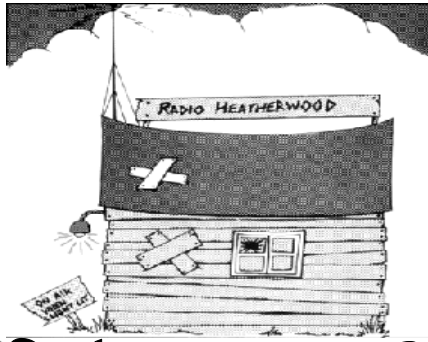


RADIO Heatherwood



Presenters Newsletter Iss 72 Spring/Summer 1997

The Radio Heatherwood staff newsletters took many styles and methods of production during it's publications.

The originals have been lost, but to show the flavour of the content we have recreated an issue (72)

a newsletter originally published in May 1997.

This was produced using Microsoft publisher and would have been printed on a coloured sheet of paper. All the layout mistakes and poor positioning of items are still shown, so as not to change the history of the development of the newsletter.

A copy was then left in the team trays for each volunteer.

The only changes made to these have been the removal of personal phone numbers.

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Presenters Newsletter



RADIO Heatherwood

Time for this years second X-File 72nd episode, whats new and whats happening in Radio Heatherwood world.



Loan Raio

Sponsor 206

31/1/97 Mrs Anne Coburn who had a stay in ward four recently has donated £10 to sponsor another radio. She had a stay in Heatherwood 18 months earlier and had sponsored radio 175. The new radio will be allocated to ward 8.

Well done team.



Donations

6/2 Peggy on ward 3 £5 and when Barry & Garry delivered the mug to Christina on ward 4 she also donated £5.



Feedback

10/4 Last Thursday a Dutch lady who couldn't speak very good English was having trouble asking for a song : never fear ! Our German speaking presenter had the answer, after 5 mins of German we got our request How is that for dedication! " GUT " !

(ED: " Don't mention the war " !)



Trolley Shop

On May 28th 4 members of the trolley shop will receive 25 years service certificates as the trolley celebrates it's birthday.



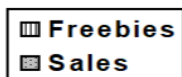
Presenter/ Teamleader Dismissed

A headline which is not pleasant and something we don't want to see. However despite numerous notices reminding presenters about taking food/drink into the studio's/production area we are suffering from fools who think they no best. And they continue to flout this basic rule of the station. An accident could be costly to the station yet this doesn't seem to bother the individuals concerned. This is a reminder to everyone. The above headline next time may carry your name if you are found to be flouting the above rule. Food/drinks in reception only or be shown the exit door permanently.

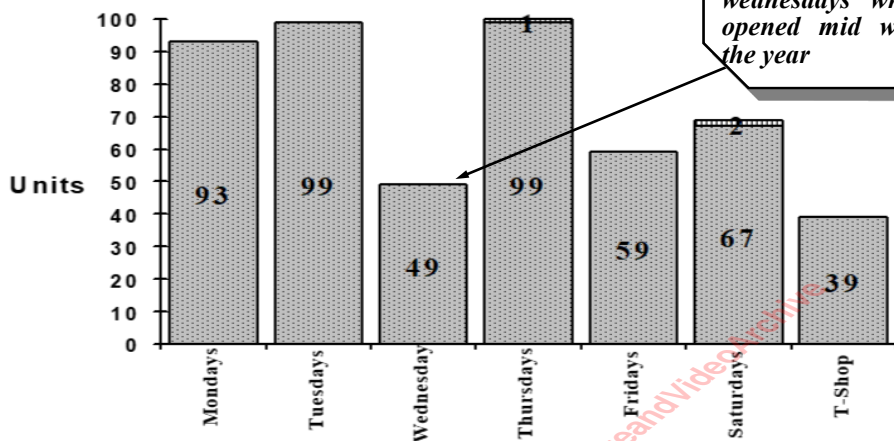


Training

The training of new presenters still appears to be hit and miss with nights training or not training newcomers to the recognised standard which is required (i.e. all aspects of the studio's not just broadcasting techniques). Trainee's swap nights and become confused because their night is doing it differently. Just as soon as time allows we will be implementing a revised approach to training presenters. Some newcomers are not even shown how to fill out the studio log.



