



**St John
Ambulance**



London (Prince of Wales's) District

INSIGHT

NOW
January 2011

LOOKING BACK

OUR COMMISSIONER TALKS ABOUT OUR
ACHIEVEMENTS IN 2010

BATTLING THE ELEMENTS

THE SEVERE WEATHER AMBULANCE
TEAM HAVE BEEN OUT IN THE SNOW

NEW YEAR, NEW ROLE

WE LIST THE LATEST INTERNAL VACANCIES
FOR THE LONDON DISTRICT

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For the on-call Duty Officer's
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0844 880 2311
(and await announcement)

Child or Vulnerable Adult Protection and Member Wellbeing

07921 875055
(or contact the Duty Officer)

Commissioner's Thanks

This is a time of year when we tend to look back on changes and developments over the previous 12 months and reflect on what has and hasn't been successful.

Last year certainly brought more than its fair share of changes – many of them successful such as the huge upturn in recruitment, the hard-hitting Difference campaign and promotion of our organisation as being at the edge in terms of enabling lives being saved and we also saw many receptions, certificates and trophies for our Members.

However, certificates, awards and trophies don't define an organisation's character, it's the hours, days, weeks and years that people invest in the service of others that really defines what an organisation is about.

I'm proud that we, you, give so much in the service of the community of London but I have to say that we can and need to do even more to ensure that we build each other's confidence, trust and commitment to quality not just quantity of service. This year will see an even greater emphasis on such as our organisation is registered with the Care Quality Commission. We have to ensure our vehicles, training and skills meet stringent criteria which I know we can achieve (and we're a good way there already) but only if we can counter society's tendency towards a "last minute.com" culture.

We need people to commit earlier to events both for duties and training events to ensure skills are developed and honed. At Headquarters, we need to improve our quality of service to you to support you in your roles and to enable you to have the requisite resources to do your jobs well.

One of my favourite quotes is "attitude is a little thing that makes a big difference" (Winston Churchill) and with a positive attitude towards working together to become the best that we can be, we will succeed! Thank you for all you have done and continue to do - here's to 2011!

Ann Cable, Commissioner



Letters of thanks

Thanks from London Ambulance Service for support during December

I write to express my thanks and that of the wider senior management team here at London Ambulance Service (LAS) for the ambulance support that you have provided to us across London.

We have experienced rising levels of demand across London with some days seeing in excess of 3000 emergency responses (up some 300 on an average day) with calls categorized as immediately life threatening (Category A) seeing a rise of some 10 to 15% on some days. The daily average for Category A calls for the first week of December has been over 1000 calls a day, up some 150 calls.

The adverse weather compounded this situation and we have seen an 18% rise in slips, trips and falls

and a commensurate rise in calls with associated difficulty in breathing and chest pains as pre-existing conditions are exacerbated by the cold weather.

As a result we have risen through the pressure levels of our internal escalation plan (Resource Escalatory Action Plan – REAP) to level four, severe pressure. We have focused our internal attention on maximising frontline staffing and the support you have provided has assisted us in being able to protect core services to Londoners during this period of pressure.

Thank you for your contribution in recent weeks and I look forward to seeing some of you in the coming days as you continue to support core fleet activities.

Jason Killens, Deputy Director of Operations,
London Ambulance Service

Where We've Been

December was a busy month, with some wintry weather and preparations under way for Christmas and New Year's Eve celebrations.

Early in the month, thousands of students gathered on the streets of central London to demonstrate against the government's plans to increase university tuition fees and our members were there to provide first aid support.

Volunteers also helped festive revellers enjoy the run up to the Christmas season in safety as part of Operation Mitre, which saw a mobile treatment centre, first aid tent and two ambulances stationed at Liverpool Street.

Six St John Ambulance volunteers staffed each session at the field hospital alongside London Ambulance Service paramedics to deal with alcohol-related emergency calls in the City.



Image of NUS Protests courtesy of Flickr member STUART

Volunteers Help in Heavy Snow

Wintry weather hit London with force in December, but a group of dedicated volunteers braved the elements to make sure that people were safe and receiving lifesaving treatment.

The Bromley Severe Weather Ambulance Team (SWAT) were out in their 4x4's assisting London Ambulance Service by attending 999 calls which ambulances were unable to get to in the Biggin Hill area.

