

Subject: Radio Heatherwood Presenters Newsletters
From: "Secretary" <Secretary@radioheatherwood >
Date: 05/06/2004, 15:22
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:-

Newsletter June 2004

PJ Davidson-Smith Former Secretary

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From: "Secretary" <Secretary@radioheatherwood >
Date: 05/06/2004, 15:22
To: Radio Staff

Hi Roge and Guys

The following is a copy of the newsletter on the notice board. Some info you will already be aware of. A paper copy on the noticeboard is for the benefit of the Wednesday team who don't respond to email.

Radio Heatherwood News June 2004

Keeping everyone up to date with the news is never very easy. We have decided that the best way forward is to brief out changes etc is through the notice board. A copy of this news letter will be updated and pinned to the main notice board. If you have any questions about any of the content, please leave a note in the management tray.

Changes At The Hospital

Changes in healthcare are having an effect on our services, patients are being processed a lot quicker, and wards at the weekends are now being closed at midday (ward 1). Our best advert for our services is the person at the end of the bed. Interest in the radio can seem a bit indifferent from patients because of the introduction of the bed head terminals. They are not keen to use them because of cost and not knowing how to use them. Our visits to the wards each night and showing them how to tune in is our best option, to keep our service alive. Collecting requests for any transmission should be 6 per half hour.

Studio Log

The studio log changed, the loan radio bits have been removed and a new page will now need an input from teams once they have completed wards. The new page will log the amount of requests collected from the wards and the wards visited. The reason for the introduction of this is to have some ammunition to present to the hospital about the level of interest in the hospital radio service. We can also see at a glance where long term if hospicom are not replacing the headsets/terminals then we won't have any listeners.

Operations Manual

The opps manual written to aid the management in maintaining a standard for the radio station has not been updated since 1999. The changes in the last 5 years a studio move the introduction of rhapsody and changes by the radio authority and the introduction of the bedhead terminals. All mean a need to review working practices.

Over the next few weeks Team leaders and their staff should familiarize themselves with the new versions.

In January 2004 the radio authority was replaced with Ofcom who are now responsible for all communications mediums in the UK. They have not changed the programme codes or advertising codes the old one's from the Radio Authority are still current. They have also absorbed the Broadcasting standards council. The guide from the council is attached to the opps manual. It's likely in the near future these guides will have the stamp of Ofcom on them and will no doubt change.

Deletions from our part of the opps manual include all references to the loan radio service, Grand draw fund raising.

Additions include a training matrix for newcomers, new play list requirements, instructions on the bedhead terminals and ward round requirements. Plus ensuring our hands are clean when touching the patients terminals above their beds

Some guidelines have been changed A noticeable change is to the section 8.7 press statements future disregard for this guideline will now mean instant dismissal.

Station Call Sign Section 27 page 78 please all make yourselves aware of what the call sign should be used now that we are on the bedhead terminals.

Publicity

In recent weeks we have been featured in the Bracknell news and the ascot observer. Our links with Bracknell council for voluntary services is encouraging interest from future volunteers.

Mono Button

Please make sure that all of you are aware that pressing the mono button on any channel on the mixers sends that program content out in mono. not releasing it after a bad record means it's forever mono. Someone is leaving large sections of the mixer in mono

New Mugs

We are looking at getting some new mugs with a rhapsody logo but our current supplier has hiked the price up so I'm looking for an alternative supplier. it's likely we may run out.

Studio 2 Chair

I have effected a repair to the chair but it is well worn, try not to rock about in the chair too much, we can't afford new one's

Mike Arms Studio 1 & 2

We will be changing these this year as they have lost all their strength in them and have a mind of their own

Headphones

I noticed that some of the cushions on the headphones are also taking battering so these will be on the replacement list.

Studio Mikes

It is my intention to provide a piece of kit called a limiter, which it's job is to prevent spikes in the volume where presenters are not watching their levels this will prevent distorted voice recordings and output to the bedheads/TX.

PPL Licence Fee

We are waiting to be hit with the fee for the music on the computer which will amount to a sizable sum

Hospicom Advertising

When in the course of our programs we are saying you are listening to RH on 999 KHz AM and the Hospicom Terminals we are in effect advertising their product name. Please amend your lines to read RH on 999Khz Am Channel 3 on the Bedhead Terminals. The only mention on air for hospicom will be in the maintenance jingles. It's always the "bed-head terminals" This is now in the operations guide under station call sign.

Hospicom Terminal's Broken

It looks like hospicom leave off the headsets if the terminal is faulty. Be aware as you go round if a patient has the terminal but no headset it's likely the unit is broken. All other headsets on the terminals are now being put in plastic bags.

A broken unit was spotted in ward 4 halfway down the ward on the right in the men's end. Some terminals on ward 3 are also without headphones.

Mute Button On Terminals

Be aware that if you press the speaker symbol on the terminal in between the plus and minus symbol a cross will appear and you have muted the headphones.

Wards Round The Clock

Because our broadcast nights are few and far between it's critical we go round the clock to make sure the wards are getting a turn at requests.

IRN News Change

The irn news service is moving from sunrise radio and from the end of august will be on a new satellite. This for us means a change of direction for the dish and a re-tune with the expense of possibly buying a new larger dish. To accommodate this change I have had to change all program logs to drop the news from the end of June until such times as I have tested the dish in the new position or had to purchase a new dish.

Be aware when you go for the return to rhapsody at 59.32 there will be a fade of the Rhapsody program followed by a short station Id before the service launches into the next hours program.

Wavecart & Rhapsody

I've added in recent weeks a large amount of material including dinner ladies ken Dodd, 60's films and shows and miscellaneous and traditional. Some of the comedy is now marked not to be played until after 9pm this is because of the adult content make sure everyone is aware. Rhapsody during the day will not pick these items until the 9pm mark has been reached.

This is all I can think off at the moment!

In the words of Mr Grace ""You've all done very Well""

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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