Loan Radio Battery Sales By Night
1st April 1996 till 31st March 1997
Sales 505 + 3 Freebie



Happy Birthday **Radio** **Heatherwood**

On the 10th June 1976 Radio Heatherwood first started it's regular transmissions 21 years on where is the enthusiasm and the team effort to make the station a place to be proud of.

Instead apathy rules O.K.

Break the mould of apathy and take an active part in your radio station's future.



Ward 8

On the first of April the new am aerials were installed on ward eight allowing a strong signal for those fortunate enough to have a loan radio on the ward. Twenty two units are now on the ward this will rise hopefully as the year progresses with more sponsors.

The bedhead service on this ward continues to limp on but will be turned

off at some point.

Donations

The year end graph's for last years donations carry some disturbing trends: as expected the year has ended with donations well down from the wards. Only 4 sponsors for radio's last year and postal and cash donations down from the wards. Couple this with the fall in battery sales as well and we can see that a change to the hospital intake has affected our donations pot.

Break the trend

To break the trend we must be more aware of the implications of not advertising loan radio sponsors asking for donations during our programs, ensuring all wards get a fare win of the mugs. We must also make sure we cover all wards on ward rounds making sure that each patient has a loan radio and a battery. Promoting the service and ensuring if we say we are going to be on tomorrow night we are on and not another night of failed service.

The above statement is not to say that you are not doing this now, it is there to highlight the catch 22 situation which can arise and how we all mustn't rest on our laurels and think things will improve.

Team effort will push the service forward.



Keeping you informed

It's very difficult to keep you updated with news or events which come in. The newsletter doesn't appear for months because of a shortage of input and this copy has only appeared to update you on battery/donations for last year. Remember the team trays and notice boards are your first avenue to update yourselves on what's happening or any changes. If you want it from the horses mouth don't listen to speculation contact the management by phone or pop up we'd love to see ya!



Voice-Box Notes

A recent visit from a newcomer asked me what we use the voice-box notes for ?.

We should all be using the voice-box notes to add that personal appeal for support during our programs without relying on the jingles. A warm friendly and sincere presentation gets the message across, why not try it.



Time

In case you don't know, the three new clocks purchased recently are atomic and may explode at any time but as a bonus they are accurate all the time and don't need any adjustments to them. If you need to adjust your watches use the new wall clocks as an accurate display. The only old style battery clock remaining is in the production area which may show the wrong time.



Engineering corner

The safety improvements to electrical connections under the consoles is under way and changes to these is expected to be

completed by the end of the year.

Headphones

New cables have been purchased for the Beyer's each cable replacement has cost us £25 ea. Take care of them, and don't remove straps from these.

Microphones

Two new windshields have been purchased for two of the mikes.

Engineering Whose Job is it ?

A little reminder to everyone especially newcomers to the station. The station and all its services and equipment are maintained by the man with the screwdriver (PJ) and no one else. Not under any circumstances should you be adjusting tampering with or making changes to the facilities. Leave it to the man.(this even includes changing light bulbs). If you want to help, leave a note and tell the engineer what's wrong !.



Loan Radios

Faulty radio's on the wards when returned to the studio should be written up in section 4 of the studio log. Don't forget it does help you know !.



Feedback

Wanted lots of stories of experiences going unreported all you need to do is let your colleagues know.



Grand Draw

The station moves towards yet another year of summer fund-raising and the running costs of the station for the next year need to be raised. The grand draw one of the most significant events in the diary of the station is something which needs that extra effort from everyone to ensure a certain future.

Additional support through the grand draw will be from Roger who will be contactable from the station phone by dialling speed dial 43 this will be available during the grand draw season only.

Grand Draw *Jingles*

It would be nice to think that adverts for the draw will be available this year. If you would like to assist in producing some which must be ready for transmission by 23rd June contact Roger who is going to co-ordinate production.. Voice-box notes for the draw have already been drawn up and will be available throughout the draw.

RHSG

The Radio Heatherwood supporters group organised by our leader continues to thrive with two trips already completed this year one to Cadbury world and one to Gloucester and by the time you read this a spring holiday in Tenby will have been completed. All producing much needed cash for the station.

Yakkety Yak

On Saturday May 3rd little sis of Rebecca tied the knot with her loved one. Sarah who was a former presenter on the station is remembered with much affection by the ed. who regularly received secret notes. We wish her well.

