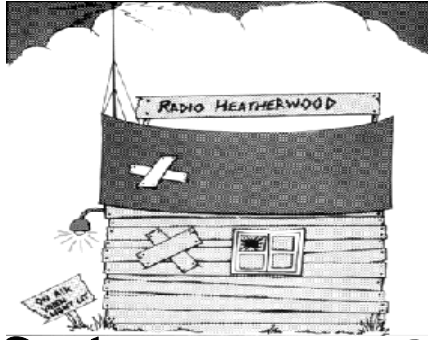


RADIO Heatherwood



Presenters Newsletter Iss 77 Autumn/Winter 1998

The Radio Heatherwood staff newsletters took many styles and methods of production during its publications.

The originals have been lost, but to show the flavour of the content we have recreated an issue (77)

a newsletter originally published in Autumn/Winter 1998.

This was produced using Microsoft publisher and was 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

In this the last Newsletter for 1998 we look back over 1998, say goodbye to some faces and welcome the support from the hospital on low power Am.

 *PJ picks his spot or does PJ have perfect pitch ?*

PJ set up for the grand draw ticket selling in Ascot high street on 1st August.

It wasn't until after he'd gone that Sylvia and I noticed that we were inches away from a hole in the pavement courtesy of a missing water board inspection outlet cover.

This prompted Sylvia's husband Terry to alter his approach to buy his tickets: now you never know when you might need us !!

 *Feedback (Saturday)*

Dave: " Would you like a request on the radio "

Patient " Blank looks !!!!!!!"

Dave: " Do you listen to the radio "

Patient: "Do I listen to the radiator"
"no not really, I'm not here anyway"
"!!!!

 *Feedback (Bandstand)*

A former mug winner Jack Harris having escaped the hospital plonks £5 on the table and says they looked after me well. He didn't know it was a

grand draw so I suggested he take some raffle tickets: guess who had to write out 10 books.

Overheard on the day " Of course they won't have any Daniel oDonnell to give away, he's too expensive".

 *Departures*

On Saturday 29th August Ian Haskell completed his last day with the station Ian joined three years ago but changing work arrangements makes it difficult for him to attend anymore on a Friday. A certificate was presented and we wished him well.

✓ *Donation*

This years fundraising by Crowthorne Rotary has produced a donation of £2000 towards the new equipment project.



Ticket sales raised £77.20 and records and bric a brac £165.80 an improvement on last year where we only raised £112 on records and £43 on tickets. A big thankyou to all who came along.

Strange Post bag

A letter received from Alexandra palace in London asking us if we wish to hire the palace and ground for the millennium ?.

✓ *Donation*

£16 in donations from the pot on the counter in roundshill bakery.

Departures

David Bristow from Fridays 28/8.

Yakkety Yak

Which presenters out of only 6 requests per hour had 3 for Rachmaninov piano concert no 2.

Engineering Corner

On Thursday 27th August Radica Broadcast systems came along to carry out the two year maintenance contract on the am transmitter. The following seven days saw the first break in transmissions to Radio Heatherwood. services since the system was installed ten years ago. The loss of evening programs as well as the daytime services meant anyone switching on during that week: would only find static on their radio's.

Frantic phone calls and some extra visits to the studio that week by yours truly, meant normal services were resumed in the quickest possible time scale. The culprit for all this extra work. A power supply for the cable networks with a problem.

Staff Recruitment 1998.

ASNR = Applications Sent Not Returned 7

AR = Applications Refused 11:
Reasons, 1 shift worker, 1 raving lunatic, 1 Professional Hopeful with no commitment to volunteering, 7 totally unsuitable live too far away etc.

We have 5 people waiting to join of which 4 can work Tuesdays and 2 can work Wednesdays. If we then take into account two existing presenters Ian Haskell and David Bristow say they can only work Tuesdays

Ian decides to call it a day so without anybody wishing to work Fridays and David Bristow can't move to another night We are forced to close yet another night.

Two new people will join on Thursdays in the new year.

So you think its easy staffing a radio service !.

