



St John

**Emergency
Ambulance
Service**



2020

ANNUAL REPORT

The St John Ambulance & Rescue Service LBG
Registered Number: 35886

OUR MISSION

SERVING OUR COMMUNITY; PROVIDING
EXCELLENCE IN CARE BY TRUSTED
PROFESSIONALS



#GuernseyTogether



Together
we are
stronger





TOGETHER WE ARE STRONGER

2020 began with optimism and excitement towards implementing strategic transformations, focusing on the quality of service, patient safety and implementation of the Patient Intense Emergency Response Review (PiER). A few weeks into the new year, the Emergency Ambulance Service (EAS) found itself attending a consolidated strategic group with health partners discussing the potential threats of a SARS-CoV-2 virus discovered in Wuhan, China.

The COVID-19 pandemic brought about a change in working practices across the EAS workforce; operational teams were split across satellite standby stations, the administration and leadership teams predominantly worked from home, with only essential individuals at Headquarters.

Work-streams changed, with much of the focus on planning, preparedness and resilience, ensuring that EAS continued to deliver its primary contracted functions to the Island. During this time, many businesses' operations ceased or were suspended, making it even more difficult to maintain our services.

During the first 'lock down', I was reminded how strong and resilient our local community is. The strap-line 'together we are stronger' was embraced by all. The EAS had the opportunity to share the message on the side of an emergency ambulance. Staff and volunteers were highly responsive, and their adaptable approach to change undoubtedly helped protect and maintain the delivery of ambulance services. COVID-19 has had an enormous impression on many aspects of society. Observing so many acts of kindness reminded me how proud I am to be the guardian of such an outstanding and unique ambulance service.

UNPRECEDENTED TIMES, BUT STILL PERFORMING AND ACHIEVING

Our ambulance operations are considered small comparing to a UK NHS Trust, where each operational outlet or station is part of an extensive NHS service. Comparing our service to the like, based on establishment, fleet size and management capacities is not straightforward. Globally, EAS is one of only three St John led statutory emergency ambulance service providers. As an independent body, the deliverables are supported by many other functions necessary to provide a comparable service to that of the UK. We have experienced an increase in call volume year on year which has been supported by increasing team productivity.

A structured change to the management team focused on strengthening leadership development, training, education, patient safety, experience and transparency. Focus has also been given to the Finance Department's resourcing to ensure up-to-date intelligence supports strategic direction and decision-making.

Future corporate efficiencies should be realised through joint working, partnerships, or aggregation with local government, accessing shared systems and technologies that will transform us into a digital and contemporary ambulance and urgent care service.

We have achieved measurable reform and success, having focused on clinical governance and assurance frameworks. A modern ambulance service must focus its workforce on acquiring knowledge, skills and non-technical aspects of clinical practice, including communication and team working, in equal measures. Excellence, transparency, reflection, and learning nurture the continuous quality of services and high patient safety levels which are reported quarterly to our commissioners.

THE FUTURE

We have emerged from the challenges of 2020 with a sense of optimism, having built a high level of trust and collaborative working with our commissioners, the States of Guernsey Committee for Health & Social Care (HSC). Financial transparency and income diversity based on demand will ensure a long-term sustainable ambulance service. We will continue to transform and diversify into urgent care to support the needs of our community. We are committed to helping Health & Social Care achieve the right and most sustainable model of services for our Bailiwick islands.

FINALLY

It is encouraging to report that Guernsey has one of the highest survival rates from sudden cardiac arrest in the world. The success can be attributed to strong partnerships and community health resilience. St John has many outreach programmes within our community, such as, teaching first aid, supporting public accessible defibrillators and

telephone CPR advice. The ambulance service works closely with other blue light services, and particular acknowledgement should be given to the Guernsey Fire and Rescue Service (GFRS) who work alongside ambulance clinicians in delivering high-performance cardiopulmonary resuscitation. In addition they co-respond alongside the EAS to serious life-threatening medical incidents, as well as assisting ambulance crews with the movement of casualties from difficult to reach locations.

