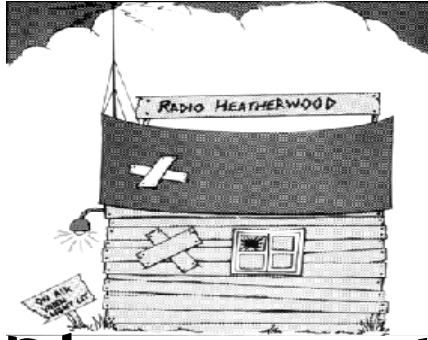


# RADIO Heatherwood



## Presenters Newsletter Iss 80 Winter 1999

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 (80) a newsletter originally published in Winter 1999.

This was the last newsletter in this style 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.

**All content is copyrighted**

# Presenters Newsletter

## RADIO Heatherwood

### *Last of the Century*

In this the last newsletter for 1999 we receive bombshell news about our premises, low power Am on hold and a news letter which is a bit short of Christmas Cheer.

### ***What is Stalling the Low Power AM & Why Are We About to be Evicted From Our Current Premises ?***

It gives us no pleasure to inform you all of the impending closure of the current studio complex. **Why ?**

I thought I would update you on some rumours which we had heard about some three years ago.

Our contacts with staff on the hospital had informed us on a couple of occasions that the hospital had planned to move the radio station to accommodate out-patients dept's or A/E.

Because of the work that we had just completed when the new reception room was added, we decided at the next league of friends meeting we would try and force the hospitals hand at this and also see what the reaction was to our statement. That if the hospital planned to move the radio studio we would call it a day.

Having sown the seed in xxxx mind. This didn't stem the gossip we were getting.

In July last year when we wrote to

the hospital about low power am it was only after a further letter in September/October was the meeting organised for last December to discuss low power am.

At the meeting a request from XXXX and co, "how would we feel if the radio studio had to move "? Surprise surprise, we were at last to be asked our feelings. In no uncertain



terms we told them that any move to new premises would be at the hospital's cost and that they would have to carry out all the work and that they should seriously consider what this might mean. We were told this was just a hypothetical scenario which might not come off. But the plan that XXXX had, was already two years on the drawing board.

We said we wouldn't be happy with a move but if the hospital decided this was the only route we would have to go along with it.

In the interests of staff morale we decided that we would not disclose the discussions at that time. Especially as they were UN-decided. ( begs the question, was the meeting arranged to pay us lip service on low power am to sound us out on a possible move ? ).

The rumours have continued throughout this year these have been confirmed with a visit by myself to the hospital to do a job for one of the depts in my role as a BT engineer. Information passed to me ( August ) is that a building has already been earmarked for us and that the A&E/ outpatients will be moving into the ground floor of the maternity unit with a possible new entrance where Radio Heatherwood. currently is. This to happen sooner than later.

This opens up a whole new can of worms with the hospital and puts into question just exactly what kind of radio services are the patients going to have access to. ?.

The hospital intend to move the minor injuries unit to the ground floor of maternity. Radio Heatherwood will have to vacate the current studios by the end of April 2000. This information was finally given to us At the league meeting on Monday 15<sup>th</sup> November.1999

We did always hope this would not come off but the reality is we have to move!.

### ***Patient Line***

In June we were asked to attend a meeting with the hospital but was banned from discussing low power am this was to make way for them to inform us of their intention to install patient line:-

The basic upshot is, the trust intend to spend one million pounds + or more on a system which will put at each bed the facility to have TV. radio and your own personal telephone at both hospitals sites. ?

Sounds a good idea apart from the cost, until you realise the downsides. They only target wards which have patients who are not showing signs of dementia or mental illness, special care or children's wards. To make the system pay they encourage patients to use the TV/phone which is chargeable also encouraging them to get their relatives to phone them whilst in hospital. These calls are charged at premium rates i.e. 50p a minute. The long term aim is to raise profits from the system once capital costs have been recouped.

A survey conducted recently says that only 120 beds at Heatherwood. would be viable but Wexham could go ahead.

For technical reasons they say Heatherwood. has a problem at present I think it's more a case of it needs 350 beds to make the system pay.

It was also mentioned by the hospital about the league at both sites perhaps helping with funding or subsidies ?