The change to peoples personal circumstances in the real world is reflected in an ever increasing problem in manning nights in the week. Despite popular belief radio is an attractive proposition but we along with thousands of other worthy causes cannot attract the right sort of volunteers for nights at the beginning or end of the working week. Our staff recruitment costs increase each year but the turnaround of staff has remained constant. If you know how we can change peoples social calender so that they can commit to Mondays, Fridays or Saturdays let us know !.

Loan radio sponsor

230

On Saturday 12/9 after a long discussion, John Russell on ward 5 decided he would like to sponsor a new loan radio. John was an avid listener to the service during his stay.

✓ *Donation*

Tuesday 8/9 Ellen Oakman handed over an envelope to the Tuesday crew and this contained a £5 donation to the radio service.

New Booklet

A new booklet is due to be printed

early next year, be warned stonker man has contributed to it's production.

Donation

Saturday 19/9 Edith Moy on ward four a mug winner from the previous Thursday hands over a cheque for £5 and says thanks for making her stay so pleasant.

All Change

In the new year Thursdays move to Mondays, the music will stop and others will find new nights and new trainee's are due to start on Thursdays all in the aid of getting the nights broadcasting.

Did You Know

Feedback stories from presenters is like water in the Gobi desert their isn't enough of it ?.

Arrivals

Jenni Ferguson 26/9 Wednesdays.

Grand Draw 1998

Diary of a Winner

Portable Colour Television Won by

Roger's Boss

Teasmade. Won by the Club Steward Tom.

Personal Stereo. Won by a friend of Roger's from Gold Cup

Ladies Wristwatch. Won by Lucky Lips Holder

Wallace & Gromit Cuddlies. Won by Mrs Bucket of Farnham Common

Phil Collins CD Dance into the Light. Won by Sheda Travel Pensioner

Five Complimentary Ice Skating Tickets for John Nike Centre. Won by Punter Ex servicemen's club

Four Complimentary Tickets for Coral Reef Waterworld Won by Mystery Employee of Heatherwood

Two £5 Complimentary Vouchers for A Meal at McDonalds Restaurants (Sponsored). Won by friends of Bruce

Four Complimentary Tickets for a Sauna Bracknell Sports Centre. Won by pensioner from old peoples home.

Sandwich Maker. Won by really grateful ex-patient of ward 10

£10 Shopping Voucher Sainsbury's



(Sponsored by Sainsbury's). Won by grateful pensioner from Priestwood

Junior Complimentary Ticket to the Lookout Discovery Centre (Sponsored by Lookout). Won by ward 5

Two £5 Complimentary Vouchers for A Meal at McDonalds Restaurants (Sponsored). Won by Bruce and sue

Hand Knitted Baby Shoal. Won by 82 year old pensioner from shedra travel

Your Cookery Questions Answered (Book Sponsored by Readers Digest). Won by pensioner ex-patient most grateful

Free Hairdo (Sponsored by Rosemary's of New Road Ascot). Won by yet another friend of Roger

Four Complimentary Tickets for a Swim Bracknell Sports Centre(Sponsored by BFBDC). Won by Hazel punter in ex servicemens club

Hand Knitted Shoal won by Property Corporation employee.

Looking at the list of winners it's either a case that you are an old person or you know someone on the radio. Is this draw fixed or what ?

A big thankyou to all those presenters who took time out to support Grand draw night. And thanks to everyone for their contribution.

✓ **Donation (Post-Bag)**

On Saturday 10/10/98 the post bag revealed a £10 donation from Harold Barringer on ward 1 no details.

Feedback (Saturdays)

Whilst presenting a show this morning Saturday 17/10 a record by Acker Bilk Autumn leaves became stuck and kept on repeating quick as a flash I explained to the listeners like British rail we suffer from leaves on the turntables.

Footnote the program was dedicated to Autumn.

✓ **Donation**

Thursday 22/10 Young Amanda sex

kitten of Radio Heatherwood. accepted a £5 donation from Mr Donachie: his wife Lydia was a patient on ward 4. She was also a mug winner.