The team, which has been operating since 2005, take equipment from LAS ambulances and put it into their own 4x4's.



During December, the SWAT team was in demand when heavy snow hit south London.

Tom Burgess, SJA Borough Officer for Bromley and SWAT team member, said that they attended a patient and carried out CPR before an LAS ambulance was able to get through heavy snow, opened a blocked road by winching a fallen tree out of the way, assisted and rescued ambulances, carried out many 999 calls and even helped get teachers home after they became stranded at school.



Learning Programme for Youth Leaders

It is now compulsory for all Youth Leaders and Youth Helpers, including 16 and 17-year-olds, to complete the NSPCC Working Safely With Young People distance learning programme.

If you have completed this in the past as a hard copy, you do not need to apply again. For those who have not completed it, it is now available online and can be accessed at your convenience.

To apply, or for more information, please contact angela.reed@london.sja.org.uk. Please give your name as you would want it to appear on your certificate.

Once you have registered you will receive an email message with instructions on how to begin. It is now something that will take many hours of your time, and help is available should you need it.

Guidelines on the use of social networking

In December's Insight, there was an article on how to use Facebook within London District.

This is an ideal tool for communication for members in relation to St John Ambulance activities. Used within St John it allows for all communications to be transparent and open to scrutiny. It is important to remind all Adult members that, as stated in our Safeguarding policy, any communication by whatever method should take place within clear and explicit boundaries.

Adult members should not share their personal social networking site contact details with a Badger or Cadet. Adult members should not respond to any personal information from a child, other than that which is appropriate as part of their role within St John. Anyone using a social network site to communicate with our young people, other than that set up by London District, could be open to disciplinary action. Keep yourself safe as well as our young members.

Youth Awards

Congratulations to the following Youth Members who have achieved their awards recently:-

Grand Prior Award

Niall Haley	C691 Walthamstow
Sophie Buckley-Farnsworth	C691 Walthamstow
Ryan Heaffey	C674 Malden & Coombe
Eleanor Davies	C635 Sutton

Cadet Gold Award

Lydia Skilleter	C687 Romford
Martin Squirrel	C687 Romford
Michael Roper	C687 Romford
Rhianne Green	C687 Romford

Cadet Silver Award

William Terry	C635 Sutton
Lydia Skilleter	C687 Romford
Martin Squirrel	C687 Romford
Michael Roper	C687 Romford
Rhianne Green	C687 Romford

Cadet Bronze Award

Rianka Mathew	C635 Sutton
Hannah Cullen	C635 Sutton
Lydia Skilleter	C687 Romford
Martin Squirrel	C687 Romford
Michael Roper	C687 Romford
Rhianne Green	C687 Romford
Benjamin Blatch	C687 Romford
Lucy Mathieson	C687 Romford
Charlotte Roper	C687 Romford
Daniel Squirrel	C687 Romford
Olivia Tibbott	C687 Romford
Charlotte Tibbott	C687 Romford

Super Badger

Holly James	Sutton Woodland Badgers
Rhys Durham	Hither Green Badgers

Gold Paw Award

Stephanie Waterman-Roberts	Sutton Woodland Badgers
Ella Wyllie	Teddington Ruggers Badgers
Kobi Fichardo	Mill Hill & Edgware Badgers
Alexander Gitlin	Mill Hill & Edgware Badgers
Tinal Kalubowila	Mill Hill & Edgware Badgers
Thomas Chivers	Hither Green Badgers
Alfie Francis	Hither Green Badgers

Silver Paw Award

Bethany Owen	Sutton Woodland Badgers
Kieran Ives	Sutton Woodland Badgers
Matthew Gough	Sutton Woodland Badgers
Grace Spencer	Teddington Ruggers Badgers
Tiger Lily Williams	Mill Hill & Edgware Badgers