They have intimated that it is not finalised yet but the overall impression we got, was they intend to press ahead with it, I think they were hoping that we would cancel our commitment to current services and the Low power Am in favour of this system.

I don't believe they have thought this through very well, because no mention was given to the fact what happens to the wards where it is not installed.

They may have banned us from mentioning Lpam at the meeting but afterwards I pulled XXXX

( XXXX ) to one side and spent a long and sometimes heated discussion on why we are getting no response from the hospital over Lpam. He says he will respond within the next couple of weeks. ( Didn't Reply ).

The proposal by the hospital to introduce patient line and the intention to move the radio studio throws the whole future of the radio into question.

I would like to say that I'm optimistic about the future but I can't, we are fighting an uphill struggle on both fronts one thing is for sure the next six months will see a radical change to the radio.

We have posted a three page letter to the director of operations outlining our disgust at our treatment and also asking the trust to give careful consideration to our proposals.

We have asked for a clear statement on their intentions. We wait and see ?

One thing is for sure if they decide to opt for patient line and nothing else Radio Heatherwood will lose two people that I know of !.

Radio Heatherwood has suffered it's own millennium bomb. It's best we let everyone know what the delays have been and why despite our best efforts we have been Cra... d on.

This news I'm sure will come as a complete shock to some of you and we very much feel the same.

Letter to Hospital :-

20th November 1999

Fao XXXXXX

Director XXXXXX

Heatherwood & Wexham Park Trust

Wexham Park Hospital

Slough SL2 4HL

Dear XXX

I am writing to you with regard to two subjects which are about to affect the radio services at Heatherwood Hospital. The move of the radio studio and the proposed

introduction of patient line at the exclusion of all other radio systems.

In July 1998 I wrote to xxxx asking for the trusts view on the possible introduction of the Low Power AM System. In December 1998 we were asked to attend a meeting with XXXX and XXXX and XXXX to discuss the proposals. Our understanding was from this meeting that the trust would be favourable to this system. At the same meeting we were asked hypothetically how we would feel if the trust had to move the radio studio. Whilst we would not relish the idea we agreed that if the hospital were in need of the area we would have to accept it. It was intimated at the time that such a move might be less complicated if we were to adopt the new system and not re-connect to the old cable networks.

Long before the trust decided to discuss the move with us we were constantly being told that we were moving. This we thought was a little strange as no discussions had been made. Subsequently over this past year we have been made aware that the move will go ahead, yet we had not been informed officially.

At the league meeting on Monday 15<sup>th</sup> November we are told that the trust wants the radio to move and be out of our premises by end of April next year.

This leads to the dilemma of what radio systems are going to be reconnected and at such a short time scale what is the future for the radio service.

In June we were asked to attend a meeting with Radio Wexham & XXXX to be informed about the proposal on the introduction of Patient Line. Prior to the meeting we were banned from discussing the low power am project despite the fact we were not receiving answers to letters dating back to February and April.

We listened to the presentation and found it very informative but feel this will not be the panacea of all ills: like all

systems it has it's good points and bad. We are not opposed to the introduction of any system but between us we have lots of experience of other hospital sites and installations and know of the pitfalls of single systems of delivery.

We took the opportunity to address XXXX after the meeting to consider what we are trying to achieve with the Low Power AM. We also made it plain that you should not put all your eggs in one basket. The other radio services which are available can complement existing. Further copies of the LPAM aerial site options with photos were passed to XXXX. We were promised that an answer would be forthcoming in the next couple of weeks. This hasn't materialised.

I have enclosed a copy of the project folder which was drawn up with the intention of raising the funds for the Low Power AM Service. In addition you will find attached to this letter a copy of the expected coverage area should such a system be installed. We are not allowed to advertise the fact but it brings endless opportunities which could be attained for the future of Heatherwood.

The low power am has a downside, there are only limited frequencies available, the longer a delay in deciding, the less likely we will be successful in securing a frequency licence. We are in the fortunate position we have the staff and personnel with the technical skills to see this project through. In years to come this might not be the case.

Low power Am is not a current fad, it has been born out of long term negotiations between the National Association and the government as a means to lighten the expense of hospital radios and ensure they can continue their activities at hospitals. The original negotiations were for an FM frequency this proved impossible, the result from further trials and negotiations was the

introduction of Low Power AM. During the campaign and lobbying of parliament for these types of broadcasting system, we were even able to gain the support of our own local MP: Mr Andrew Mackay.

