

LAUNCH ISSUE!



HEART TO HEART

ISSUE 01 | DECEMBER 2019 | SUMMER EDITION

NATIONAL PATIENT TRANSPORT'S QUARTERLY STAFF NEWSLETTER



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Jeff Wilson
Chief Executive Officer,
National Patient Transport

CEO's Message

Welcome to Heart to Heart,

I hope you find the articles and information interesting. The amount of change over the last 12 months has been staggering.

In Victoria, on the back of a significant increase in Ambulance Victoria work, we have moved to three large new depots and offices in Noble Park, Mitcham and Thomastown. In Western Australia our Administration Office and depot moved to Willetton. NSW has now grown to seven locations and has greatly benefited from co-locating with CDC in Newcastle and Penrith. We have also co-located with CDC in Victoria in Ballarat, Geelong and Mildura.

Being part of the larger CDC family has certainly allowed us to look at things more holistically, and develop a more long term view on things. Changes such as the introduction of power-load stretchers for the AV contract are likely to translate into the NEPT regulations and therefore all vehicles. In Victoria this may happen as early as 2021. These sorts of changes will require significant investment and patience. We are positioned to make this investment and continue to be leaders in patient care, and all things safety.

The CDC partnership has provided an improved level of community and staff engagement. So far we have been able to co-ordinate some great activities, such as the Staff Appreciation Day, Free Health checks for CDC Staff, and just recently Movember. These are great initiatives made more practical through our partnership.

We are also being supported by CDC in the preparation of this newsletter which will become a regular publication. There is no doubt we need to communicate better and more frequently.

Apart from the joint initiatives with CDC, we have also engaged in other very worthwhile causes; such as SIDS. Several individuals have championed causes like Breast Cancer and Ride for a Cure. Thank you to all of those involved.

It is timely that this newsletter will be circulated before our Christmas celebrations. I hope that all staff will get the opportunity to attend one of our scheduled Christmas functions. We do appreciate the efforts of those who miss out on these functions and those who miss Christmas Day with their families due to work commitments. Thank you for your sacrifice and we hope your turn will be soon.

I would like to take this opportunity to thank everybody for their hard work this year. We understand that your efforts at times come at a sacrifice to family and other pursuits you may have. Our future endeavour as a company is very dependent on the efforts required for a 24/7 business. In recent times we have been able to survive and thrive. I believe we demonstrate every day and better than most, that our people really understand what it takes to make a positive difference in a patient's life.

Your service, day in and day out, and your willingness to help that next patient that needs to be transferred, makes a huge difference to that patient, to the health service, and our ongoing relationship with those health services.

Despite the competitive landscape being extremely challenging, I believe our future is very bright because we have experience, a professionalism, and a maturity that understands that to remain the market leader we need to continually challenge ourselves to be better.

Thank you,
Jeff Wilson

From Your Managers

Our High Acuity Transport Service continues to grow with five shifts running at our Noble Park branch and two shifts at our Mitcham branch, every weekday, and five in total on weekends.

NPT currently employs 33 Critical Care Registered Nurses (CCRN), who are operating out of both Noble Park and Mitcham. Seven new Critical Care Registered Nurses have been recruited since March 2019 and we are still seeking new, suitably qualified team members to join us.

If you know a CCRN who may be interested in working in the patient transport industry, please encourage them to apply for a job with NPT. Applications can be made through our website at <https://www.nptgroup.com.au/application.htm>

HATS has also gained two new full-time Patient Transport Officers, who we'd like to welcome on board. We are also very excited to announce that our aging HATS fleet is due for replacement in 2020! We can't wait to receive them!

Robyn Emmerson, HATS Manager

WA moved our state office into the suburb of Willetton in June this year. This has coincided with the appointment of additional staff which is anticipated to increase in the next six months. The move to our Willetton facility is a major step forward for our WA operation. The facility is centrally located for the existing four bases we operate from and has proven a success for staff and customers.

NPT WA continues to punch above its weight in a market that is heavily weighted towards the incumbent service provider. High levels of service provision to key customers by our staff has resulted in our capacity to maintain and grow activity with important customer groups.

2020 will prove to be a very exciting time for WA with discussions with the WA Health Department and other private facilities showing genuine opportunities for ongoing growth.

Whilst we have had to say goodbye to some vehicles this year, we have been able to welcome youthful replacements, which are being eagerly awaited.