Rumour has it Roger provided the send off with a disco at her reception.

(What better start to married life could you have !).

More Yakkety *Yak*

What Saturday presenter played Rolf Harris Two Little boys during his program as a filler ?.

Feedback

Whilst collecting request on ward 3 on Saturday 2/5 a visitor round the bed of a gentlemen in ward 3 suggested that we play Gun's n roses for the patient. One look at the patient indicated that any sudden shock might have had a terminal effect on him. We might have ended up sending him the roses with out the guns.

✓ *Donation*

On Wednesday 30/4 £5 was received from wd 4.

✓ *The figures* *speak*

Although on paper a reduction in this years total donations is only £55 it does show a reduction in interest in helping the radio to survive. *This Year £155.20*

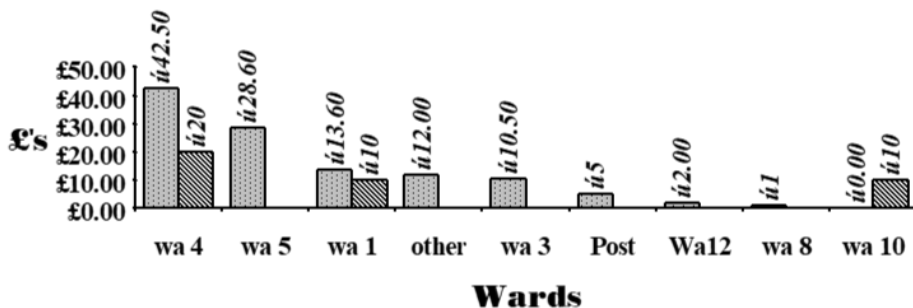
Last Year £210.11

Grand Draw *Allocation*

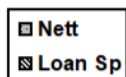
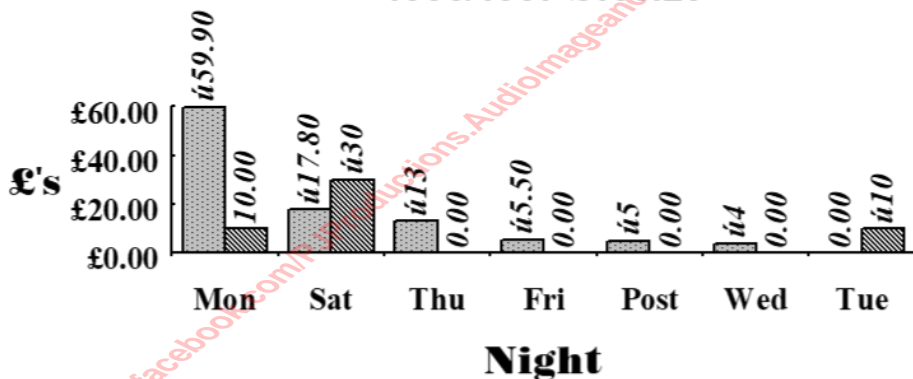
This years time allocation will be available shortly. If you have booked a previous engagement for a particular time slot make sure you inform Lee/ Roger straight away if you are unable to swop with some one. Don't leave it till the last minnute.



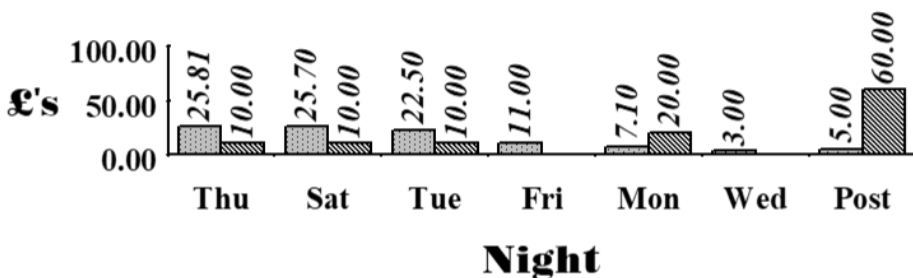
Radio Heatherwood Ward Donations 1996/1997 £155.20



Radio Heatherwood Night Donations 1996/1997 £155.20



Radio Heatherwood Night Donations 1995/1996 £210.11



The State of the Listening facilities

The continued changes on the wards is reflected in the list below. Although 31 people could listen to the bedhead service this has fallen well below this figure on ward 8 because incorrect bedhead connection units have been installed by the hospital and this has zapped the bedhead service available.