An installation of a single aerial now, will prevent long term expense for the League as the hospital consistently changes.

We should also take into consideration the technology trend, which is to move away from all cabling systems for your phones, PC's, and miscellaneous equipment. Contact will be by freely radiating transmission systems.

The league sees the future of radio services at Heatherwood as a combination of the Low power AM and one other, either 100volt bedhead or patient line. Anything less than this will decimate the power of the radio to reach listeners inside and outside the site at Heatherwood.

Our only concern is to be able to deliver a radio service which is not a financial burden for it's volunteers, can cope with building changes at the hospital and can reach as wider audience as possible with a minimum of financial outlay.

It now seems apparent to us that the Patient line system is going to go ahead and proposals and existing systems will be swept aside.

We believe we have been more than patient with the trust over the above subjects, despite the fact we have been kept in the dark.

This letter is not a criticism of individuals or the trust, it is intended show the depth of frustration which is unwittingly being forced upon us through the lack of decision and honesty.

We would ask the trust, to give careful consideration to our proposals, in addition We need a clear written statement of intent on the future of the radio services as well details on the proposals to move the radio station ( where to, cost , etc ).

We look forward to your early reply

Yours faithfully

**P J Davidson-Smith**

**Correspondence Secretary**

**League of Friends & Radio Heatherwood**

**Cc Roy Ryman Chairman LOF**

**Cc Dave Smith Station Manager**

## ***Its Not Over until the fat lady Sings***

We must all try and ensure the service is maintained to the best of our abilities over the coming weeks/month's. As soon as we know anything we will let you know.

If you have any concerns or would like to voice your comments remember we are always pleased to see you all.

***One final note:- Please do not give out over the air or talk to any member of the hospital staff what we have written here. Especially don't say the radio is closing down. At this moment in time we just don't know. What we don't want is the press to get hold of this cos that could make the whole thing worse. Let's just***

*wait and see what comes of our correspondence.*

**PJ & Dave**

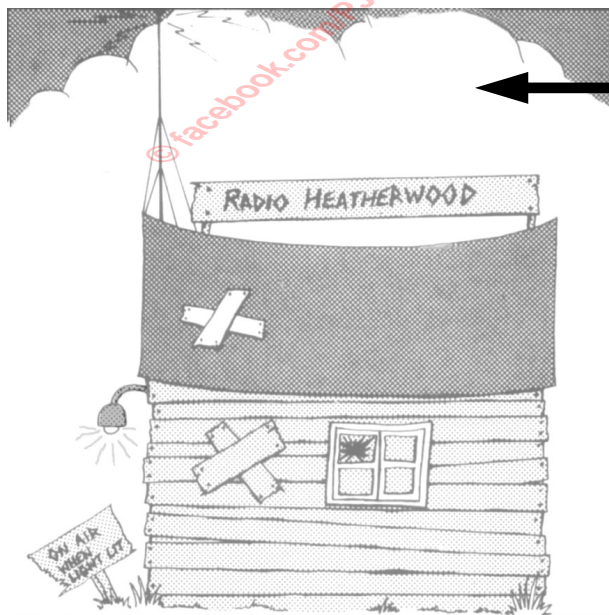
## ***Operations Manual***

I hope by now you will have all noticed the new opps manuals which have been in the studio since the end of April. These revised editions carry the new program and advertising codes from the radio authority. These sections are the yellow pages. It is important you read these as a serious mistake made by you could jeopardise the stations licence and your position at Radio Heatherwood. This is not to be taken lightly and we have no option but to follow these guidelines. Please familiarise yourself with the changes.

We have returned to the plastic pockets for this book because of other new materials which will be added and significant changes to the opps manual should we complete the change to LPAM.

## ***Arrivals***

David Bristow returns to Thursdays.



My spies on the hospital tell me that the old medical records building on the right as you leave ward 10 has been earmarked for us (unconfirmed).

This is the white wooden hut with all the windows.

This picture from 1977 might come true.



## ✓ *Loan Radio Sponsor*

237

A £10 donation was received from the post-bag today 10/7 Mr H W. Dobson former patient ward 4. No further details supplied.