Scott Sinclair, WA State Manager

Our new Mitcham branch is developing nicely as we strengthen our ability to work together as a team. The functionality of the space is progressing with the aim of improving the branch to become a great place to work.

The Mitcham branch has six new vehicles and eight new employees – who are all settling in well and we are happy to have welcomed them to our branch. They are all working on the road after completion of their observer shifts.

We have recently had some excellent feedback from Ambulance Victoria (AV). This positive feedback was for a Hawthorn crew who attended a cardiac arrest. The commendation from AV recognised the excellent performance of Emily Freemantle and Vincent Chan. The crew were flagged down at a roadside incident. The two staff members were particularly praised on the excellent job they did in attending to the patient at the scene. They were also commended on the way that they supported AV emergency crew upon their arrival at the scene. Great jobs guys!

Garry Walker, Eastern Regional Manager

Over the last four weeks we have recruited approximately 25 new staff and they are settling in well. I offer my sincere thanks to our current staff for welcoming them all so well.

We have had two members from our regional branches retire and we wish them well in their next phase of life.

Our new Thomastown branch is coming together well. We are still settling in and recognize that there have been significant changes however we are building consistency and establishing new processes.

One of our staff members has recently married and another two are expecting babies in the new year. We are so happy for them!

All our staff have been “heads down, bums up” working really hard. Many of our staff regularly go above and beyond, which is a credit to them. We'd like to mention that this effort is noticed and immensely appreciated.

We would like to thank the NPT Clinical Instructors on an excellent job in getting our students across the line to ATA level. We would also like to extend our thanks to all of the experienced PTOs taking new staff under their wings and showing them the ropes.

We are unfortunately running an old fleet however we are very pleased to report that new vehicles are on the horizon so watch this space.

Clyde Scorgie, Northern Region and Rural Manager

From Your Managers

We have recently welcomed 22 new staff members comprising of 17 patient transport officers and five ambulance transport attendants.

Three longstanding members of NPT have retired this year. Ian Drakeford retired in September after 6 years of service, Ken Struthers retired in April after five years of service and Darrel Douglass retired in August after an impressive sixteen years of service.

Our infamous operations center member, Greg Hepburn, volunteered to be shaved to raise funds for the Movember campaign – and you can read more about this on page 7.

One staff member is on the mend, after an unfortunate car accident earlier in the year, and we are looking forward to welcoming him back in the next few weeks.

In recognition of staff members who have performed well, and have upheld NPT HEART values, we have been issuing movie tickets and Coles vouchers.

In the past six months we have commissioned 12 new stretcher vehicles. The older vehicles, with manually operated stretchers, have been replaced with newer vehicles with automatic Stryker Power Load stretchers.

**Ernie Di Pietro,
Southern Region Manager**

We have employed 28 new staff this year and will have started another four by the time this is in print. Everyone has been excellent.

We will be hosting three Christmas parties this year – one at Rose Hill Race Course on the 14th of December, one at Harbor View Hotel, also on the 14th of December, and one at Wallsend Diggers Bowls Club on the 21st of December.

We are very happy for our staff that have welcomed new babies into their families this year, and I share in their joy with the birth of my own daughter.

We regularly receive commendations for our staff, from Health Share NSW. There has been a particularly large number of these in the past few months, and we really appreciate the great work our staff are undertaking.

We would like to extend a special mention to Sonia Hardy, who has been invaluable in assisting with the set up of our on-road induction training. She really has gone above and beyond in this regard, and it is noticed and appreciated.

During October we finally rolled out new MDTs for all of our vehicles and we are happy to say these devices are now standard across our fleet.

Adam Orchard, NSW Manager

This year, after an impressive 20 years of working for NPT, we said farewell to the heart of our Operations Centre, Eileen Scott. Although we will miss her dearly, we wish her all the best in this next chapter of her life.

NPT has seen a significant increase in the volume of work we undertake on a daily basis, since July of this year. Our Operations Centre dispatches over 400 jobs per day, and also manages around 26,000 calls per month.

The recent addition of the inter hospital Northern Health contract has seen yet another increase in demand for our services.

Our dedicated team of call takers and dispatchers, with years of experience, work magically, 'pulling rabbits out of hats.' This amazing level of service is made possible by the teamwork undertaken collectively by Operations Centre staff and road crews.

The after-hours housing tenants contract sees our Operations Centre working around the clock. The work here never stops.