Bronze Paw Award

Harry Wills	Sutton Woodland Badgers
Danielle Stevens	Sutton Woodland Badgers
Sophie Holliday	Sutton Woodland Badgers
Louise Gray	Sutton Woodland Badgers
Thomas Bracken-Kemish	Sutton Woodland Badgers
Charlotte Bracken-Kemish	Sutton Woodland Badgers
Katie Skyrme	Teddington Ruggers Badgers
Alishba Sheikh	Teddington Ruggers Badgers
Melody Cowle	Teddington Ruggers Badgers
Penny Cowle	Teddington Ruggers Badgers
Mavinder Athwal	Teddington Ruggers Badgers
Theodore Andric	Teddington Ruggers Badgers
Ellie Fairminer Cooper	Teddington Ruggers Badgers
Zerina Tetteh	Hither Green Badgers
Gajena Balakrishnan	Hither Green Badgers
Archie Cable Collins	Hither Green Badgers
Charlie Cable Collins	Hither Green Badgers

Sid Howlett Staff Officer (Youth) Awards
sid.howlett@london.sja.org

Special Service Awards

Special Service Awards

700 hours

Lydia Skilleter C687 Romford

400 hours

Michael Roper C687 Romford

300 hours

Rachel Smyth 453Q Highgate
Martin Squirrell C687 Romford
Grace Cunningham C687 Romford

100 hours

Hannah Smyth 453Q Highgate
Aine Fairbrother-Browne C603 Hackney Downs
Daniel Squirrell C687 Romford
Charlotte Roper C687 Romford
Rhianne Green C687 Romford
Benjamin Blatch C687 Romford
Charlotte Tibbott C687 Romford
Olivia Tibbott C687 Romford

50 hours

Charlie Moore C662 Bexley
Emmanuel Osuala 453Q Highgate
Martin Spensley 453Q Highgate
Bethany Scott C603 Hackney Downs
Oliver Mullen C663 Bromley
Charleigh Powell 452Q Erith
Lucy Mathieson C687 Romford
Jamie Flint C687 Romford
Craig Emmerly C687 Romford
Rebecca Bates C687 Romford

Promotion Warrants

Leading Cadet

Cameron Terry C601 Bexleyheath
Lydia Skilleter C687 Romford

Cadet Sergeant

Tina Leither C644 Edmonton
Charlotte Corbyn C644 Edmonton
Mary Kate Ah-Foon C644 Edmonton
Milda Grybauskas C601 Bexleyheath
Billy Fryer C601 Bexleyheath
Michael Roper C687 Romford

Cadet Corporal

Stevie Cooper C644 Edmonton
George Christou C644 Edmonton
Rachael Fetherstone C601 Bexleyheath
Martin Squirrell C687 Romford
Rhianne Green C687 Romford

Keep in Contact

If you have any youth related issues, remember you can always e-mail youth@london.sja.org.uk.

If you are a Youth Member and think you have an event or story which would be interesting to the St John Ambulance membership or to the local London community, the London District PR team is always keen to hear from you.

To tell them more please e-mail deborah@lexiamedia.co.uk

Vacancies

Deputy Unit Leader, Hammersmith

This dynamic and expanding unit is looking for an enthusiastic Deputy Unit Leader. The role will include deputising for the Unit leader, taking a lead in organising some of the day to day routines, taking a key role in developing the members of the unit as well as leading by example operationally. For more information or an informal chat, contact zafar.khwaja@london.sja.org.uk.

Member In Charge (Cadets), Hammersmith

Due to outside commitments, the current member in charge is stepping down from this key role. The Unit is looking for a dedicated, enthusiastic, well organised Cadet leader, who will help the young people develop and reach their true potential. For more information or an informal chat, contact zafar.khwaja@london.sja.org.uk.

Deputy Unit Leader (Cadets), Streatham & Tulse Hill

With the potential retirement of the existing Unit Leader during 2012, an enthusiastic Deputy Unit leader is required to support the continuous development of a long established successful Unit. Meeting at the same location as an Adult Unit, the Cadet unit not only carries out their own duties but accompanies the Adults wherever possible on large duties. Whilst previous experience of youth work would be preferred, a commitment to undertake duties as well as undertaking the national youth leader training course is essential. For an informal discussion relating to this vacancy, please contact Ian Wand, Borough Officer, Lambeth, Merton and Wandsworth, at ian.wand@london.sja.org.uk

Unit Leader, 359c East Croydon & Addiscombe Division

A vacancy has arisen for a Unit Leader within this large and active division. After a sabbatical, the existing unit leader has decided to relinquish the role and wishes to return to the division as the deputy unit leader. Chris Moth, Borough Officer, Croydon & Sutton on 07921 283467.