In your programs you need no longer mention that we broadcast on channel three. Don't forget to mention in your programs that patients can pick us up on

any AM radio. The loan radio service will continue to be our saviour unless every patient brings in their own radio when they come in ?.

Long Live the Loan Radio

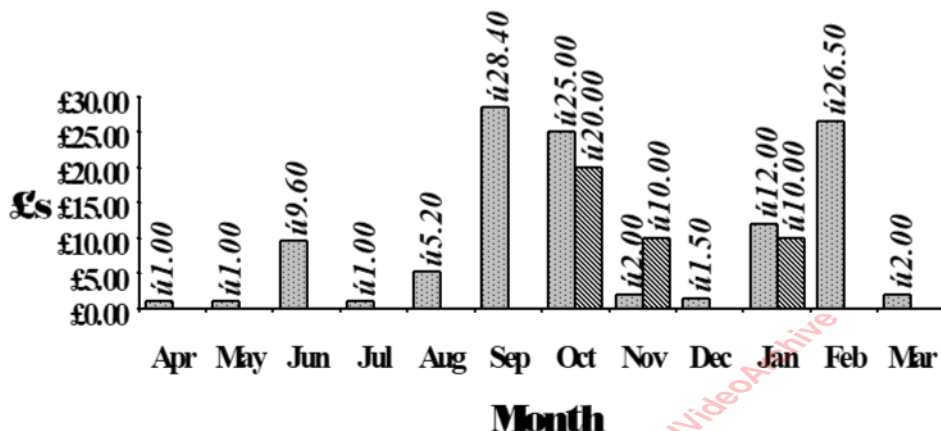
New Listening facilities (Ideas)

If you have any ideas on how we can offer better listening facilities for the patients but will not cost a fortune and where we have control over the maintenance. Let Me Know. PJ.

| Ward | Loan Radio | Bedheads | Available Bedheads | Headsets Missing | Volume Missing | Tuner Missing | Notes |
|--------|------------|----------|--------------------|------------------|----------------|---------------|--|
| 1 | 36 | 27 | 1 | 26 | 19 | 19 | HAND HELD UNITS ON THIS WARD, THE MAJORITY HAVE BEEN REMOVED. |
| 2 | - | - | - | - | - | - | NEW BEDHEAD UNITS INSTALLED DURING RENOVATION WORK 1995. NOT LINKED TO SYSTEM DUE TO INADEQUATE CABLE SPECIFICATION. |
| 3 | 40 | 30 | 0 | 30 | 7 | 11 | *** |
| 4 | 36 | 29+1 | 3 | 27 | 3 | 7 | ONE BEDHEAD HAS BEEN REMOVED COMPLETELY |
| 5 | 36 | 29+2 | 5 | 26 | 4 | 7 | TWO BEDHEAD POSITIONS HAVE BEEN COMPLETELY REMOVED. |
| 6 | No | 23 | 0 | 23 | 23 | 23 | WARD STRIPPED OUT,SOME SIDE ROOMS HAVE NO BEDHEADS PROVIDED |
| 7 | No | 15 | 0 | 15 | 0 | 0 | BEDHEAD SERVICES CUT DURING RENOVATION WORK 1995/6. NOT RESTORED. DAYROOM/BREAKFAST ROOM SPEAKERS ALSO REMOVED. 1997 LOAN RADIOS REMOVED AS BATTERY SALES DID NOT MATERIALIZE. |
| 8 | 22 | 28 | 22 | 6 | 0 | 0 | 8B SIX BED SIDE WARD HEADSETS DISABLED DECEMBER 96 BY INCORRECT UNITS INSTALLED. JAN 97 NEW LOAN RADIOS PROVIDED(22) APRIL 97 TWO NEW AERIALS PROVIDED |
| 10 | 38 | 25 | 0 | 25 | 9 | 5 | BEDHEAD CHANNELS DIFFERENT TO REST OF HOSPITAL. BEDHEAD SERVICE CABLE CUT IN 1988. |
| 11 | No | - | - | - | - | - | EMI UNIT MAIN SYSTEM DOWN NO SERVICE ON BEDHEADS |
| 12 | No | - | - | - | - | - | EMI UNIT MAIN SYSTEM DOWN NO SERVICE ON BEDHEADS |
| 14 | No | - | - | - | - | - | EMI UNIT MAIN SYSTEM DOWN NO SERVICE ON BEDHEADS |
| 15 | No | | | | | | EMI UNIT MAIN SYSTEM DOWN NO SERVICE ON BEDHEADS |
| TOTALS | 205 | 209 | 31 | 178 | 65 | 72 | THESE FIGURES DO NOT INCLUDE THE BEDHEAD COUNT ON THE HDU OR EMI UNIT, AS THESE DON'T HAVE ACCESS TO THE SYSTEM AND ACCESS FOR COUNT IS DIFFICULT. |