✓ **Donation**

Mark Gibson through his contacts at work was able to secure a nice looking Grey 19" cabinet which will be used to house the Bedhead amps which will be installed.

Battery Bags

A reminder to all presenters, battery bags are in short supply: When you sell a battery keep the bag and return it to the studio.

Adverts & Jingles

The program playlists which you fill out for each program is structured to cater for adverts & Jingles at preset times. This format contributes to the overall station sound which the patient can recognise. It is important we try and use these times to promote the station, donations, and events which we have received info about.

Notices

Don't deface Notices/posters on the notice boards apart from being listed in the operations manual it doesn't send the right message to our hospital representatives who call on the studio.

Staff Recruitment

After another £200 has been spent advertising for volunteers we are still finding it hard to attract new recruits. Like other charities it has become hard to attract people mainly due to the social change in peoples lives outside where employment has made a big change to peoples quality time.

Staff ID

On the notice board you will see some nice young men singing the virtues of being recognised all the aid of new id badges to be issued. If you haven't supplied your photo yet then get clicking

and lets see those young faces immortalised .

⚙️ *Engineering Corner*

A new video to come into the studio to replace the existing one. New ways to operate this video will make life easier for presenters. Automatic record of programs will commence the moment the studio on air key is operated. (to be installed during Christmas break).

⚙️ *100 volt Amps for Bed-head system.*

A new cabinet which is in the reception will replace the old unit in the library. Just as soon as time will allow new amps will be purchased and the change made.

⚙️ *Studio 1*

Problems with the loss of one channel in the headphones and crackling is down to some dodgy connections with the talk-back mixer, I intend to rectify this hopefully during the Christmas break.

⚙️ *I've Broken it*

Tell me about it, leave a note but don't break it and not tell me !!.

📖 *Foot N Mouth*

Just a brief reminder to all presenters trainee's and Team-leaders when reading patients requests be careful not to insult the patients choice of music or take the mickey out of the patients name. A recent incident with a patient where pronunciation of the name was taken hilariously by the patients in the ward with the patient concerned.

The patient on this occasion took it the right way but it could have quite easily been taken the wrong way especially if the patient is on medication. Remember engage brain before speaking.

☰ *Feedback*

Saturday 21/11 I like the idea of Mathew coming in on a Saturday morning and telling the listeners good evening and by the way you can win a mug we put all the patients in a hat !!! It was early in the morning and Mathew was in shock when patients on the ward actually heard his show from the previous Wednesday.

A legend in his own record box

Nice one Mathew 003 and half Robinson.

(Ed: I am concerned though, his gags have an air of Roger's stonkers in them, no liaisons with Roge we hope).

⚙️ *Low Power Am for Hospital Radios.*

In the last newsletter you will I hope have read the article in the middle pages about the possibility of a single transmitter system which could be available to us. I was overwhelmed with support for the idea ?.

A letter to the hospital in July was responded to recently: when a meeting was held with the hospital and they have agreed in principle to the development of the idea and to assist where they can.

What does this mean ?

We intend to ask for a survey to be conducted to the viability of Heatherwood. becoming a user of the Low power Am. A cost for the move to this system will be drafted and discussed with the various concerns over whether or not we decide to change. The nature of the costs involved means it would have to be a joint venture with the main league and any other interested fund raising groups.

What Happens to the Inductive Loop system if we change

It is more than likely this system will be decimated by the new builds and renovations so would not be supported beyond the introduction of the Low Power



What Happens to the bed-head system. If we change

Like the Inductive loop it will continue to suffer but we would continue to support the opportunity of choice for patients: so no change is envisaged in the level of service we give. Early next year the replacement amps will be installed.(Money in the bank to do this). We have also stressed to the hospital their need to support the service on the wards etc.

When will the Decision be Taken:-

At this stage we would not see a commitment either way until late next year.

Who will make the final decision:-

When all discussions have been completed and evaluated.(your input is important) It will be voted on by the main League of Friends.

If you want to voice any opinions about this service I would be grateful for some written responses Please !!!!!.