New staff face a steep learning curve with complex operations and we have to coordinate state-wide transport where no two days are ever the same. We do however, consistently, pull it all together as a team.

**Alison Roughton,
Operations Center Manager**



Annual Christmas Celebrations

This year our Christmas party will be held for the fifth consecutive year in the Maurice Rioli Room at the Punt Road Oval in Richmond. The evening will include the inspiring HEART awards, which acknowledge staff members who continually go above and

beyond and display attributes that exemplify our HEART values: High Standards, Efficiency, Accountability, Respect and Teamwork. We will also recognize dedicated staff who have served the company for many years.

Gift and Food Drive

To continue the spirit of giving into the festive season, NPT have chosen to participate in the Salvation Army Gift and Food Drive. We are extremely grateful for the generosity of staff who filled our collection boxes with food and gifts for the less fortunate. All funds raised at this year's Christmas party will also be contributed to this cause.

We know that Christmas can be a wonderful time but it can also be terribly hard for others who don't have much. Families struggling to put basic food on the table deserve to be the recipients of our Christmas giving and we are happy to have been able to provide for some disadvantaged families. The money raised at our annual Christmas Party will be used to purchase quality gifts for older children as toy donations for this



age group are usually in shorter supply. We want some of these big kids (who we forget are still kids) to still be inspired by the magic of Christmas and we are thankful to be able to share this joy with them.



We are extremely grateful for the generosity of staff who have filled our collection boxes with food and gifts for the less fortunate.





Giving Back in Style

Red Nose Day

In August this year, our Victorian fleet of vehicles donned red noses in support of 'Red Nose Day 2019'. Staff at Noble Park and Mitcham also hosted a morning tea to raise funds on the 8th of August. A delicious array of baked goods were donated including tried and tested 'Country Women's Association' Boston buns and cupcakes. These were purchased with gold coin donations, alongside the little red noses and pens. We are happy to say that we managed to raise \$327 on top of the purchase of red noses for our fleet.

Red Nose Day is currently in its 31st year (since 1989) and all proceeds raised go into research and

education programs to reduce the incidence of Sudden Infant Death Syndrome (SIDS).

The Biggest Morning Tea

Giving back is something that we definitely value at NPT. As you would remember, earlier in the year, NPT also participated in the 'Biggest Morning Tea' where we managed to raise around \$280 and had a lovely time doing it. This spirit of giving will be carried all the way through to Christmas, which is just around the corner now. We thank you for always digging deep and supporting our various fundraising efforts that benefit so many others who are less fortunate than ourselves.



November

You probably would have noticed our vehicles sported handsome moustaches for the first time this November. In case you weren't aware, this was in support of the Movember Foundation which focuses on "tackling prostate cancer, testicular cancer, mental health and suicide prevention."

As you are aware, the issues spotlighted by the Movember Foundation and also Red Nose Day have impacted those that we know and love.

As part of our fundraising efforts, NPT conducted an official "shave off" session featuring Greg Hepburn and his infamous moustache. Greg has been with NPT for over 25 years and it was such a worthwhile event watching Greg lose his mo in the name of Men's Health. Greg's mo was shaved off by a professional barber at our Noble Park branch on 25th November 2019. The event also included



afternoon tea and a raffle. We are proud to have raised \$526 to contribute to this year's Movember fundraising efforts and have had a bit of fun in the process.

Special thanks to Brandon Lillis from Lord & Master Barber in Chelsea for shaving Greg for Movember.



Health First

NPT provides free health checks for CDC staff in a first time collaboration.

Throughout the month of October, NPT collaborated with our associated business CDC Victoria to provide free health checks for all their staff.

The first time collaboration between NPT and CDC was in honour of 'National Safe Work Month' and we are so proud of our amazing team for the level of professionalism that was provided to CDC staff.

As part of the free health checks, our NPT team members offered general consultation, blood pressure checks, heart health check and blood sugar levels.

Some employees were given advice by the NPT team to consult with their doctor and we believe many of them acted quickly on the advice and have learnt so much about their health from these short sessions.

The top depot participation rate went to the staff at CDC's Tullamarine depot who had a 50 percent participation.

Tullamarine's Service Delivery Manager, Frances Ross said that she believed the free health checks were a fantastic idea and was happy her depot staff showed such enthusiasm.