## ✓ *Donation*

Saturday 19/6 Anne on ward 4 says thanks to Dave and hands him an envelope £5 is enclosed plus a note to say "I love the mug". Ann was a mug winner from the previous Wednesday.

## ✓ *Donation Post-Bag*

Saturday 7/8 Aileen Gatrill writes:-  
£10 donation with thanks for playing my non-run of the mill requests during my 2 stays in Heatherwood. this year.

Ps I treasure the mug !.

*Aileen was a patient on ward five during July and was a winner one Saturday for the mug.*

## ✓ *Donation Post-Bag*

Thursday 12/8 Mrs A Spellman writes:-  
Dear Everyone  
Please accept this Cheque ( £50 ) to help you to carry on your good work which is enjoyed by all the patients.

It was raised by a doll that was knitted by one of the patients then it was raffled at Slough Centre Nursery school at their fun day.

*Keep up the Good work.*

## *Waitrose Sunningdale*

This years venue at Sunningdale was as ever, eventful at the end of the day when rain stopped play. This didn't stop the punters and a figure of £147.60 was raised, up twenty pounds on the previous year. A big thankyou to all those who were in attendance.

## *Bracknell Bandstand*

This years bandstand got off to a hectic start even before we laid the goods out, a good day the weather was fine and Roger, Mathew Bruce , Dave and PJ made it a

success £33 on tickets and £233 20 on bric a brac.

## ☹️ *So you think you have got away with it ?*

It's such a shame that we have a small minority of people who cannot be honest with us but have to be deceptive and flout the guidelines for the studio's.

Here is just an example of things that have not gone UN-noticed in recent month's:-

**Studio one Clipboard** - Original brown one missing replaced with black one which is too big for the script area. Not changed by the management who did ?.

**Studio One Headphones** - Beyer Headphones broken not brought to the engineers attention but mended with green tape. We found the green tape but we couldn't let the engineer know we had an accident.

**Studio one Clock** - Swapped with the reception clock. Batteries obviously run out so we thought **we would change the clocks around. Not changed by the management who did ?.**

**Studio One Mixer** - Doodling on the white area of the mixer. We have a person who now marks the white area of the mixer with their pen blue and red as well as running the pen down the joint between modules. This can't be an accident but Why do it ?.

**Both Studio's** - Drinks being taken through to the studio's & Production area ?.

On the operational side of things loan radios which need to return to the wards have been left in the box for over three weeks. ?

Leaflets which need to be in all lockers both types not issued.

Over a year now to obtain a photo for each presenter for new badges?.

During the Grand Draw ticket selling David & I were without programs for six weeks whilst we ensured the summer ticket selling in the high street went ahead. During this time Teamleaders allowed the rubbish bins of the studio to overflow yet no one decided to empty them ?.

*Radio Heatherwood. is not just about coming in and doing your program and*

***going again. The station needs a commitment to maintain all aspects of the service.***

***The maintenance and good condition of the studio will only deteriorate if we don't all play a part !.***



## ***Grand Draw Completed***

It's over, the fifteenth Grand Draw has come to a close. The highlight of the draw has got to be draw night and Alan Holder winning yet again. This time a teddy bear finds a new home. Word has it Carol has had a teddy bear for some years. (Nice one Al).

Only one Prize winner needed to be phoned this year as all the winners were able to be contacted by friends of presenters or they were in the phone book.

The winner of the ice skating tickets lived somewhere in the Maidenhead exchange area. A call to them to find out their address meets with the response "Oh no we are not into that, give it to someone else". It never ceases to amaze me the kind of response you get.

Saturday 2<sup>nd</sup> October and I can finally put this to bed for another year with the writing of this article and the posting out of a result sheet which has been requested.

***Well done team for all those efforts this year, it doesn't go UN-noticed.***

***PS Barry & Amanda top the personal sales for tickets, believe they threatened everyone with a baseball bat if they didn't buy a ticket. After all, would you argue with A & B.***



## ***Record Donation***

Mr & Mrs Coff have donated some records for the station 2/10.



## ***League of Friends***

### ***AGM***

At the league of friends AGM in October the following report was read:-

The radio station continues to provide entertainment and a visitor for patients of Heatherwood. hospital. Expansion of the

loan radios offers many hours of enjoyment for those unfortunate enough to be admitted. Five new sponsors have come forward this year. In support of the loan radio's a new supplier of batteries has been found and since January 99 this has helped us to keep the price at the low level of £1 ea.