During 2020 the EAS and GFRS continued to work closely, though when compared with 2019, 2020 saw a downward trend in requests for assistance made by the EAS. There was a 23% reduction in incidents attended, from 179 in 2019 to 138 in 2020. There is no identifiable reason as to why requests for assistance from GFRS have reduced, this being reflective of the unpredictable nature of the work of the emergency services.

Chief Ambulance Officer, Mark Mapp





OUR VALUES



CARING



HONEST



COMPASSIONATE



EXCELLENCE

5,783

**EMERGENCY
RESPONSES**

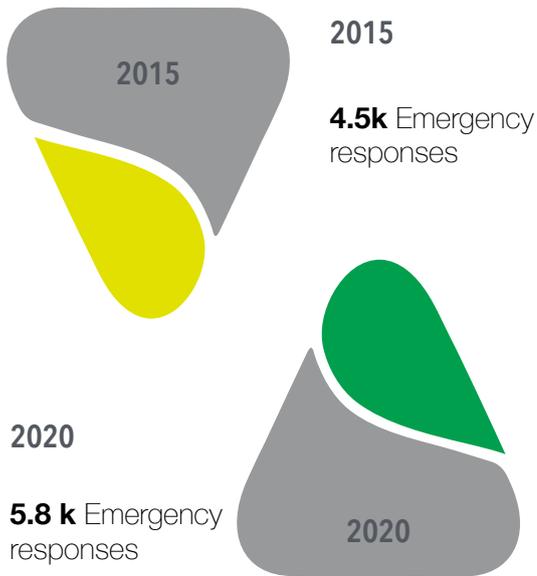
2.12%

INCREASE IN DEMAND

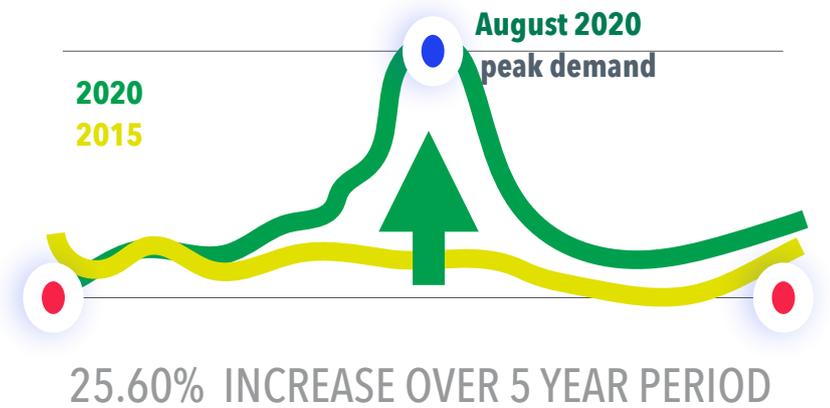
2,258

**NON-EMERGENCY
RESPONSES**





5-YEAR TREND



Average number of responses in 24 hrs



Lowest number of monthly responses

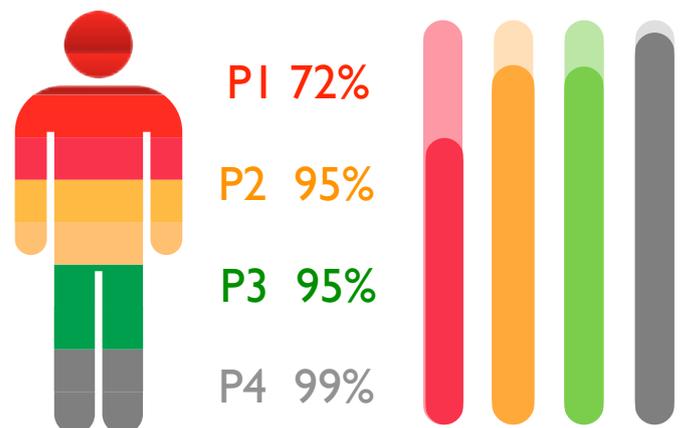


Highest number of monthly responses

RESPONSE TIMES

Ambulance services are measured on the time it takes from receiving a 999 call to the vehicle arriving at the patient's location. It should take 8 minutes for the ambulance to arrive if the call is an immediately life threatening emergency. Guernsey operates a Joint Emergency Services Control Centre (JESCC), therefore the ambulance response time is taken from when the ambulance service is alerted by JESCC.

