

Subject: Radio Heatherwood Presenters Newsletters
From: "Secretary" <Secretary@radioheatherwood >
Date: 18/05/2003, 17:26
To: Radio Staff



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

We have recreated an issue distributed by email to radio staff and also posted on the staff noticeboard.

This newsletter originally published as above date.

The only changes made to these emails have been the removal of personal phone numbers and email addresses.

Background Story to Email:-

News 18.05.03

PJ Davidson-Smith Former Secretary

Subject: News 18.05.03
From: "Secretary" <Secretary@radioheatherwood >
Date: 18/05/2003, 17:26
To: Radio Staff

Hi Guys & Girls
Some News For You

Message From the Boss

Attached to this email is a word document letter from David.

Hospicom

I received a reply this week to an email I sent to the hospital about Hospicom and the lack of info from them. The hospital are having the same contact problems as us they are due to meet with them again this coming Friday. They have been told the system so goes live sometime in July. But don't hold your breath they tell me.

Hopefully might have some more positive news next week.

Hospital Help

As you may have realised by now, when we have to deal with the hospital for help and assistance on an item especially the works dept, things move at a snails pace. Hence the continued delay over connection of the sink. It's not through the lack of trying on our part it's all down to them. Whilst we have had this trouble for years, don't voice your comments to other members of the hospital staff. We are still pressing to get the water/sink connection.

Donations

I mentioned, back a couple of weeks ago about the amount of donations coming from the wards it's official we have had the worst year in our history for donations back from the wards £7 in total for the year as against a norm of £85 to £150. We still need to encourage patients to donate to the radio service / league of friends. Our programs should always include the monetary donations as a way for the patients to help us. No donations for radio's though we are not promoting this any more.

Rhapsody Launch Day 7th June 2003 12noon

The launch day of 7th June to go full 24 hours will take place at 12 noon after the Saturday programs have completed. Letters to the sponsors have already gone out and they are to arrive at 11.am. It's our intention to launch with the program schedule as advertised. in the leaflets.

We have had the leaflets printed now and the info leaflet these will be distributed to the wards from that week onwards.

We plan to hold a get together for radio staff either on the day or close to it. Venue and time to be announced shortly.

If you want to volunteer to help on the day with the hospitality bit for our guests making tea's/coffee's etc let me know.

Rhapsody Training etc

I have some items to brief to everyone based on last weeks compositions that will be dealt with in a separate email.

Well Done Alan

I think it's in order here to announce that Alan Holder From Tuesdays is the first member of the team to complete a voice tracked program for upload to Rhapsody. Alan has no computers in his homelife and has had very little contact with them. So the achievement of first voice tracked program has not only gobsmacked him it's made me very happy.

Saga Man Rules!!!!. Good One Alan.

Playlists

A reminder to all staff including trainee's, playlists should accurately reflect your program schedule. Please do not deface them. They should be signed with your name and dated and placed on the clip.

Web Site Update.

You have two weeks to submit material before the web site is changed and reflects our rhapsody service. The knife is due to fall on team pages where no content has been supplied. stories will not be posted unless accompanied by photo's, old stories will be deleted.

Photo's need to be informal and not look as if they have come from an id badge.

That's all for now

Regards

Peter J Davidson-Smith

Radio Heatherwood & League of Friends

Heatherwood Hospital Ascot Berks.

www.lof-heatherwood.org.uk

www.radioheatherwood.org.uk

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Attachments-1/Open Letter to the Staff Of Radio Heatherwood.doc

Open Letter to the Staff of Radio Heatherwood

This Letter is being sent by E-mail or post to all members.

At this moment in time, we are very close to Rhapsody Launch, and we are all under pressure of one form or another. For the management it's going to be no light at the end of the tunnel for at least the next year, unfortunately all singing all dancing Rhapsody does not just arrive, as all of you are aware by now. For those who have plans for their future in Media and those who plan to be still here in a couple of years time, the rewards are going to be beneficial to us all. We are not taking on new staff at the moment, this is to help those still training in the basics, and those who have a way still to go with Rhapsody, recruitment will start again when we are all at a level that we can sit back and the learning has reduced to a trickle for us.

As with all training, none of it is aimed at anyone on a personal level, all of us want to see everyone at the starting gate, whether you arrive with everyone or you are one of the back runners, our aim is to get you there. We are confident that everyone will get there albeit a little slower. So when you receive any kind of remark or direction in training, it's aimed in helping you to achieve your ultimate goal as well as ours. We have all had jobs where training has been very personal and the sense of being made to feel useless is at the forefront. That is not the way we do things here. Having got someone through the starting gate is a sense of achievement for the trainee and the trainer. Sometimes it is very hard along the way, it might require that little extra from you, or a little more detective work when the new technology is not on your side, you just have to say to yourself that a box of electrical parts is not getting the better of me!!

You might need to demonstrate to your trainer what you are doing so that it can be seen what the problem is and guide you through it, Ultimately you might have to spend time with PJ, it will be worth it (I've Heard), especially as it will save you time and frustration. The starting gate is being able to operate all aspects of the studio confidently, an open mind and a sense of wanting to be there, is all you need, the willingness to put in that little bit extra sometimes, will be worth it.