Safeguarding Team (Child and Vulnerable Adult Protection)

Applications are invited from members who would be able to visit Units in our South East Area or the outer borders of the North East/ East Area. This post could be in addition to your Unit role providing there is no conflict of interest. The aim is to assist the established team with Unit visits and to assist with safeguarding issues as appropriate in your specific area. Training and support would be available. For an informal discussion and role description please contact Angela Reed at angela.reed@london.sja.org.uk

How to Apply

Deadline for volunteer vacancies is **4th January**, except Healthcare, is December. Application forms which can be downloaded from the member's website should be forwarded to megan.schenk@london.sja.org.uk or tel. 020 7258 7034) and not HRVS office.

Veena's Noticeboard

Ambulance Cleanliness

Our New Year's Resolution is to focus on ambulance cleanliness.

The need to control the spread of infections in hospitals, ambulances and care homes is something which we all know about and which we need to focus our attention on.

In order to keep our ambulances as clean as possible, it is recommended that key contact areas should be cleaned between each patient or journey. This should only take a few minutes and shouldn't delay other activities.



Recommendations are that:

- Hands are washed with water and liquid soap or alcohol hand rub is used immediately before and after patient contact.
- Clinell wipes are used to clean surfaces and equipment, including trolley bed mattresses, after patient contact
- All surfaces including table tops, mattresses, and body fluid spills are wiped immediately after patient contact.
- The base of the ambulance is cleaned and spillage mopped using detergent; example diluted Milton (complete COSSH and read instruction before diluting and use appropriate PPE)
- All wipes, paper towels and mops used to clean the ambulance and the surfaces are disposed in the clinical waste bags.
- Exterior is cleaned.

Although we understand that everyone is under pressure and that maintaining an optimum level of hygiene and cleanliness can sometimes be compromised, we believe that following these cleaning steps before and after each patient will help provide a safe environment for all.

Here's how to contact Veena:

T +44 (0)20 7258 7010
M +44 (0)7764 659553
E veena.taak@london.sja.org.uk

Here to Help You and How You can Help us

Finance Information for all Members

Standing orders for unit subscriptions

We can now offer the facility of paying your subscription by standing order. If you wish to take advantage of this please download the form from members website (Standing Order), complete the form and return to the finance department at York Street. Alternatively, if you have problems accessing the website please send an e-mail to finance@london.sja.org.uk and we will then arrange for a copy to be sent to you.

Timetable for expenses and invoice payments

The table below shows the SAC payment run dates for 2011, together with the date that authorised expenses and supplier invoices must be received by the finance department at York Street for inclusion in that payment run. If your expenses or invoices need to be authorised or countersigned please allow a few extra days for this to happen.

A copy of the timetable will also be available on the members website.

Authorised Documents to be received by Finance	Payment Run
14th January, 2011	25th January
1st February	10th February
15th February	25th February
1st March	10th March
15th March	25th March
29th March	11th April
12th April	26th April
28th April	10th May
13th May	25th May
27th May	10th June
16th June	27th June
30th June	11th July
14th July	25th July
28th July	10th August
15th August	25th August
1st September	12th September
15th September	26th September
29th September	10th October
13th October	25th October
31st October	10th November
15th November	25th November
1st December	12th December
8th December	21st December

Unit Leaders/Treasurers

Paperwork for invoice requests

Just a reminder that all invoices for public duties have to be raised by the finance department.

As with the standing order, the appropriate form is available on the members website (Request for VAT invoice) or send an e-mail to finance@london.sja.org.uk for a copy.

A couple of points to bear in mind:

- Please submit the invoice request as soon as possible after the event. The sooner we raise the invoice, the sooner it will be paid, and the risk of a customer not paying is lessened.
- Wherever possible, but always in the case of councils, NHS or other public bodies, please obtain a purchase order number which should then be quoted on the invoice request form. This, again, will help speed up the payment process from the customer.

Paying-in books / Receipt paid in form

A new set of paying in books was issued to each unit during 2010 to tie in with the new SJA banking arrangements. I'm pleased to say that the majority of units are using these new books but there are a few that are still using old books which pay into the old London District bank account. This old account will close at some stage during 2011 and the old books will become invalid. If you pay anything into the bank, can you check that the slips have a 6 digit reference number that begins with 24. If it is a different number please contact one of the finance team to arrange for new books to be sent to you.