Ambulance services often send more than one vehicle to try to meet the 8 minute target. On 72% of all occasions the service responded to priority one calls within 8 minutes. All other calls were responded to within UK best practice target times.





JOINERS

Ross Senior was recruited as a full time Paramedic having completed his three year Bachelor of Science Degree in Paramedicine, which also included placements with the South-East Coast Ambulance Service and the East Surrey Hospital NHS Trust. He was awarded a First Class Honours Degree. There was a very low recruitment and resignation turnover of ambulance clinicians during 2020. Two personnel were recruited to the Administration Team; Greg Falla joined as our Financial Controller and Carys Williams as an Administration Assistant.

PROMOTIONS

Minoosh Eldridge was promoted to Training and Education Lead Paramedic.

AWARDS COMMENDATION

EMT Bradley Stuckey

Whilst transferring a critically ill patient to the Emergency Department with a bystander, who was the son of the patient and was sat in the front of the ambulance alongside Bradley, the bystander suffered a cardiac arrest. Bradley immediately recognised the severity of the situation and extricated the patient from the cab onto the roadside, with assistance from his colleague, and commenced CPR. Back-up was requested from another Paramedic who happened to be in the near-by vicinity. A passing Doctor and an anaesthetist also assisted in the resuscitation attempt, which resulted in the patient being

successfully resuscitated. Bradley was nominated for successfully dealing with a demanding situation.

RECOGNITION OF PERFORMANCE

Emergency Care Assistant Charlotte Smith and Paramedic Daniel Jehan

were recognised for tenacity and fortitude when attending two consecutive cases, one in Herm and one in Sark in challenging sea conditions on the marine ambulance and St Peter Port lifeboat.

LONG SERVICE AWARD – 15 YEARS SERVICE

Paramedic Nicolette Hamon

Nicolette joined the Service in July 2005 as an EMT having previously worked in a Day Nursery; Nicolette was encouraged to join the Service after completing First Aid Courses and went on to complete her EMT Course and Advanced Ambulance Driving Course at the Southern Ambulance College completing her Paramedic qualification with South West Ambulance Service in 2015 and Nicolette has since achieved her Paramedic Science Degree gaining her qualification with Honours, through Cumbria University. Nicolette is a highly regarded member of her team, her Team Leader saying that Nicolette is 'an excellent Paramedic who is always striving for improvement'.



previously been a member of the St John Juniors as a child. As a teenager he took part in first aid competitions and after a short career as a radio engineer realised his dream of working on the ambulances.

Graham served on the cliff and inshore rescue team and also worked for St John Training Services, a role he has continued since retirement. Graham has trained thousands of islanders in life saving first aid skills over the years.

Paramedic Station Officer Andy Adam also has a long history with St John, having been a junior member as a child and then an adult volunteer first aider. He joined the professional ambulance service in 1985, initially with the Patient Transfer Service. Andy was a Principle Instructor of the Cliff Rescue Team and led the training of other team members as well as being involved in many challenging rescues. He is now responsible for Major Incident training and co-ordinating and training the Volunteer Reserve who support the operations of the Emergency Ambulance Service when faced with severe demand.

