



Branch Newsletter

November Newsletter
2011
Issue No 59

Website and Communications

After feedback from members we are updating our communications systems, we now have dedicated e-mail addresses, Officers have UNISON mobiles and we have a new Website www.eeas-unison.com it contains up to date and relevant information about what we are doing for YOU at work. We are becoming more transparent and receptive to your changing needs, have your say, visit our website today to see the following update Statements and stances we have taken with Trust Management.

- Issues we are dealing with such as ZONAL ANNUAL LEAVE.
- The Contact details of your County Leads and Branch Officers ie
- E-mail an Officer with your issue direct from the site, or get their phone number for a chat.
- Health & Safety information, and new H & S Postbag initiative.
- Courses, as a member you can attend UNION Courses FREE, find a course that interests you. We also pay your expenses !
- Coming soon, minutes of our meetings:- Branch, Local,& Trust Staff Partnership meetings.
- Legal aid from UNISON Legal Services from Thompsons Solicitors for all the family.
- Our own UNISON Croyde bay Holiday resort has some really good deals.
- UNISON Welfare, contact your Branch Secretary for details if you so wish.

TAKE OUR SURVEY “ SO WHAT DO YOU THINK OF US” DIRECT YOUR UNION.

It is often said (and the month of November when history reminds us all) that the biggest enemy to democracy is apathy. As an open democratic Union we take the view that the real strength of any organisation is to be able to openly discuss its weaknesses as well as demonstrating its strengths, we value your diversity of input, comments and suggestions at all times for improvements to enable us to improve our service to you the membership.

Please make use of these opportunities, with the advent and ongoing developments in the IT world there is no longer any reason for anybody not to know what's going on, or not be able to find out what's going on whatever the geographical scale of things; certainly some of it will need explanation, ensure the message is a consistent one if not ask why, and if still in doubt get hold of a Union Rep or Manager's ie / Team Leaders / Supervisors and ask them to clarify things, from their own position they will have already pursued a satisfactory answer, but in doing so please don't forget many Managers are Unison members as well as the rest of us....

Note- Following the results of the Pensions Ballot Results another Newsletter No 60 will follow shortly after this one containing details of the pending action on November 30th.

250.000 vote YES to protect their pensions



As members will have already heard UNISON members have voted overwhelmingly in favour of taking industrial action to protect their Pensions in

the biggest Ballot ever held.

Almost 250.000 public service workers including nurses, Teaching assistants, Social Workers, Care Assistants, Paramedics, Police Staff, School Dinner ladies, probation Workers, and Cleaners posted back Ballot Papers that said YES to protecting their pensions. I want to take this opportunity to thank all of you for the work that you've done in getting that YES VOTE.

A total of 245,747 voted Yes, comprising 171,428, or 76% of the local Government pension scheme. 73,930, or 82% in the NHS Pension Scheme, and 389 or 87% in the principle civil service pension scheme. Each service group executive– local government, health , police and justice community, higher education and water, environment and transport– has unanimously agreed to go ahead with strike action on the 30th November coordinated with the other TUC Unions.

This has been authorised by the Union's Industrial Action Committee.

At time of going to print we are willing to negotiate any time, any place. Keep up to date by visiting our Website on; unison.org.uk/pensions/protectour.asp.

Your Branch Committee meets on the 16th November to consider these results and the information and advice given from both the National and Regional Offices of UNISON and will report back very shortly.

Health & Safety Postbag - 2

Lone Worker Policy. Areas being driven by UNISON are:

- Members of Staff who have routinely worked as part of a crew should not be pressured into working on R.R.V.'s
- On scene dynamic assessments by members of staff should not be challenged.
- All members of staff should have conflict resolution training and refresher training if required.
- The logging of all emergency button activations in each EOC, including the scenario and action taken.

Meal Break / Restocking:

Your meal break starts from the time you reach the specified facility. It is important that you book "AT Post" when you arrive so that you have a defined start point for your meal break recorded.

Control will not normally contact you to inform you that your break has started, this is an automatic process.

If you have a requirement to clean or restock your vehicle, you must notify control as you arrive at the facility. Control have been instructed to give priority to your meal break, so consider whether the cleaning/ restocking can wait until after your break has been completed.