Radio Heatherwood Monthly Donations 1996/1997 £155.20



1996/7 Mug/plant allocations

The need to ensure that each ward has a fair chance to win a mug/plant has a bearing on our presence on the ward and whether or not the patient knows there is a hospital radio service. An uneven distribution of mugs/plants brought on by failure to check studio log. All allocations should reflect the previous 7 days. Please be aware of where the mug/plant has been awarded during the last seven days.

If because the wards you have covered they have already received the prize in the previous seven days: Do not award the prize.



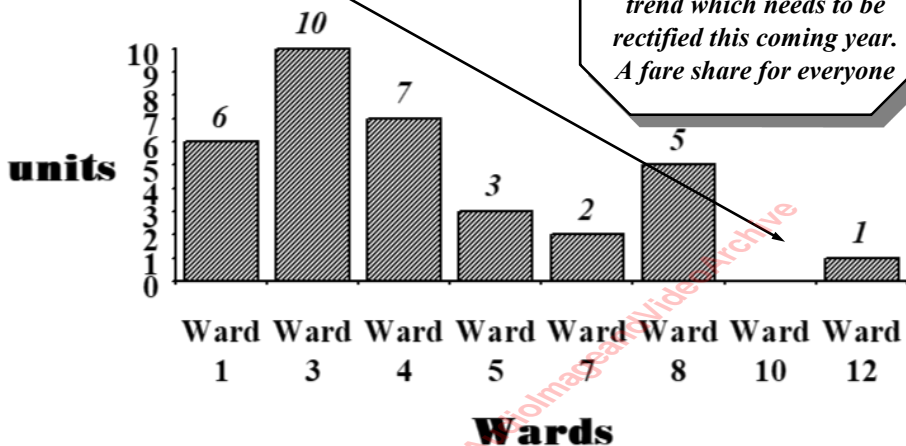
Wards Round the Clock

It is every presenter/teamleader's duty to see that the ward cards are changed for the following night. So they can start where you finished. The failure to change the cards upsets the mug/plant allocation as well as denying patients the opportunity to buy batteries or make requests.

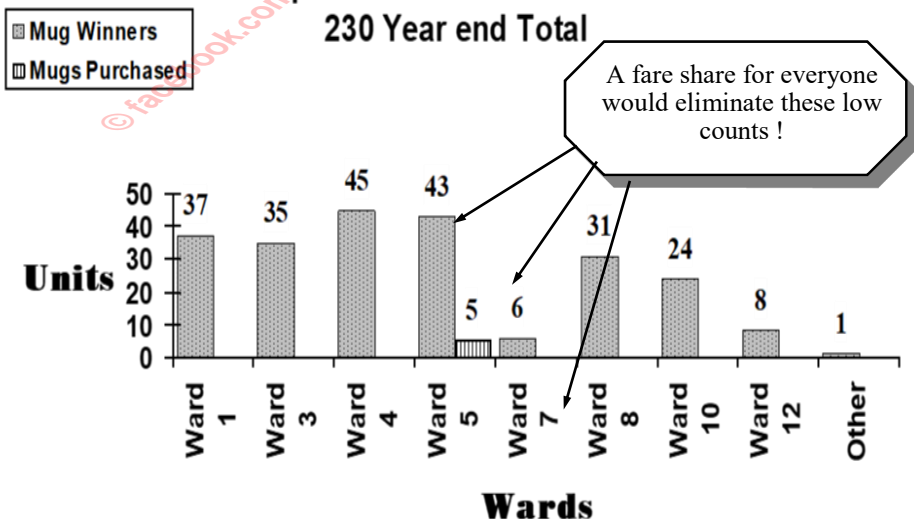
Under no circumstances should we be leaving out wards on our nights unless we have a full request allocation for our programs 6 per half an hour.