ORDER OF ST JOHN

Paramedic Officer Andy Adam and Paramedic Tutor Graham Le Maitre have been appointed as an Officer and Member of the Order of St John respectively. The appointments were sanctioned by the Sovereign Head of the Order, Her Majesty Queen Elizabeth II. Graham Le Maitre, retired from the Emergency Ambulance Service, as Guernsey's longest serving Paramedic earlier this year, after 39 years in the job. He joined 'Ambulance and Rescue' in 1981, having

MOST APPRECIATIONS FROM MEMBERS OF THE PUBLIC

The Emergency Ambulance Service regularly receives letters and cards praising and thanking our ambulance staff. Each year we recognise the member of staff who has received the most appreciations. **Paramedic Nicolette Hamon** came first, followed by **Emergency Care**

Assistant Kadie Ormrod who was second place. Runners up for the most appreciations received in 2019 were **Ambulance Paramedic Steve Torode, Ambulance Paramedic Dean Robilliard and Emergency Care Assistant Bradley Stuckey**. They all received many accolades that have praised their professionalism, care, helpfulness and understanding.

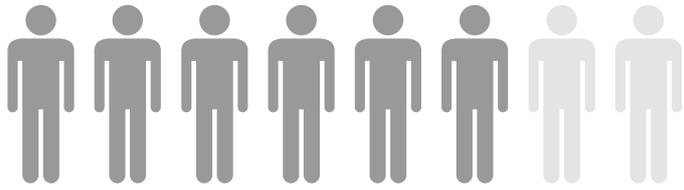
EDUCATIONAL ACHIEVEMENTS

Emergency Medical Technician's Bradley Stuckey, Marcia Bale and Kadie Ormrod have gained their Level 5 Diploma in First Response Emergency and Urgent Care.

This qualification provides Learners with the knowledge, skills and competencies needed to manage a range of prehospital emergency situations, such as: acute conditions, life-threatening infections, end of life care, childbirth and more. To be successful in completion the candidate has to complete 8 practical assessments and skills tests, 4 theory assessments and complete reflective practice logs.

It is vital for our clinicians to receive a Nationally recognised standard of EMT training in Ambulance Aid. This course was delivered locally by the Service's Paramedic Tutor.