“**Our drivers were thrilled at having the health checks and thought that it was a great initiative.**”

– Frances Ross,
Tullamarine's Service
Delivery Manager

“Two of our drivers made appointments with their GP immediately so I believe the health checks have really served as a wake-up call for some of our staff,” she added.

CDC is thrilled that the free health checks were well received with an average overall participation level of 30 percent.

“The health and wellbeing of our staff is of utmost importance so conducting these health checks proved to be a fantastic initiative for us at CDC,” said Nathan Sheills, CDC's Workplace Health & Safety Manager.

“We plan on providing these free health checks in collaboration with NPT next year and hope that more staff will participate so the program can keep running.”





Special thanks to Megan Campbell, Chris Fielder, Carolyn Potter and Rebecca Deacon who were so professional but also managed to keep the atmosphere casual so the CDC staff would not be overly stressed.

Survive the Heat

With summer approaching, it is an opportune time to revisit the effects of extreme heat and how you can prepare yourself and others. Each summer we experience days of extreme heat which can lead to declaration of heatwaves.

Heat kills more Australians than any natural disaster

- Extreme heat can affect anybody
- Heat can cause illnesses such as heat cramps and heat exhaustion which can lead to the life-threatening condition, heatstroke. Heatstroke is fatal in up to 80 percent of cases.
- Those more at risk are older people, young children and people with a medical condition.



