592943	justin.sharples@swast.nhs.uk
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Mathew Jones	Assistant Community Responder Officer - Gloucestershire	07717 720354	mathew.jones@swast.nhs.uk
Julia Doel	Assistant Community Responder Officer - Wiltshire	07824 475519	julia.doel@swast.nhs.uk
Clinical Hub North	Bristol; South Gloucestershire; B&NES, North Somerset, Wiltshire, Sailsbury	08451 216890	
Clinical Hub North	Swindon, Cotswolds, Gloucestershire	08451 211607	
Clinical Hub South	Cornwall & IOS, Devon, Somerset, Dorset	08456 047205	

## Submissions

We hope to include news and updates from Responders across the entire Trust in future editions of Responder Review.

We would like to include a group review in every edition. If you would like your group included please contact us.

If you would like to contribute an article, please contact your county officer or Katherine Lunk via [responders@swast.nhs.uk](mailto:responders@swast.nhs.uk)