The following pages carry an article from one of the trial sites at Stoke Mandeville. This answers a lot of questions

to the last newsletter article.

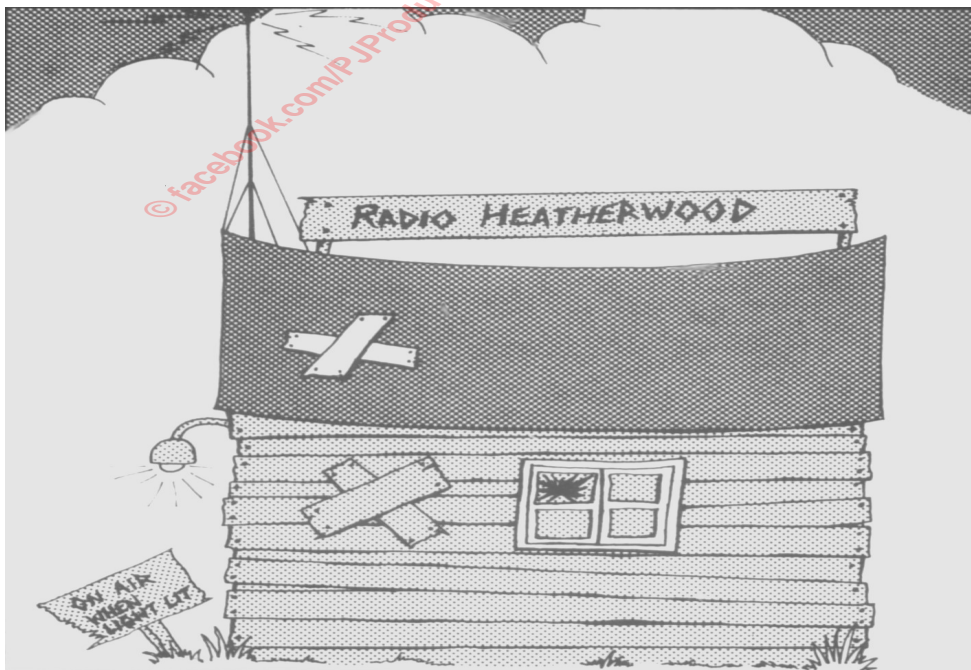
We are waiting for a second part of this story: just as soon as it becomes available, watch the notice-boards.

AM Broadcasting

Stoke Mandeville Hospital Radio chairman, Chris Long explains how his station set up their AM medium wave service.

One of two hospitals (the other was Radio Tyneside in Newcastle) and two student stations chosen to take part in the Radio Authority's experiment, we started broadcasting on AM on 26 January 1998. This was a couple of months later than originally planned. We were particularly pleased to be invited to take part, because of our problems in reaching our primary audience - the hospital patients.

Our existing distribution system was the usual cabled network with acoustic, stethoscope-style headphones at the bedside. This system was old, incomplete and in a poor condition, yet the hospital authorities were reluctant to



do anything to repair this because a substantial part of the hospital is scheduled for demolition and rebuilding in the next few years. For this same reason we decided that the alternative distribution systems such as induction loops were not viable.

A survey in spring 1995 had shown that only 44% of the hospital patients were able to receive SMHR at their bedside, and we were certain that this percentage can only have become worse over the past three years. AM broadcasting, therefore, presented an opportunity to reach substantially more listeners.

It's worth stating at the outset that the experiment has cost us a huge amount of money; by the time all the bills are paid, we shall have spent around £24,000. However, many of the areas of expenditure might be regarded as 'desirable' rather than 'essential'. Our guiding principle was whether the purchase would benefit the experiment and/or improve the chances of the project being declared a success.

Licence fees

This is the compulsory bit! Licence fees are due to the Radio Authority, and also the Radiocommunications Agency for the Wireless Telegraphy Act licence. The former has been set at £250 a year, while the latter has yet to be fixed but is likely to be about the same amount.