PEOPLE



People Work Absence



Short term absence

2.34%

Long term absence

2.05%

COVID-19 absence

0.91%



8.85%

Staff turnover

3

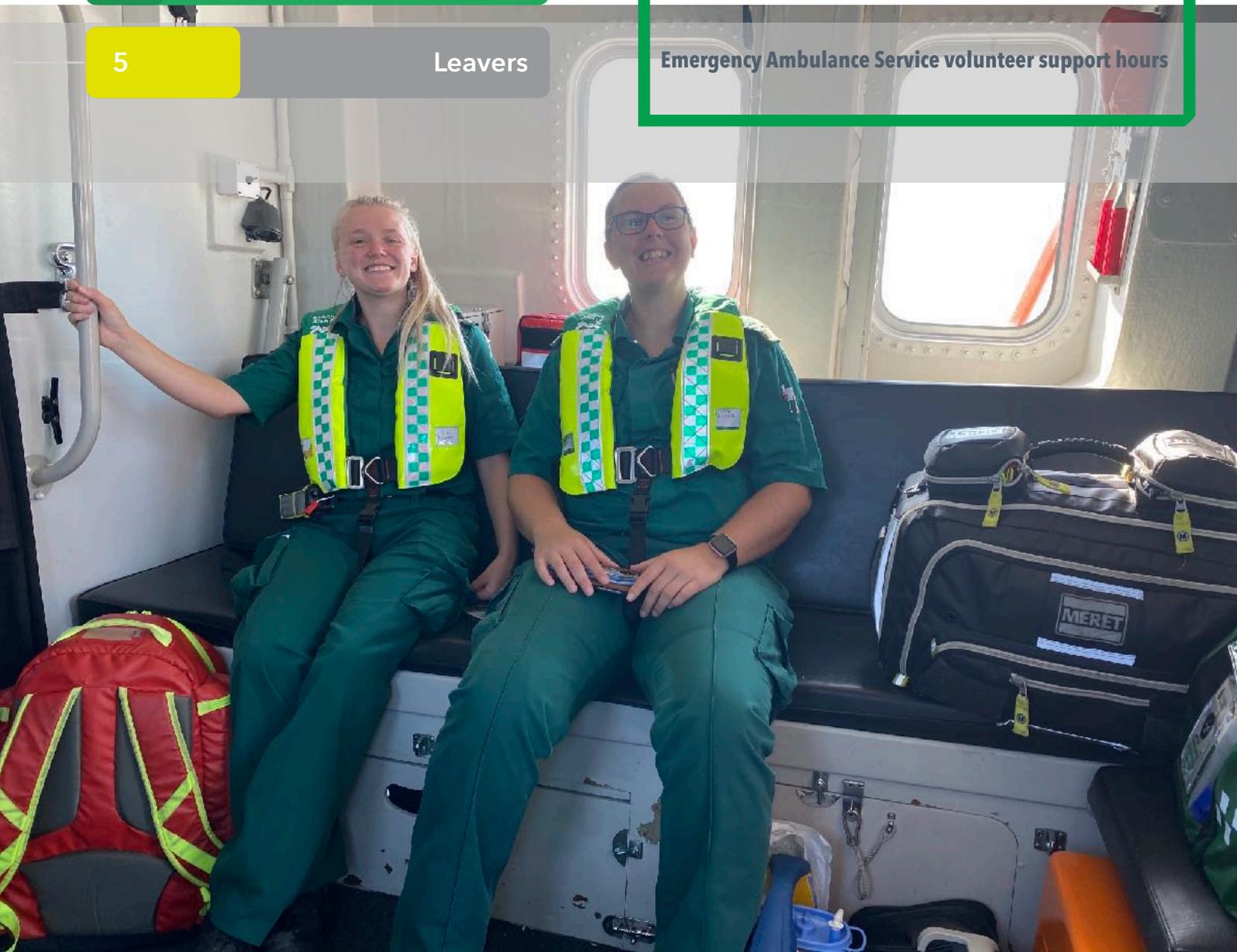
Joiners

5

Leavers

160

Emergency Ambulance Service volunteer support hours





VOLUNTEERS

Ambulance Reserve

The Ambulance Reserve is a group of volunteers who assist the professional ambulance service at major incidents, during times of high demand and adverse weather conditions. They are trained in how to set up the major incident equipment, man the various treatment posts and are given training in basic first aid. The Reserve provided invaluable support to the operations of the Service during the COVID-19 pandemic. The current team consists of 33 members, led by Paramedic Station Officer Andy Adam. During lock-down many volunteers assisted the Service by joining the decontamination team, being called out at short notice to decontaminate ambulances between cases. The ambulance fleet was regularly deep cleaned to a very high standard, allowing the clinicians to focus on patient care and allowing a quick turnaround. Training took place in subjects such as the treatment of catastrophic haemorrhage, the pit-stop high performance CPR technique and in the use of ambulance equipment. Pre-exercise training took place to ensure the volunteers were competent in the use of major incident equipment.

Additional training took place with the Reserve to prepare them to assist the Emergency Ambulance Service during the pandemic, which included; FFP3 mask fit; Protective Personal Equipment (PPE) – donning and doffing of level 2 and level 3 PPE; familiarisation of ambulance equipment; decontamination of ambulances and equipment; driver refresher. This training was facilitated by a number of instructors from Emergency Ambulance Service and St John Guernsey Charity.



We are particularly grateful to **Neil Archer**, a member of the Reserve who was re-deployed during lock-down to work with the EAS where he assisted the Non-Emergency Patient Transport Service, the cleaning team and assisted with many areas of daily operations.



