

FALCK SHROPSHIRE NEPTS

Winter Preparedness

2018/2019

- » Impact of out of county journeys, especially on the day need to be managed more proactively to ensure resources remain robust locally.
- » Site Manager usage at RSH, PRH and RJAH need to be optimised to gain improved communication links between hospitals and Falck dispatch and planning.
- » VOR [Vehicle Off Road] days to be reduced by increasing maintenance and by promoting forward thinking in terms of servicing timetables and mileages.
- » Number of available fully flexible bank staff to cover shortfalls not at levels previously thought to be satisfactory.
- » Management structure and escalation processes blurred when fully called into action resulting in lost time reference decision making.
- » Lack of 3rd Party Provider cover was an obstacle last year when escalations were called and hospitals fell into level 4.

- » Ensure core rostered shift lines are maintained throughout the winter period taking into account the following:
 - Annual Leave* – mitigate with bank staff where needed – option for 3rd party
 - Short Term Sickness (STS)* - mitigate with relief and bank staff where needed
 - Long Term Sickness (LTS)* - mitigate with relief and bank staff where needed

- » In order to facilitate the covering of the above Falck Shropshire will need to ensure that perm/bank staff numbers are at sufficient levels. With this in mind the following recruitment courses have been authorised to ensure appropriate recruitment:
 - 26-11-18 Shropshire PTS Induction/Training Course [Atcham]
 - 10-12-18 Shropshire PTS Induction/Training Course [Atcham]

- » This will safeguard relief/bank numbers over the winter period into the new year – additional courses will be available if required.

- » To ensure Falck are prepared for Winter pressures and meeting the shifting activity profile that is moving later in the day, the following roster pattern has been designed and signed off:

08 WEEK ROLLING ROTA											
	NAME	BASE	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Break	Weekly Hours
01	Employee01	Atcham	1800-0400	1800-0400	1800-0400	1800-0400	1800-0400	RD	RD	1.0	45.0
02	Employee02	Atcham	RD	1200-2200	1200-2200	1200-2200	1200-2200	1100-2100	RD	1.0	45.0
03	Employee03	Atcham	1000-2000	1000-2000	1000-2000	1000-2000	1000-2000	RD	RD	1.0	45.0
04	Employee04	Atcham	1100-2100	1100-2100	1100-2100	RD	1100-2100	1100-2100	RD	1.0	45.0
05	Employee05	Atcham	1000-2000	1000-2000	1000-2000	1000-2000	1000-2000	RD	RD	1.0	45.0
06	Employee06	Atcham	1100-2100	1100-2100	1100-2100	RD	1100-2100	1100-2100	RD	1.0	45.0
07	Employee07	Atcham	1800-0400	1800-0400	1800-0400	1800-0400	1800-0400	RD	RD	1.0	45.0
08	Employee08	Atcham	RD	1200-2200	1200-2200	1200-2200	1200-2200	1100-2100	RD	1.0	45.0
Average Hours											45

- » The benefits of this roster:
 - » Increased resource coverage into the evening
 - » Up to four additional discharge crews available on the contract
 - » Increased resilience for post midnight activity – backing up existing night crew coverage
 - » Extra Saturday crews to cover increasing winter weekend activity

» To ensure Falck are recruiting and sustaining a healthy Voluntary Car Service (VCS) over the winter period, a series of avenues are being explored through online adverts, written press and local poster initiative:

» <https://www.shropshirelive.com/features/2018/11/05/father-and-son-from-telford-in-volunteer-driver-appeal/>

» <http://www.loveshrewsbury.com/contrib/county-volunteer-driver-appeal>



Do you have any spare time?
Could you spare a few hours or days a week to transport our patients from their home to their medical appointments?

We are looking for dedicated **Volunteer Drivers** to become part of our non-emergency patient transport team. **Falck Volunteer Drivers** offer a valuable service by driving and assisting patients who are attending appointments at clinics or hospital.