The Am service provided by the inductive loop system suffered this year with a break in service just after an engineering visit in August 98. This left the service off air for 1 week which was the first break in service since it was installed in 1988. The system also suffered a break in service to parts of the hospital when damage was inflicted upon the aerials by the renovation of the SCBU. This was eventually repaired by the station engineer, who ran the new cables and fitted the new aerials over two Saturdays.

The radio station has always promoted new ideas and ways to improve the service we deliver. Earlier in the year we held dialogue with the staff of the Emi unit to try and rectify the situation of no radio for the patients of the unit, which has been down for some years. Despite some positive action by the radio a U-turn by the unit management scuppers the plans for the radio and the unit continues to be denied access to the radio service.

The radio station has however continued with it's plans to improve access to radio this includes the bedhead service and after an injection of funds from the Crowthorne rotary club and £1100 pounds from the radio's own funds the 4 bedhead amps which deliver the radio have been changed, after the originals had been in service for 23 years. The cost of the new rack and amps £3100. The installation of the new rack was carried out by the station engineer. Four choices of radio services have been re-instated.

In July 1998 the Radio Authority announced plans to allow hospital radio's to use a single transmitter/aerial to deliver service to hospital sites. The radio has been actively progressing the idea with the trust



and interested parties but at the time of writing this is still unknown if Heatherwood. will adopt.

A new five year term for the inductive loop radio licence commenced in January 99 and the first year of the new term was funded by the Victoria hall fund. ( £225 )

The new licence included a complete rewrite of the Radio Authority code of conduct for broadcasters. This was included into a revised version of the stations operations manual and all staff must adhere to these new guidelines. This was published in March 99.

As part of the requirement of the broadcast licence recordings of all on air transmissions are required: during the Christmas break a new automated video recorder was installed to capture those recordings. This actually makes life easier for the presenter as the machine operates at the turn of the key for the transmitter.

The fourteenth annual Grand Draw was concluded this year £1481.83 Gross £1201.27 Nett

### ***And Finally***

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 volunteers 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 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.

I would like to thank all our staff for their continued hard work and dedication over the last year and I for one am proud to be associated with a great bunch of people

whose efforts are commendable.

***Radio Heatherwood. a friend at the bedside the story continues:-***

***PJ Davidson-Smith.***

***Secretary***

***16 August 1999***

### ***Wavestation***

The automated computer program which will deliver the new service come what may is already being worked on .

We have in preparation for it's introduction recorded 5,500 songs already. All from the CD's, we are up to the 600's in the rack. This has been condensed to just 16 CD's an average of 300 songs on each in MP3 Format.

This allows the computer program to convert them to wave files and schedule them in the order you set for a program.

It is our intention to complete all CD's and then take selected tracks from the vinyl library.

### ***Long Service Award***

At the league AGM David was presented with a certificate for twenty years service to the Radio/league in addition he was presented with a voucher.

### ***Donation***

On Saturday 16/10 Yvonne on ward 5 decided that we could do with some money. Having just kited her out with the loan radio she felt the need to donate £2.

### ***Grand Draw 2000***

There won't be one!.

### ***Departures***

Jim Adam from Thursdays left us at the end of July to return to living in Southampton. Jim joined the station in Feb 98. We wish him well and thanked him for his support.

### ***Departures***

On Wednesday 17<sup>th</sup> November Angela Knight decided to call it a day. She had

been with Radio Heatherwood for 15 months.

## **Christmas Service**

Radio Heatherwood will close down on Saturday 18th December and plans to re-open on Tuesday January 4th 2000 millennium bugs permitting.

## **Car Park Permits**

These will be issued shortly for next year.

## **1999 That was the year that was**

As another year draws to a close in the fortunes of the radio service. We can look back and ponder on what might have been.

In December 1998 David & I were optimistic for the fortunes of the radio. The hospital was keen for the development of LPAM and an ultimate prize seemed within our grasp. However as 1999 developed we have learnt the bitter truth.

This year saw 4 long service awards for Jim Trendell, Mark Gibson, Sylvia Dungate, and Mathew Robinson. All completing three years service. In addition David our leader clocked up 20 years at Heatherwood. A magnificent achievement.