Licence fees are also due to Performing Right Society (for the composers, authors and publishers), Phonographic Performance Limited (for the artists) and Mechanical Copyright Protection Society (when copyright music is rerecorded).

PRS have a scale of charges depending on whether the broadcasts are to the hospital site only or beyond, and on whether or not commercial advertising is broadcast. We broadcast to the hospital site alone, and made a policy decision not to accept advertising on air, and our fee is currently £127 per annum.

PPL waived their entire fee, on the basis that all services to the station are voluntary, all proceeds from the station accrue to a registered charity, and (strangely!) "the station is run entirely for educational purposes from an educational establishment".

MCPS waived their fee, on the basis that we do no commercial advertising.

Broadcast Contractor

We approached a number of broadcast contractors, although many were eliminated at the outset because they only supply FM systems or because they only supply systems of a much higher power. In the end, our shortlist comprised 3 companies. One of these seemed to be well resourced, but gave the most expensive quote and didn't seem particularly interested in our business (they never followed up their quote). The second firm quoted the cheapest price and had reasonable experience, but is only a 'one-man band'. The proprietor subsequently withdrew his tender because he was too busy with other projects.

We ultimately awarded our contract to Radica Broadcast Systems, who have been thoroughly professional and helpful throughout the whole project. Their equipment is also undoubtedly of the highest quality and I can strongly recommend them. In the weeks following our launch, we had a problem with our signal cutting out for a few minutes at irregular intervals, commonly in the early morning. This was eventually diagnosed as birds sitting on the aerial! The birds upset the tuned circuit of the aerial enough to cause the transmitter to switch itself off, and when they flew away it switched itself back on again. Radica had only come across this problem at one other site (Manchester United football ground). They responded very efficiently and have now modified the aerial array to prevent the birds from squatting there. We also mounted a plastic owl on the top of our

aerial as a further deterrent!

Siting the aerial

The hospital authorities were concerned about possible interference to medical equipment from our transmissions, and they requested we site our aerial some distance from any hospital building.

This probably actually improves our signal, because a clear, open site for the aerial seems to be best, but it has necessitated considerable engineering work to get mains power and our audio signal to the aerial.

Our studio is, in any case, several hundred metres as the crow flies from the aerial site, and the best part of a kilometre through all the cable ducts.

We used a fibre-optic cable for our audio feed, which gives us a good quality signal free from any interference, although the 'headroom' on the signal is not as large as we would like and we have to be careful not to overload the fibre-optic transducers.

We also had to provide the concrete foundations for the aerial and somewhere to house the transmitter (we used a garden shed!).

The total cost of the engineering works and the fibre-optic link was about £3,200. The hospital contributed £400, on the basis that they had asked us to re-site the aerial.

You may find that you need planning permission for the aerial. Our local authority gave me the run-around, charged me a £35 fee, then decided not to pursue the matter.

Personal radio sets

We were keen to maximise the potential of the experiment and bring our programmes to as many patients as possible. The 1995 survey told us that only a small number of short-stay patients bring their own radios with them. With this in mind, we bought 1,000 Walkman style radio sets from The Sports Channel (Target

Turners) and distributed these to all wards of the hospital, particularly those not covered by the cabled network. These radios are pre-tuned to our AM frequency, which on the one hand means that patients do not need to tune them in (a difficult task for some patients) and on the other, reduces the likelihood of pilferage since the radios are useless outside our coverage area.

The radios cost around £4 each complete with batteries and earphones, and can be screen-printed with our logo on the radio itself and on the cardboard carton. We had hoped to find a sponsor to pay for these, in return for a promotional message as part of the design, but we haven't been able to find one yet. I have no doubt that these radios will 'walk', even though they can only receive SMHR, and the cost of replacement batteries is likely to be significant. However, we still think it's money well spent (especially if we can find a sponsor!).

(Ed a follow up part two is due shortly)

Post-Bag

Georgina Dougal writes:-

18/11 Dear Roger and Alan and Team

I would like to thank you all so much for allowing me the privilege of coming into your superb studio to photograph you all in action. I didn't expect to receive such a warm friendly hospitality.