By joining the Falck Volunteer Drivers Team you will receive:

- Full Training
- Mileage paid at 45p per mile
- Flexible Hours

If you are interested in being part of our team at Falck, please email your interest to ptsrecruitment@medicalservicesuk.com

*In order to apply to become a Falck Volunteer Driver, you need a Full UK manual car driving licence, with a minimum of 3 years driving experience. Please note we will only consider applicants with no more than 6 penalty points. You will require business insurance for your own vehicle. As you will be transporting patients, you are also required to complete a mandatory Disclosure and Barring Service (DBS) check.

**Falck**

- » To ensure Falck are able to maintain maximum resilience throughout the winter period we have identified a number of local transport providers to work in partnership with:



Cartello Ambulance



Rapid Response
MEDICAL GROUP



Shrewsbury
TAXIS

- » Fully registered PTS provider located in Cannock – are able to provide Falck with flexible Ambulance availability
 - » Fully registered PTS provider located in Stafford – are able to provide Falck with flexible Ambulance availability
 - » Leading local provider of taxi services helping Falck with walking patients across the county and beyond
- » Further 3rd Party Providers have also been approached and we are awaiting due diligence paperwork before implementing site visits

- » Falck Shropshire have an internal garage for repairs and maintenance on vehicles that is supported by two fully trained mechanics.
- » We also have third party agreements with a number of local garages to ensure we have resilience on the contract and maintain vehicle availability throughout the winter.
- » Hire agreements are also in place to ensure any potential shortfall in Ambulances can be reacted to quickly, lowering the risk to the service provision.



- » 4x4's winter provisions are in place in preparation for adverse weather conditions
- » Hire agreements are also in place if the contract requires additional support



» Falck Shropshire staff have been communicated the following:

Winter driving can bring testing conditions for all drivers, whether it's gently falling snow, lashing rain or icy roads. Here you will find winter driving tips to prepare yourself, your vehicle and advice on driving in snow.

Atcham Site Area

Make sure you have the following items on site to deal with snow and Ice around the Atcham site:

- Bags of salt/grit - Snow shovels - De-icer to free off frozen key locks

Footwear

- Ensure you have suitable footwear to carry out your daily tasks on snow or ice

Preparing to drive in wintry conditions:

- Check the weather in advance - don't ignore police warnings about closed roads.
- Make sure you have an emergency kit so you are prepared in the event of a breakdown. This should include a torch, food for energy, water suitable footwear, gloves, hat, money and blankets.
- On longer journeys always let someone know you have set off and tell them your planned route.
- Ensure your mobile or communication device is charged up so you can make a call in an emergency.
- As well as your daily check do a proper winter check of your vehicle, check washer fluid, ice scraper, map and tyres - Ensure you have plenty of diesel or petrol
- Where Available take snow chains or snow socks and a snow shovel
- Make sure you have all your Falck contact details including breakdown recovery agent details in the vehicle.

Winter Driving - Ice or Snow:

- Double or even triple your normal stopping distance from the vehicle in front.
- If the roads are icy or covered in snow, plan your journey around busier roads – these are more likely to have grit.
- On motorways stay in the clearest lane possible. Stay away from slush and ice. Keep within the clear Tyre Tracks if you can. - Stay in a higher gear for better control.
- As conditions improve make sure your fog lights are only on if necessary – they can dazzle other drivers.
- In falling snow use dipped headlights to make you are visible to others (especially pedestrians).
- It's important to get your speed right when driving in snow: not too fast so that you risk losing control, but not so slow that you risk losing momentum when you need it – brake, steer and accelerate as smoothly as possible.
- If you get yourself into a skid the main thing to remember is to take your foot off the accelerator and steer, try to avoid braking.
- Only use Snow chains when the road is covered in snow or ice using snow chains on clear roads will damage the vehicles tyres
- Remember It is illegal to drive with snow on your vehicle glass or excessive snow on the vehicle body, always remove it before driving, an exception to this is the roof on high sided vehicles
- Some of our operations use Scooters or Cycles, these must not be ridden on snow or ice