In the early part of the year we at long last ditched the old bedside amps and replaced them with a nice new system. This had an immediate effect of lowering the temperature in the studios.

Grand Draw this year was left to it's own devices and people were asked to fill in their own time slots. Sad to say as expected we lost more selling times than ever before and this was reflected in the overall total.

Staff Departures this year 7 Arrivals 4 no change on the staff front still hard to attract members despite the money which was spent on advertising.

There has been some super feedback letters from patients this year in the form of donations and loan radio sponsors. This is what it's all about the real people who appreciate our efforts and look forward to

our visits to the wards.

On behalf of the League and David Roger and Ada we wish all our staff a very Merry Christmas and Prosperous New Year.

Have a wonderful time with your families.

We will see you all in the new year. when we do it all again and hopefully we'll have some good news to bring you.

**PJ.**



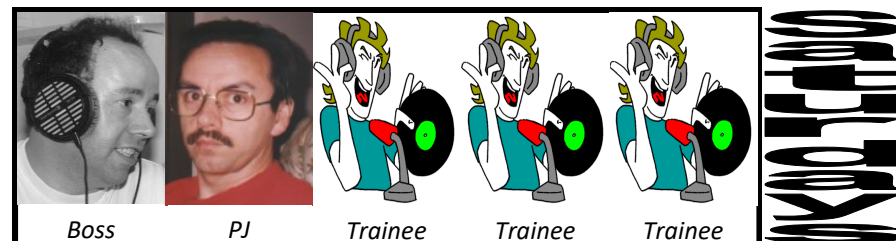
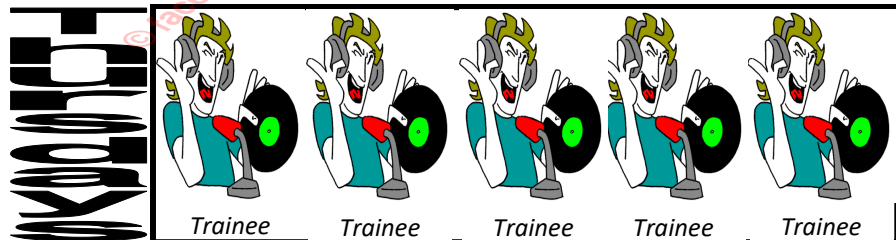
### And Finally

This is the last newsletter for this century and year. There has only been a total of three this year. It's your input which determines how often this takes place. How about some feedback ?

Remember the newsletter, read the noticeboards and above all, be a team player.


**Together We Can Make Radio Heatherwood A Great Hospital Radio !.**

We are still waiting for Id pictures from the following:-  
**Barry Callan, Amanda Chivers.**



# Team Players

## Inc Years Service

 Mondays	Service	Thursdays	Service
Amanda Chivers Teamleader	06	Closed	
Barry Callan Presenter	04		
Mark Gibson Broadcast Support	03		
David Bristow	00		
<i>Tuesdays</i>	-	<i>Fridays</i>	-
Roger Hawkes Teamleader	04	Closed	
Sylvia Dungate Presenter	02		
Alan Holder Presenter	01		
Ada Hawkes Broadcast Support	07		
Jim Trendell Teamleader	03	<i>Saturdays</i>	-
<i>Wednesdays</i>	-	David Smith Teamleader	20
Bruce Crosland Teamleader	04	Peter Davidson-Smith Presenter	19
Mathew Robinson Presenter	03		00
Sarah Bishton Presenter	02		
Jenni Ferguson Trainee	01		
Laraine Bridges	01	Total Team Players	16

### Some Useful Telephone Numbers

<u><b>Manager</b></u>	PJ at Home-Speed Dial 60
<u><b>Dave Smith</b></u>	Dave at Home-Speed Dial 61
Home	Roger at Home-Speed Dial 62
<u><b>Secretary</b></u>	Now Available
<u><b>P J Davidson-Smith</b></u>	Hospital Security
Home	Speed Dial 13 Extn 7805
Mobile	Maternity Porters
<u><b>Staff Co-ordinator</b></u>	Speed Dial 20 Extn 7088
<u><b>Roger Hawkes</b></u>	General Porters
Home	Speed Dial 19 Extn 7411
Work	
Mobile	
<u><b>Speed Dials in Emergency</b></u>	