Control has been encouraged to use common sense when this need arises, and at times it has taken place first, but it depends on the circumstances at the time.

SHOULD and MUST

Often there is a misunderstanding surrounding the words SHOULD and MUST. The following explanations are offered as a guide:

The 0630 crew on a 12 Hour shift SHOULD finish at 1830, but a late job may dictate otherwise. There is leeway for why the crew may not finish their shift on time.

Clinicians **MUST** check the drug dose: expiry date and any contra-indications before administering it to the patient.

In this example **there is no leeway.**

Flu Vaccine

Any members of staff who have not yet had the flu vaccine are reminded that it is still available, and is recommended for those who are considered most at risk. If you have had the vaccine from outside the Trust, please inform OH so that they can include you in their statistics. The vaccine does not give you the flu.

Staff Survey Members of staff who have not yet completed and returned their Staff Survey are advised that the unique identity code on the front of the form is able to be decoded by the Survey Company, but the individual identity of the person completing the form will not be disclosed to the Trust. If you have not received a survey form please be aware that there may be a follow up from the Survey Company as they are trying to achieve a return as close to 100% as possible to obtain a clearer picture of staff feelings.

Automatic Transmission Ambulances

Concerns have been raised regarding the quality of ride in the rear patient saloon area. Members of staff are reminded that the best way to audit any problem is via the Datix system. If you have any concerns about the new vehicles that you wish to raise please use Datix. Additionally you can email me at jeff.pittman@eeas-unison.com or via text to 07508-111-372 **Jeff Pittman Suffolk Health & Safety Lead 20106 Unison East of England Ambulance.**

Your UNION NEEDS YOU !!!!!

The Branch has worked hard over the last few months to try to improve its communications with its members by increasing the frequency of the newsletter, launching a new and improved website and by improving communication between branch officers. However, none of these make up for the lack of Workplace Contacts and representatives to talk face to face with members. Therefore in partnership with the Trust's Human Resources Department we are undergoing a joint initiative where they will support us to increase our number, and improve our geographical cover of Staffside representatives and workplace contacts within the Trust, and then support us in enabling their personal development within these roles. There are already areas that enjoy a good level of representation and have good local partnership practice's in place, and by increasing the number of representatives (both workplace contacts, workplace health and safety reps) and by ensuring good geographical cover, the aim is to provide staff with ease of access to a staffside rep and facilitate the fostering of local level partnership working across the Trust. If you feel that you may be interested in one of these roles and would like some more information, then please contact either your relevant Unison County lead, any Branch Officer (all details are on the back page) or myself for a formal chat with no commitment !! I will include more information and updates to this initiative in forthcoming issues of our Branch Newsletter and on our Branch Website.

Regards Barry Jarvis Staff Partnership Coordinator and UNISON Branch Convenor.



NHS Reforms Bill round-up

A further meeting held under 'Transforming Ambulance Service's' indicates that the Governments Health Bills are still in infancy about many aspects of how and who will be responsible for the commissioning of Ambulance services, monitoring and ensuring they run efficiently and intervening if they run into problems or fail, in a report by the Public Accounts committee in the form of a transcript of an approved formal record. Judging by the dialogue of claims and counter claims there are still extreme variations of performance related factors across the 11 services, it would seem to bear out that comparing like with like, or even constructing a credible Ambulance set of League Tables around any agreed parameters seems to be years away. The East of England Service is quoted as being the service with the highest management costs of any in England with London second. There is significant and interesting debate on the history and benefits of 'Targets' to stimulate performance with differing applications, the outcomes or measurements vary greatly of course as we would expect producing debate and contention about cost variances of service unit delivery.

Final acceptance that targets are a blunt instrument but its believed they have served their purpose. (Missing the point they have to be clear and unambiguous in measurement, if the target times were unable to be properly analysed what chance with Clinical 'outcomes' ?) Double and even treble dispatching has finally come home to roost, and whilst we have copped most of the adverse publicity recently given the uncertainties of our 7500 miles, its not only in EOE but rampant across the other 10 services, with wide variations on the scale of usage when it comes to deployment of Paramedics and or Cars/ Ambulances to comply with the triple money driven options of Clinical needs, Cars, and Times.