I am extremely impressed with the way in which the station is run. Thanks Roger for your interesting tour and explanations regarding all the equipment-so that's how it's all done.

The atmosphere at the station was very relaxed and it was great finding such a lovely friendly team willing to be photographed. Alan was a natural-broadcasting and being photographed at the same time and staying so cool with it.

The records that you played to greet me left me chuckling for the rest of the evening. I didn't realise what was going on until Tommy' steel's chorus

of what a picture came in. I found that highly amusing, what a great sense of humour you all have.

Please find enclosed donation as a thank you for your trouble visiting Radio Heatherwood. was a most memorable experience-the one thing that was noticeable was the teamwork and the friendship between all the station members. Keep up the good work: the world needs people like you, I will send on any photographs that come out well. Thanks again.

£10 Donation received.

(Ed: Well done team, little concerned that Alan does it so well and is Mr Cool ?)

Loan Radio Sponsors

A reminder to all presenters that we need continued sponsors for these: please please plug for sponsors as much as you can in your programs.

That was the year that was "1998"

A typical year for the radio service with it's UP's and it's down's: it's still a valued service by patients and a great many people have benefited from our continued commitment.

Some of the highs for this year include money raised for the replacement of the bedhead amps including large donations from the Crowthorne Rotary club ,Ascot Cricket Club and various small donations from grateful patients. The grand draw this year raised another princely sum and positive letters of thanks were also received from patients.

The lows include continued staff turnaround and the loss of valued members, a break in service for a week at the end of August and damage inflicted to the am aerals: during the renovations of the SCBU into the diagnostics unit.

What for the future?.

The hospital have agreed for us to

pursue the development of the idea of a single aerial transmission system for the site along with a commitment to provide the Bedhead service during any new renovations/builds.

We must continue to build those bridges with the hospital if we are to maintain the services we provide.

The changing health care strategy for Berkshire and the changing shape of the hospital should not be a sign for us to stand still but encourage us to deliver a quality



service: no matter what the circumstances.

On behalf of the league and the management team I would like to thank all our staff for their continued hard work and dedication over the last year: I for one am proud to be associated with a great bunch of people whose efforts are commendable.

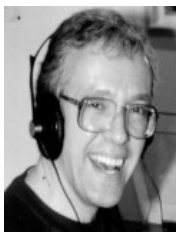
I look forward to working with you all in the New Year.

Best Regards to all our staff and your families.

(Ed: It all starts again very soon ! Happy New Year to you all.)



No Stories for
this page



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Team Players

Inc Years Service



<i>Mondays</i>	<i>Service</i>	<i>Thursdays</i>	<i>Service</i>
Closed	-	Amanda Chivers Teamleader	05
Roger Hawkes Teamleader	07	Barry Callan Presenter	03
Jim Trendell Presenter	02	Jim Adam Trainee	00
Sylvia Dungate Presenter	01	Mark Gibson Broadcast Support	02
Alan Holder Presenter	00	<i>Fridays</i>	-
Ada Hawkes Broadcast Support	06	David Bristow Jnt Teamleader	01
<i>Wednesdays</i>	-	Ian Haskell Jnt Teamleader	02
Bruce Crossland Teamleader	03	<i>Saturdays</i>	-
Mathew Robinson Presenter	01	David Smith Teamleader	19
Sarah Bishton Presenter	00	Peter Davidson-Smith Presenter	18
Angela Knight Trainee	00		
Belinda Rolfe Trainee	00	Sue Crossland Broadcast Support	03

Some Useful Telephone Numbers

Manager

Dave at Home-Speed Dial 61

Dave Smith

Roger at Home-Speed Dial 62

Home Secretary

Now Available

P J Davidson-Smith

Hospital Security

Home Mobile

Speed Dial 13 Extn 7805

Staff Co-ordinator

Maternity Porters

Roger Hawkes

Speed Dial 20 Extn 7088

Home Work Mobile

Speed Dials in Emergency

General Porters

PJ at Home-Speed Dial 60

Speed Dial 19 Extn 7411