No Plants
for ward 10
in a year ?

Plants Where have they Gone 1st April 1996 til 31st March 1997 Year end Total



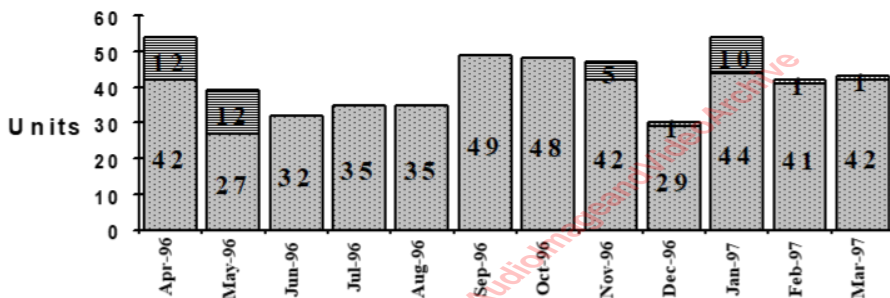
Mugs Where Have They Gone 1st April 1996 till 31st March 1997 230 Year end Total



*In previous years, sales have consistently risen each year
Unfortunately this is the first year of reduced sales?*

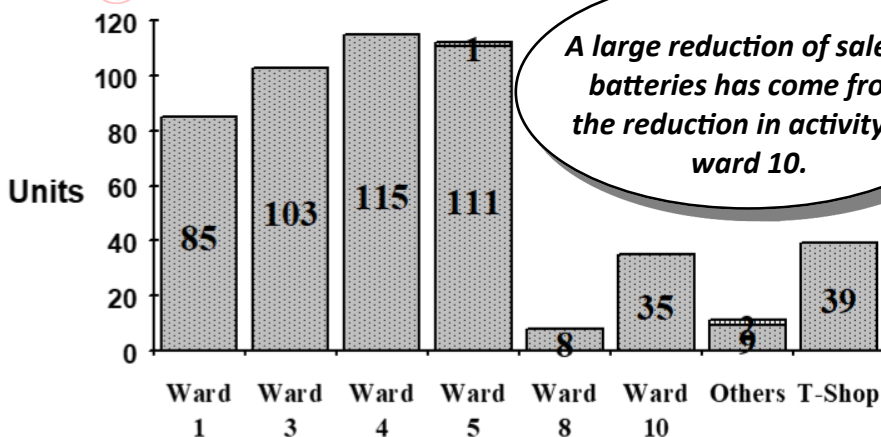
Loan Radio Battery Sales By Month
1st April 1996 to 31st March 1997
1996/7 Recorded Total
Sales 505 + 3 Freebies

■ T-Shop
■ Freebies
■ Sales



Loan Radio Battery Sales By Ward
1st April 1996 till 31st March 1997
Recorded Total Sales
Sales 505 + 3 Freebies