Ambulance sickness levels comparisons were drawn, it was claimed Ambulance is the lowest of the 3 Emergency services, its suggested managers were not holding staff to account over short term sickness. A & E waiting time differentials from hospitals still failing to be addressed, states that more than one-fifth of patient handovers takes longer than 15 minutes. There is a feel from this transcript that the driver for cost savings and alternative pathways has at least reached its crossroads; 'Clinical Misdiagnosis' at the call is still the unresolved problem, yet suddenly there seems to be more of an awakening and clamouring from many other quarters for the principles of the Taking Healthcare to the Patient / Transforming Ambulance Services to happen six years down the road, but much of the vital subject matter is repeating items with no resolution, sadly its all now being overtaken, hi-jacked, and fudged in with the political NHS Reforms Bill of cuts which increasingly nearly one year on resembles a poorly thought through effort to impress and convince the public that once the Titanic has been raised and rust proofed the Tory government was worth voting for.

Meanwhile Monitor's Job Description knows no bounds, no need for C.V. embellishment here, but Andrew Lanslys recent acceptance that "the buck stops with me" will not convince the potentially accountable jittery ones. "Monitor may fail to fulfil its new responsibilities as the Economic Regulator for Health Care unless the Government provides greater clarity about its role" according to a new report, and the September Briefing on the Bill's 3rd Reading from the Kings Fund spends most of its pages moving into position flagging up (never mind the amber) the red lights that Monitor's open ended JD will need to include as a catch all within the new Bill. The new word of the moment to play with is 'nuanced'; its short for watering down; Monitor's Budget hasn't and has increased to £82 million, with its staffing levels increased to 500. Anna Dixon Director of Policy at the Kings Fund and the Lead Author of the report is quoted as saying "Monitor has been set a formidable task with little precedent and supporting analysis, so the risks of failure are considerable. Unless Economic Regulation is designed and executed well, it may end up imposing more costs than the benefits it delivers. As the Health and Social Care Bill proceeds through the House of Lords we hope that Ministers will look again at the lessons to be learned from other Regulators, and make the changes needed to enable Monitor to succeed in its new role".

Finally North East Ambulance Service is the 140 Trust and the third Ambulance Trust to become a Foundation Trust, we worked closely with North East as early implementers for Agenda for Change, we wish them well. EM Comms



UNISON Branch Officer Listing 2011

Please note where a Branch Officer has taken on other roles these are also listed.

Chairperson Tim Killick 07512712023 tim.killick@eeas-unison.com
Secretary Gary Applin 0750811191 gary.applin@eeas-unison.com
Branch Convenor Barry Jarvis 07725065539 Barry.Jarvis@eastamb.nhs.uk
Treasurer Wendy Senter 07508110713 w.senter@eastamb.nhs.uk
Membership Officer Jackie Robinson 07508110822 Jackie.robinson2@nhs.net
Branch Health & Safety Officer Rick Gray 07508110841 rick.gray@eeas-unison.com
Casework Coordinator Tim Killick 07540079994 tim.killick@eeas-unison.com
Communications Eric Miller 07508110848 eric_miller@talk21.com
Newsletter Tele 01603-737176.

Communications

Please Note- Your items and input into the Newsletter is always appreciated, remember we are circulating & servicing an area of 7500 sq miles. Each Newsletter as it goes out, also goes straight onto the branch website and can easily be accessed by going into the Branch site at www.eeas-unison.com as well as a proportion of "back issues, so it is a two way street. Its circulation is 750 copies, sent via County Leads for distribution, it is also sent out on PDF, if you wish to be included in this mailing please forward your e-mail address to myself.

I.C.T. Officer & Website Administrator Tim Ingall tim.ingall@eeas-unison.com
The Branch Website address is- www.eeas-unison.com
Retired Members Secretary & Pensions Steve Beckley 07508111345
s.w.beckley@homecall.co.uk

Education

Education Coordinator & Lifelong Learning Ian Cook 07932680885
ian.cook@eastamb.nhs.uk or ickook@aol.com

NON EMERGENCY SERVICES Officer VACANT

Disabled Members Officer Dave Edwards 07508111350 Dave.edwards1@nhs.net
LGBT Members Officer Candy Tillson 07970952234 candy.tillson@aol.com

County Leads

Beds County lead Rep Vacant ?