Again just a reminder that a receipt paid in form should be submitted to us as soon as possible after you have paid in to the bank. This will ensure that the monies are allocated back to the units as quickly as possible.

For any more information, contact the finance team:

Keith Foster – Business Accountant

0207 258 7038

Phoebe Kabango – Assistant Business Accountant

0207 258 7024

Carlton Williamson – Finance Administrator

0207 258 7016

E-Mail

finance@london.sja.org.uk

Events Diary 2010

There are a number of events coming up that need resourcing. For the majority of events, we usually look for first aiders, ambulances and crew, nurses and doctors. If you are interested in any of the events listed below, please send all offers of resources or enquiries to events@london.sja.org.uk, offer via DIPS, or call a Member of the Operations Team on **020 7258 7079**.

This page contains the list of forthcoming major events for 2011. The primary method of offering resources for any of these events is via your Unit Leader on DIPS.

Please note, we are not currently taking bookings for events without a DIPS number, once we have further information on these events such as times and resources required they will be added to DIPS and Unit resources will be accepted. Notification will be sent out via the Operations Email Mailing Lists when these events are available (please contact your area Operations Officer if your division is not on the mailing list). We look forward to seeing you on duty during the year.

FEBRUARY 2011

5 February 2011
Chinese New Year Community Event
China Town 1200 - 1730

DIPS 2011/0174
Chinese New year Community event. This is an annual event for the Chinese Community based in and around China Town.

6 February 2011
Chinese New Year
Trafalgar Square and Leicester Square
1000 - 1830

DIPS 2011/0173
As every year Leicester Square hosts celebrations, with firecrackers, fireworks and an array of authentic Chinese food served from restaurants and stalls in nearby China Town. Chinese lanterns are lit at Oxford Circus and Lion Dancers go by the streets to wish good fortune and prosperity. Drums, cymbals and gongs accompany the Lion Dance to scare the evil and bad fortune.

Please join us for this vibrant and colourful celebration of Chinese culture.



MARCH 2011

8 March 2011
Pancake Race at Guildhall
1100 - 1430

DIPS 2011/0239
Resources required:
8 First Aiders, 2 ETAs, 1 Ambulance

26 March 2011
The Boat Race

APRIL 2011

17 April 2011
Virgin London Marathon

29 April 2011
Royal Wedding

MAY 2011

23 to 28 May 2011
Chelsea Flower Show
Royal Hospital Chelsea

28 May 2011
Major's Generals Review
St James's Park

30 May 2011
BUPA 10K
Central London

JUNE 2011

4 June 2011
Colonel's Review
St James's Park

08 June 2011 and 09 June 2011
Beating Retreat

11 June 2011
**Trooping the Colour-
Queens Birthday Parade**
St James's Park

19 June 2011
London to Brighton Bike Ride

**22 June, 23 June, 24 June, 25 June,
30 June, 1 July, 2 July, 3 July**
Hyde Park Concert Series
Further details to be announced

20 June - 03 July 2011
Wimbledon

On-Call Duty Officer

Please note the out of hours On-Call Duty Officer number is **0844 880 2311**.

JULY 2011

4 to 10 July 2011
Hampton Court Flower Show
Hampton Court

30 July and 31 July 2011
London Triathlon
Excel

The St John Historical Society



Are you interested in the History of St John?

If so, why not consider joining the Historical Society.

We have monthly meetings at St John's Gate, Clerkenwell from September to May with invited guest speakers and also other activities.

For further information and applications form please see website

www.sja.org.uk/sja/about-us/our-museum/historical-society.aspx

or contact the secretary

Email: sjhistsec@btinternet.com

Competitions

London District Competitions in 2011 will be held on Saturday 2nd April at The City of London Academy in Southwark and that entries will be accepted from the beginning of February so teams should get practicing.

Message from the Editor's Desk

The Insight team are keen to hear from all Divisions about what they have been up to over the past few months. Send your stories and pictures to: insight@london.sja.co.uk. Deadline for **February Insight** is **Monday 17th January**, the team are always grateful to receive copy and images well before the deadline. We are also grateful for any early indications of your submissions for the Winter issue of the main seasonal Insight.