When it comes to sitting at the console, you have always been told and shown not to touch controls above the fader level of the console, because we don't want to come back from wards and find that you can't get something to work and the programme is due to go "On Air". There really is no need to, the signal goes out "Flat" and people also forget to put things back anyway, because the way things are set up now, it is even more important that you don't.

Because the signal goes through various other bits of equipment before it is recorded, what appears to sound good now, Won't Be. If you alter something above the fader line, someone or even a whole nights work on recordings for the Rhapsody service is rendered useless. So Don't touch controls that are the Engineering departments responsibility.

Over the years we have been down many roads, when I took over this station as manager, it was £2000 in the red £37 in the bank and about to be closed, nobody would give us any money or Support. Since that time, which is well covered in the history files in the studio, we have the support of local charities, many friends in many "different circles". Why are they still Supporting Us?

Because we do what we say we are doing and there money and support is a good investment for now and in the future. We do what no other station on the dial can do, we see our listeners before we broadcast and provide a patients request service that is extremely personal to them, we are also going to provide a service in the future that continues to build on this foundation. I've seen some of the other stations services including 24hrs, they don't do us any favours or there patients, we are certainly not going down their road.

Our independent supporters provide us with the money these days as well as the League of Friends to provide the service we promise, a few of us remember the days of summer spent on high streets just to get our running costs, it was fun but as the years passed, it was getting to be more difficult. None of us want to return to 3 months of fundraising, when we don't have to be there in the first place.

In recent weeks we have been in intensive training, so ward rounds were officially skipped, programmes replaced by Rhapsody.

No night should be skipping Ward rounds, this is an integral part of our service, if for some reason you can't do them one week, I need to Know Why and it better be good, and a very rare occasion as well. No Ward Rounds No Place for you at Radio Heatherwood, It has always been this and will remain so.

We have always provided a good musical mix, Rhapsody takes this a stage further, in future we shall all have a chance in providing alternative programmes through Rhapsody. The patient request service part of it, remains the same. Whether it is live or recorded the Scheduling is for this kind of music, when it's live the sound should be the same, otherwise it just sticks out like a sore thumb. Live we are here to provide the patients choice of music, fill in with a track that they might like to here(educate), not the latest dance or rave or whatever you like to call it, the odd chart record is fine, provided it's in keeping with the station, I think we are all well versed on what our Programme should be sounding like.

In the last three weeks we have had programmes turned out that have taken us back to twenty years ago, the patients radio request service has been turned into an out and out chart show, all the latest and nothing else, fillers around requests should reflect our service and not something

available along the dial. At a recent meeting with the hospital, we had to re-iterate what we do, as connection to the hospicom service has to be a unique service, not something duplicated elsewhere on another channel, we were happy to do this and provide a breakdown of our future service.

Do we want twenty years ago, no money, no help, no hope ---NO WE DON'T.

Since that time, we have gained a lot of support including charitable money, a lot of people over the years have put in so much work to get us here, whether they have been here a year, ten years and others that are still here, We have to protect their time and public and charitable money invested in us.

Please be warned that you have no future with Radio Heatherwood if you persist in turning out these types of show, Betrayal is a strong word, but this is what you do when this type of show goes out, you betray your colleagues, the station and all the investment into this station, not least yourself, especially as you promised when you joined us, to help us in providing "Our Service".

I would be guilty of betrayal of trust of this station if I continued to allow this to happen. Everyone's time and effort is important to us, we all want to make our time worthwhile, it should also be pointed out when you are wasting yours and others through your actions, Anyway, who do you think is listening after 10 mins or less, or the next night, if you don't keep it musically mixed.

Our Service Broadcasts what we are about and what we do, Either Live or Recorded, The moment we go "on Air".

I would like at this point to say, the above is aimed at a small minority who appear to be going in the wrong direction, this is your chance to turn back and join the majority of us, providing that well loved and supported service that is Radio Heatherwood.

At this moment in time, most of you are aware that we are re-ripping the cd's to 128kbs, this is because our cd's were ripped at 80kbs, three years ago space was an issue, so the industry standard of 128 is now being adopted for the cd's, this will protect us from future improvements in software etc. etc., that is going to make our 80kbs sound crap. It's better to do now than later, once this is done, real time recording of records will commence that are not available elsewhere, your cd's for specialist programmes as well. The effect of this is, I'm not usually in the studio much after 10.30 on a Saturday, as ripping is done at home, so no Programmes for me in the foreseeable future(or PJ), I've also got to learn Rhapsody/on air assist etc. etc. for myself, so I have it all to do as well, hence this letter as oppose to a personal appearance, Don't forget the door is always open on a sat, or the phone line if you want a chat or something is troubling you.

We have travelled a long way, everyone's hard work and time put into Radio Heatherwood will remain precious to our station, I will continue to be Guardian of it in the future.

David Smith
Station Manager

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