Herts County Lead Jackie Robinson 07508110822 Jackie.robinson2@nhs.net
Cambs County Lead Rep Peter Davis peter.davis@eeas-unison.com 07718904993
Essex County Lead Rep John Lee 07719660747 John.Lee@essexamb.nhs.uk
Norfolk County Lead (Job shared) Stephen Imrie 07717738038 Stephen.imrie@eeas-unison.com - and- Carole Taylor 07508111349 carole.taylor@eastamb.nhs.uk
Suffolk County Lead Darren Jones 07709353919 Darren.jones@eastamb.nhs.uk
Women's Officer Carole Taylor 07508111349 carole.taylor@eaamb.nhs.uk
Environmental Officer Faith Ecuyer faith.ecuyer@eastamb.nhs.uk
Black Members Officer Anand Pillai 07508111365 anand.pillai@eastamb.nhs.uk
Equalities Officer Anand Pillai

Health & Safety Leads

H & S Lead Beds Vacant - For the time being contact Rik Gray
H & S Lead Essex John Cogan John.Cogan@eastamb.nhs.uk
H & S Lead Norfolk Janet Flack 07592074972 janet.flack@eaamb.nhs.uk
H & S Lead Herts Vacant- For time being contact Rik Gray
H & S Lead Suffolk Jeff Pitman 07941436112 jeff.pitman@myway.com
H&S Lead Cambridge Phil Ecuyer phil.@eastamb.nhs.uk or Phil.ecuyer@eeas-unison.com Mob 0775708111378
Branch Accounts Auditors Andy Broad - Brenda Palfreman- Helen Leek- Richard Lewis

All other UNISON Health & Safety Representatives and Workplace Representatives contacts can be found on the Website.

Young Members Officer Vacant

Regional Organiser UNISON
UNISON Direct 0845 355 0845 or
visit UNISON at www.unison.org.uk

Note- Please can you inform Communications if your details change in any way at all.

Tim Roberts t.roberts@unison.org.uk



Views expressed herein are not necessarily those of the East of England Ambulance Service NHS Trust.

NHS 111 "Everywhere in England in 18 months"

The Governments controversial 111 Online and telephone Service is to be available throughout in England by March of 2013, Health Secretary Andrew Lansley has confirmed, with David Cameron insisting the service will end confusion and give people care whenever they need it.

Concerns were raised by political leaders and clinicians in August last year over fears the current Non-emergency health service NHS Direct would be scrapped in favour of a 111 service that was not staffed by Health Professionals.

But by making further commitments the government has now said the free call to 111 service marks an important step in modernising the NHS and giving Patients greater healthcare control. Speaking at the Conservative part conference Lansley said "Within 18 months we will offer access to the NHS 111 service everywhere in England, on the phone and online: the care you need, when you need it 24/7.

The Prime minister said "he wanted people to get the care they need, when and where they need it". But he said to many people were currently confused about what was available, and how best to get it. That's why we are introducing NHS 111. The new service will make sure callers can access the care and advice that is right for them 24 hours a day, 365 days a year."

A response from Roger Poole

Eric. It was good to hear from you and thanks for your good wishes. Many thanks for your comments in your newsletter I was very touched by what you wrote, I'm sure I didn't deserve it, but it was extremely gratifying nevertheless.

Paramedic training was our greatest achievement and many people have a lot to thank you all for, not least the hundreds of lives that are saved every year as a result of what we demanded all those years ago.

My best wishes to you all at the East of England Ambulance Branch. I'm doing well on the treatment and when I get over this (as I intend to) it would be good to see you all at some time.

Best wishes to you all. Kind Regards Roger Poole

As stated in the Oct News Roger was the National Secretary for NUPE dealing with Ambulance Services before and during the Ambulance Dispute of 1989-90.

LOOK OUT for Your 2012 FREE UNISON Diaries which are on order and will be available to all members over the coming weeks. Note - MEMBERS ONLY.