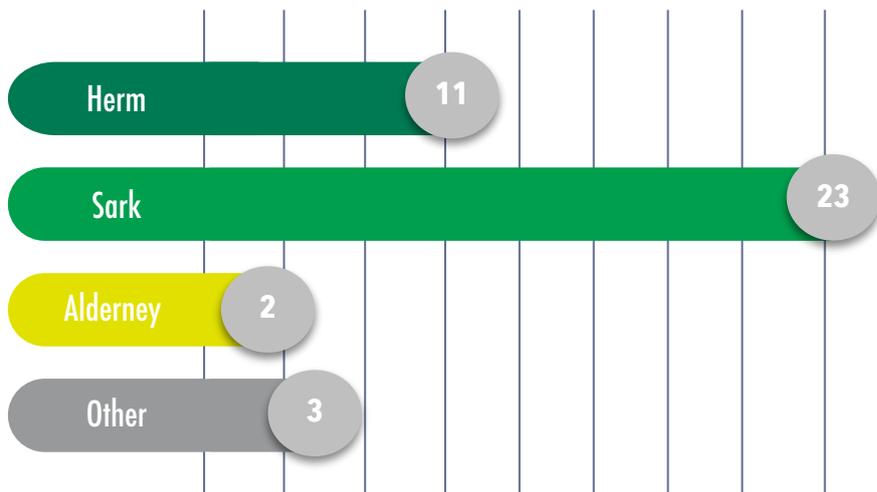
Volunteer Professional Mariners



Outreach medical response to the Channel Islands

The Flying Christine III is a mobile medical treatment centre, equipped like a road ambulance with the capability of taking advanced medical care to patients in the other islands and transporting casualties to Guernsey for further treatment. She is on call 24 hours a day, seven days a week, 365 days of the year and is operated by volunteer boat crew from the local maritime community and medical clinicians from the EAS. The marine ambulance is not funded by the States of Guernsey and relies entirely on charitable donations and bequests.

Marine Ambulance Flying Christine III number of calls



Volunteer Responders

Community First Responders (CFR) are trained St John volunteers equipped with an Automated External Defibrillator (AED) and oxygen. They are alerted by the JESCC to respond to cardiac arrests and other serious medical emergencies in their immediate vicinity and give life-saving treatment in the minutes before the ambulance arrives. Staff Responders also compliment the Scheme, responding voluntarily when not at work.

In a cardiac arrest every minute counts and early CPR and defibrillation can be the difference between a life lost and a life saved. The service is extremely grateful to the many hundreds of hours given to our community by these dedicated volunteers.



Community Defibrillators

AEDs are life-saving items of equipment which, when used with cardio pulmonary resuscitation (CPR), can support survival from sudden cardiac arrest. The Guernsey Public Accessible Defibrillator (PAD) program has been co-ordinated by the Guernsey Cardiac Action Group (<https://cag.org.gg/>) and there are now almost 100 PAD sites around Guernsey.

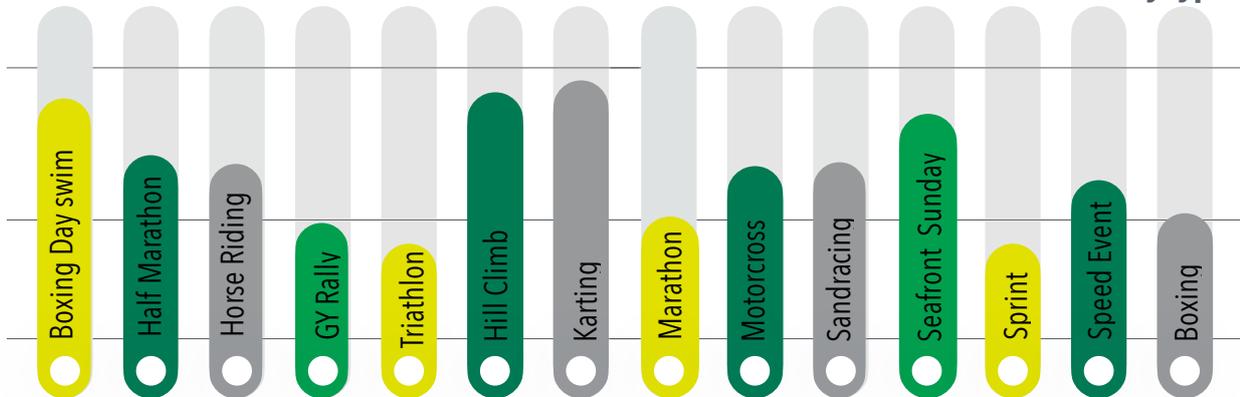
Many of the cabinets and AEDs have been purchased following the generous donation of funds raised at the Skipton Swimarathon. Others have been purchased by local shops, businesses or individuals. St John volunteer guardians help to maintain and regularly check many of the sites.