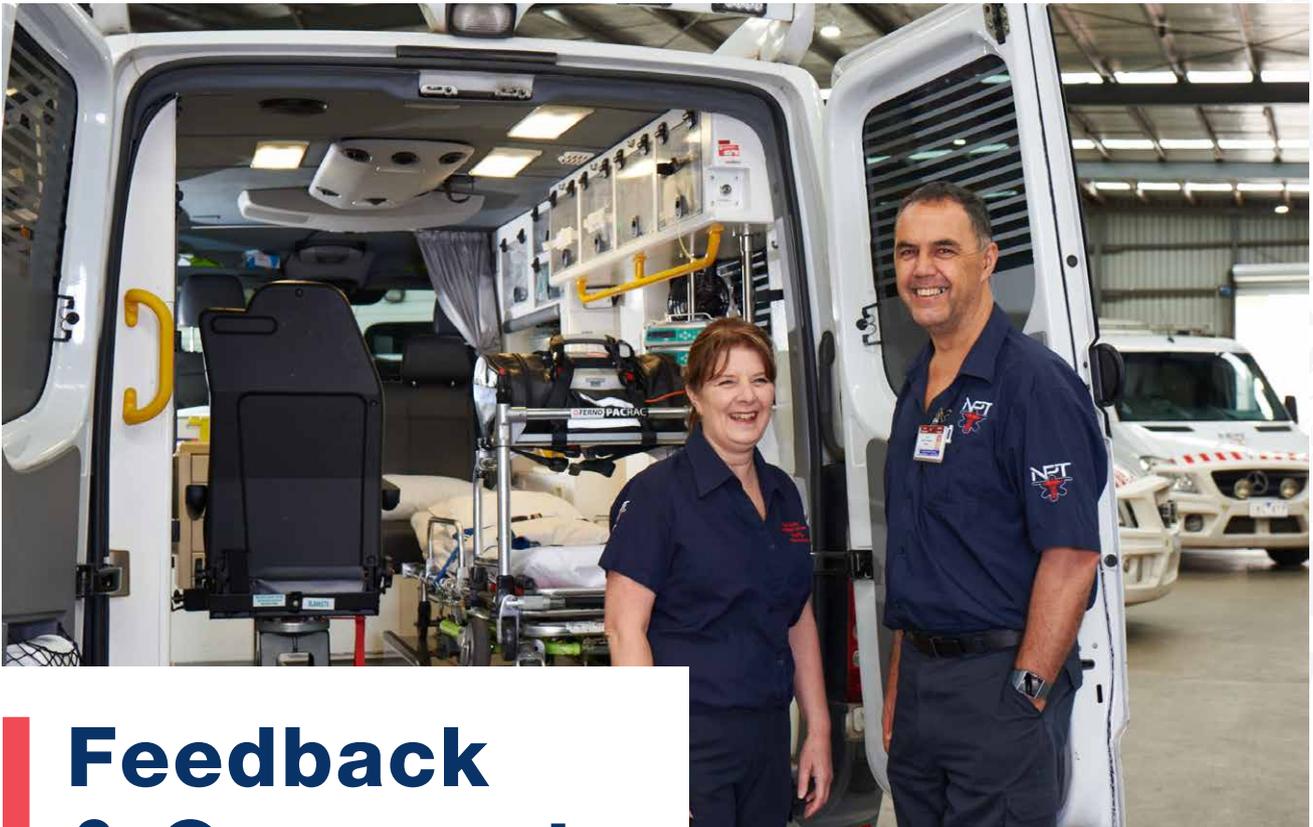
Coping with the heat

- Drink plenty of water, even if you don't feel thirsty
- Never leave anyone in a car – the temperature can double in minutes
- Try to stay as cool as possible
- Eat smaller meals more often and cold meals such as salad and make sure food that needs refrigeration are properly stored

What are the health effects and how are they treated?

	SYMPTOMS	WHAT TO DO
Heat Cramps	Muscle pains Spasms in the abdomen, arms or legs	Stop activity and sit quietly in a cool place Drink cool water Seek medical advice if cramps persist
Heat Exhaustion	Pale complexion and sweating Rapid heart rate Muscle cramps, weakness Dizziness, headache Nausea, vomiting Fainting	Go to a cool place and lie down Fan if possible Drink cool water if not vomiting Remove outer clothing Wet skin with cool water or wet cloths See a doctor
Heat stroke	Same symptoms as heat exhaustion except sweating stops Mental condition worsens, confusion Seizure Stroke like symptoms or collapsing Unconsciousness	Call an ambulance – phone 000 Get the person to a cool area and lay them down Remove clothing Wet skin with water fanning continuously Position unconscious person on their side and clear their airway

Source: Survive the heat – www.health.vic.gov.au/heathealth



Feedback & Comments

“

Well Done Blake Scott and Andrew Moon

A staff member from Monash Health in Casey called to compliment Blake and Andrew on assisting with the transfer of a patient to a commercial flight to Tweed Heads on 30/06/2019.

The daughter of the patient called Monash Health to thank everyone involved in making sure her parent arrived safely at the aged care facility.

”

Well done Cameron Nugent and Daniel Paynter

A patient called to praise Daniel and Cameron on their conduct at Epworth Rehab Camberwell on 30/10/2019. The patient said the crew members were **'friendly, great to talk to, and generally pleasant'**. The patient described them as **'real troopers,'** and wanted to call to thank them.



**Well Done
Anthony
Jackson
and Cameron Nugent**

A Glenhuntly Transition Care Manager wanted to pass her thanks on to Anthony and Cameron for a job well done on 24/09/2019. She was **delighted with their service**, helping a clinically challenging patient up three

*flights of stairs. The crew were very gentle with the patient and reassured Carol that they would be able to successfully transfer the patient. Carol requested that we pass on her thanks to the crew and everyone at NPT, that she was **absolutely delighted, and the crew were brilliant.***



**Well done
Grace Cisar-Wright
and Clare Thomas**

"I just wanted to write to pass on a commendation to one of the NEPT crews I had the pleasure of meeting.

The ladies...on 10/11/2019... should be admired for the [sic] **care and compassion** they gave not only to their

patient, but also to the family members on this case. They were also so lovely and friendly to [sic] the other paramedics who were also ramped in Frankston Hospital corridor at the same time (approx. 2300 hrs), **offering to help us move patients and perform transfers.** Thank you both for **brightening my day and putting a smile on the face of everyone around you** – a very **professional and positive attitude** that should be commended. Thank you! All the best."

– AV Paramedic Educator



**Well Done Brad
Farrant and
Lynette Young**

A staff member from the ward at the Transition Care Program at Eastern Health on 11/10/2019 called to compliment Brad and Lynette on their conduct in 'calling forward' to advise that the patient they were transporting was on his way. They expressed that they **very happy with this process.**



**Well Done
Emily Freemantle
and Vincent Chan**

"I wanted to contact you in regards to the NPT crew who attended a traumatic cardiac arrest patient in Templestowe as the first ambulance resource on scene.

The scene was very chaotic but Emily was able to **provide quality assistance** to the ALS and 3 MICA crews on scene. Their assistance was further discussed positively at a hot de-brief [sic] following the case. Emily and her partner, Vincent were able to **provide comfort to the patient** in the couple of minutes prior to Ambulance Victoria (AV) arrival at the scene then assisted us in getting equipment, setting up equipment and then assisting in loading the patient after initial management at the scene."

– AV Paramedic



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