

24/7

STAKEHOLDER NEWS

EDITION 03 AUGUST 2021



South Western
Ambulance Service
NHS Foundation Trust



A WORD FROM WILL

Hello and welcome to August's edition of 24/7. It has been another incredibly busy month across the South West; we remain at REAP Black and are continuing to see unprecedented levels of demand as we head towards the end of the school summer holidays.

I would like to begin by saying how incredibly proud I am of all of our colleagues who responded to the horrific and tragic shooting in Plymouth on 12 August. Over the last few weeks I have received many heartfelt and emotional messages of thanks following the incident, and an overwhelming message of gratitude, respect and admiration for the job we are doing in what everyone recognises as incredibly challenging times. I would also like to take this opportunity to thank all of our partner organisations for their support.

Will Warrender, Chief Executive



OUR PEOPLE

We are delighted to be receiving £72,000 from NHS England & Improvement to directly support the wellbeing of our people, made available to each of the ten main English ambulance trusts through a reallocation of funding from schemes that have been reprioritised.

The funding will be utilised to provide immediate additional support for the mental health and wellbeing of the ambulance workforce in recognition of the challenges currently being faced across the sector.

ACTIVITY LEVELS AND MILITARY ASSISTANCE

The Trust continued to experience incredibly high incident numbers throughout August. During the week commencing 23 August the Trust recorded over 21,000 incidents with over 3,000 incidents on 4 of the 7 days.

Whilst this is a slight decrease on the record breaking numbers from July (24,000 incidents in a week) it is over 18% higher than figures on the equivalent week 2 years ago and nearly 17% higher than the same week last year.

From the 12 to the 31 August, SWASFT received assistance from a small number of military personnel at various ambulance stations and hospital emergency departments across the region.

We are extremely grateful for their support during this sustained period of increased demand which enabled us to get more of our vehicles back on the road, getting our patients the urgent care and treatment they need sooner.

FLEET

In June's edition of 24/7 we shared that the Trust had started taking delivery of 136 new Fiat dual-crewed ambulances – the largest single deployment in SWASFT history, increasing our DCA fleet

by 30 vehicles.

At the end of August we received the keys to the 100th new Fiat DCA from Vospers Exeter, where SWASFT head of volunteering and

community services Rob Horton, responder officer Kevin Dickens, and fleet engineer Steve Adams met with the Vospers CEO Peter Byrne to celebrate the handover of the vehicle.



CAMPAIGN CORNER – FLU VACCINATION PROGRAMME

The Trust has been preparing for this year's annual flu vaccination programme which will provide all staff, students, volunteers and sub-contractors direct access to the flu vaccine from the week beginning 13 September.

Colleagues from across the Trust have come forward to be a 'flu champion' and have shared their stories on why they get vaccinated.

They will feature on posters, social media quote graphics and vlogs to encourage others to get vaccinated to protect themselves, each other and our patients.

ANNUAL MEMBERS MEETING

This year's Annual Members Meeting will take place virtually on Thursday 16 September 1000-1130 hrs.

I would encourage as many of you as possible please to attend by emailing FT@swast.nhs.uk to register.

SOUTH WESTERN AMBULANCE CHARITY UPDATE

Patricia's sponsored wing walk



On Sunday 19 September, 75-year-old Patricia Dare will be completing a sponsored wing walk to support the work of the South Western Ambulance Charity and NHS Charities Together. Patricia will stand on the wing of a biplane as it takes a ten-minute flight over Devon in the hopes of raising £4,000. Patricia – the mother of Jenny Winslade, SWASFT Executive Director of Quality and Clinical Care – says: "I have chosen to do a wing walk as my way of hopefully giving back to the South Western Ambulance Service and the wider NHS for all of the hard work that they do to keep us safe in these challenging times." If you'd like to support Patricia, you can visit her fundraising page [here](#).

New Raizer Lifting Chair for Lynton and Lynmouth community first responders

Donations from the communities of Lynton and Lynmouth in Devon have enabled the purchase of a Raizer Lifting Chair for our community first responders based in the area. The chair will help our CFRs to provide early assistance to patients who have had a non-injury fall and in turn reduce the complications associated with long lies, also ensuring the most appropriate allocation of our resources. The South Western Ambulance Charity would like to thank Di Mitchell who facilitated the fundraising, as well as the Lyn Community Development Trust who made a very generous contribution to the fund.



EMERGENCY SERVICES MENTAL HEALTH CONVEYANCE ALTERNATIVE

As of Thursday 15 July, our crews based in Bristol, North Somerset, and South Gloucestershire (BNSSG) have been able to utilise a new service which aims to reduce on-scene times and provide alternative options to conveying patients with mental health difficulties to A&E departments.

The Avon and Wiltshire Mental Health Partnership (AWP) NHS Trust Street Triage Team is available to refer SWASFT patients to the Bristol Sanctuary and the Safe Haven Crisis Centre in Weston-super-Mare, where they can access help and support for their mental health condition in a therapeutic environment and dedicated one-to-one support from engagement workers who are skilled in de-escalation. Here, patients will be able to access help and support for their mental health condition in a therapeutic and calming environment, including dedicated one-to-one support from engagement workers who are skilled in de-escalation. Follow-up for further clinical assessment will be provided by the Street Triage clinicians in person or remotely.

BATH FALLS TEAM REPRESENTS SWASFT AT #ENDPJPARALYSIS GLOBAL SUMMIT

In mid-July the Bath falls team represented SWASFT at the #EndPJparalysis summit 2021, helping to put us on the world stage for our development of inter-agency working to support elderly fallers in the community.

The summit brings together clinicians, carers and people with lived experience to share best

practice, research and raise awareness about the devastating, and often preventable, impact of deconditioning – a process of physiological change following a period of inactivity, bedrest or sedentary lifestyle. The Bath falls team is made up of paramedics, occupational therapists and a physiotherapist and is a collaboration between SWASFT, Royal United Hospital Bath and Virgin Care funded by the

local CCG. The team has been serving its local communities for the past four years, seven days a week 0800–1800 hrs by responding to 999 calls for people who have fallen, or those who are frail and at risk of falling. Last year the team attended over 1,600 incidents and on average 74% of patients are discharged at scene. This data highlights the excellent care that our people are delivering to our patients.