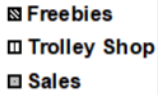
■ Freebies
■ Sales



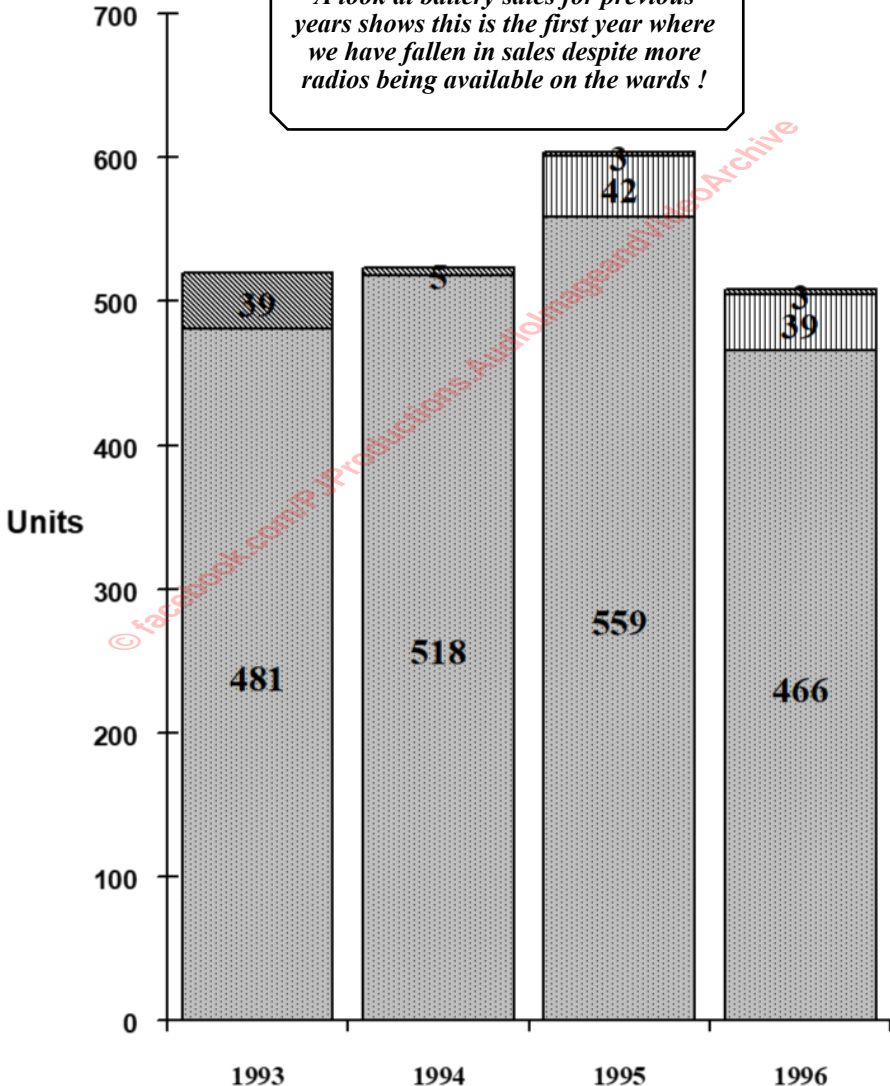
Loan Radio Battery Sales By Year 1st April 1993 till 31st March 1997

Recorded Total Sales

Sales 2105 + 50 Freebies



A look at battery sales for previous years shows this is the first year where we have fallen in sales despite more radios being available on the wards !



Team Players

Inc Years Service

| <i>Mondays</i> | Service | <i>Thursdays</i> | Service |
|---------------------------------|---------|--------------------------------|---------|
| Lee Henty Teamleader | 07 | Amanda Chivers Teamleader | 04 |
| Lance Scovell Presenter | 04 | Barry Callan Presenter | 02 |
| Mark Gibson Presenter | 01 | Garv Butler Presenter | 01 |
| Vacancy Trainee | 00 | Vacancy | 00 |
| <i>Tuesdays</i> | - | <i>Fridays</i> | - |
| Roger Hawkes Teamleader | 07 | Rebecca Loader Teamleader | 04 |
| Jim Trendell Presenter | 01 | Ian Haskell Jnt Teamleader | 02 |
| Sylvia Dungate Trainee | 00 | David Bristow Presenter | 00 |
| Ada Hawkes Broadcast Support | 05 | Vacancy Trainee | - |
| Vacancy Trainee | 00 | <i>Saturdays</i> | - |
| <i>Wednesdays</i> | - | David Smith Teamleader | 17 |
| Bruce Crossland Teamleader | 02 | Peter Davidson-Smith Presenter | 16 |
| Lisa Jones Jnt Teamleader | 02 | Keith Smith Presenter | 03 |
| Mathew Robinson Presenter | 00 | Vacancy Trainee | 00 |
| Sue Crossland Broadcast Support | 02 | | |

Some Useful Telephone Numbers

Manager

Dave Smith

Home

Secretary

PJ Davidson-Smith

Home

Mobile

Studio Manager

Lee Henty

Evenings

Work

Mobile

Speed Dials in Emergency

PJ at Home-Speed Dial 60

Dave at Home-Speed Dial 61

Lee at Home-Speed Dial 62

Now Available

Hospital Security

Speed Dial 13 Extn 7805

Maternity Porters

Speed Dial 20 Extn 7088

General Porters

Speed Dial 19 Extn 7411