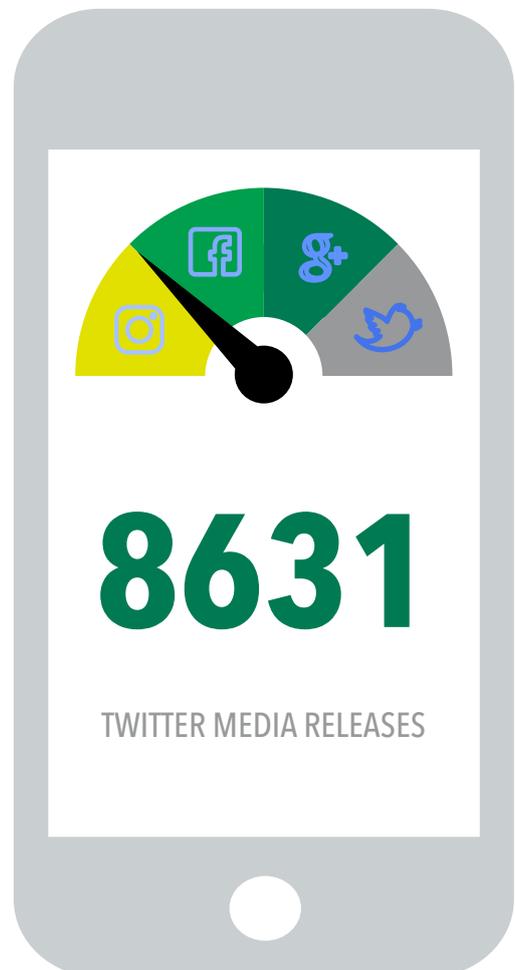
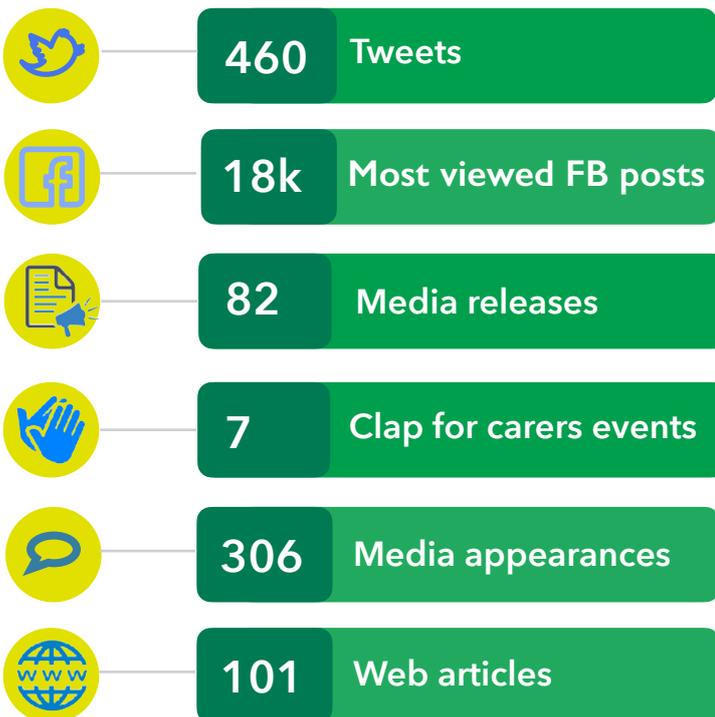
PUBLIC EVENTS

Annually the Service is requested by event organisers to provide professional medical cover at various sporting events. During 2020, despite the Pandemic, the Service still provided professional medical cover at 31 events. This was a decrease of 49% from the previous year because of the COVID-19 pandemic.

Public Event by type



Community Relations





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