

Subject: Radio Heatherwood Presenters Newsletters
From: "Secretary" <Secretary@radioheatherwood >
Date: 08/02/2005, 19:15
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:-

Radio Heatherwood February 2005 Newsletter

PJ Davidson-Smith Former Secretary

Subject: Radio Heatherwood February 2005 Newsletter
From: "Secretary" <Secretary@radioheatherwood>
Date: 08/02/2005, 19:15
To: Radio Staff

Hi Guys and Girls some info for you for February

Mondays Back On Air

Last night after 4 months of intensive training by the Tuesday team and yours truly Sarah Irving, Peter Stephens, Ian Shep, And Lucy Walker opened the Mondays nights for the first of many to come. All the presenters worked really hard to achieve our aim and they all deserve a well earned pat on the back.

Nice One Guys and Many thanks from your colleagues.

Hospicom Breakdown

The recent breakdown on the wards caught us on the hop!

I think we have learned a valuable lesson here.

What we must all do, is check a terminal if that's not working, check a second to be on the safe side. when we first start collecting requests on a ward. If it proves that we are not going out on the terminals we abandon all further request collecting and cancel the evening as now that the loan radio service has gone, there is only limited service available on the ward radio's. (You only need to try one ward, if it's off on one ward it's likely that the whole system is affected.

In addition if you are not sure what to do on the night, give me a ring at home and I will give you some checks to make.

Listed below is an extract from my recent email to the trust reps and how we are trying to ensure we are still here in a years' time. Please do not discuss this with people outside of the organization.

Faults and Fault Reporting

The recent fault of Radio heatherwood missing from the hospicom terminals has highlighted an area which is not ideal to us and showed we were open to complaints not of our doing.

The service was missing from the terminals sometime between Saturday lunchtime and Tuesday evening when it was discovered, by the ward team collecting requests.

We have no easy access to a terminal to check if the service is going out other than gaining entry to a ward and finding an empty bed so that a check can be made. In addition whilst we reported through email to you both and a confirmation that you had passed the info to HTS we were then left with no feedback as to as when they would look at the fault and also, it was on our shoulders to then keep sending someone to the hospital each day to gain entry to a ward and check to see if it had been repaired.

The loss of the service on the terminals meant an immediate shutdown of all live programs and ward visits and no way of communicating this to the wards.

If you were both on holiday or not available what would we have done?
Repaired?

What was the reason for the fault was it repaired remotely or did they have to send someone to site? The answers to this will help us prepare a better way of dealing with any down time.

When I arranged for our own cable to be installed to the control room it was based on the need to have some sort of confirmation that the signal is being received by HTS and that the cable is in good condition. This install proved my point with this recent fault as I was able to determine that we were sending our service and that the fault lay with HTS.

We have not completed our first year connected to the system yet!.

Future Fault Reporting

A more direct way of reporting a fault directly with feedback from them as to the cause and when it will be repaired and also when it has been repaired. An escalation procedure if it goes beyond XX number of days. In addition an option for us to pass on an email about the breakdown so that wards are aware of why there is no hospital radio service.

Ideas And Suggestions

When discussions were first underway with HTS/Gill Hill I highlighted a number of ideas and suggestions which could be benefit to all parties concerned.

The first was the install of a terminal into Radio Heatherwood and the reasons were

1) We can check the service is working without the need to gain entry to a ward. A monitor system could be used to advise if the service was lost. An automatic notification to a member of staff via email/text to a mobile phone an option we could install.

2) Staff would have the option to use the terminal with their own cards. (They don't have access on our internal or direct line to make calls).

3) Patients have access to call the studio

4) Staff Training

Freephone for Patients to make Requests

At all patientline installs in the UK the patients have a code they enter *800 or a button on the terminal which allows the patients to call the hospital radio service. There studio's have an analogue service provided to accommodate this?

Web Page

When a patient selects the hospital radio service a web page to be displayed which is pertinent to the league/radio displays.

Our Rhapsody computer generates a web page and this updates every 10 seconds with what's playing out.

Scrolling screen saver which would contain an information page with info about the league/radio

Stats

All patientline sites produce stats as to what the patients are using and listening too.

Does HTS have this and are they available. This could help us tailor our program schedule as to the time of day and put important patient info in at certain times when people are listening. It means also items that don't work in the program schedule could be changed.

Sponsor

At other sites the hospital radios/league of friends are working in close harmony to make the service work. The request programs at some sites are being sponsored by patientline and offer free cards to give away as prizes.

The radio service needs the patient power service to work for its own survival. So with our service which is going out 24 hours a day there shouldn't be any reason why we can't promote the services available on the terminal in return for help and assistance from HTS to promote the work of the league of friends and generate interest from the patients to donate to the hospital.

Questions & Observations

Terminals Turned off

A personal observation from my own ward rounds:-

With the terminals turned off and the time taken for the terminal to start-up most patients of senior years will not turn it on or take an interest in it as they are frightened of it. As we are all frightened of technology we need someone to guide us through it and hold our hand. When our volunteers ask them for a request and show them how to tune in the radio they are not so frightened!.

The bagging up of the new headsets on the terminal, are also off putting to the patient. If the reason is that it shows it's a new headset, why not just insert the headset with the plastic cable tie around which would indicate it hasn't been used or some small tag?.

Money Left On Cards

When cards are deposited after use and money is left on them, who or what charity benefits from this?

If the league of friends were the nominated charity we could promote this in our programs as a way of the patient supporting the hospital!.

If patients heard this would it not encourage them to use the system as well?.

I'm still waiting for a response from the trust on the above I'm sure I don't have to remind you, no derogatory comments about the hospicom service either on the ward in front of staff or patients or on-air.

Hospicom Terminal

Picture this scenario:- We go onto the wards meet our first patient who says yes I'd like a record played on the radio. You do your sales pitch and you say we'll play that between 8-8.30. the patient asks how do I listen in ? And you say " I'm not allowed to show you but it's on that terminal above your head!!!".

Think about, how difficult it would be if we couldn't tune them in!!!!

I sat in on a meeting with the trust and they wanted us to do that, they didn't want us to touch the terminals at all because of causing damage and HTS trying to claim damages. I said to them we might as well close the radio now because it would be an impossible task to collect requests without the option of not tuning them in.

Having persuaded them we needed the option of showing the patient how to tune in, I'm deeply concerned that some presenters would take it upon themselves to do anything else, like unplugging the cords or helping to insert the cards for patients and that gets jammed or we start swapping the headsets.

Whilst we might get away with it for the sake of the patient when the HTS rep comes round the following morning and the patient says "oh I think the man from the radio last night broke it " We would be dead in the water if this escalates.

We all want to do our best for the patient who is stuck in the bed totally bored but a moments lapse by you could jeopardize the whole service.

I cannot emphasize this enough we tune the patient in, if the unit doesn't work we walk away we tell the patient to report it to the hts rep and we do no more. The green leaflet we issue to patients details them how to tune in and is also our guideline, no other tampering with any aspect of the terminals. No matter what the circumstances.

We all need to exercise restraint no matter how frustrating it might be.

New Recruits

The station has welcomed Marie Fearn And Katie Ayers to Tuesdays.

Music Knowledge

To all our younger members of the station. The music you listen to in your car or at home should reflect the type of music you will have to play on the hospital radio If you are listening to any other radio station other than radio 2 then you are unlikely to pick up your knowledge on the sort of music you will receive requests for. Different times of the day/week they cover all genre's. Time to retune I think.

Wavecart Artists Karts

This past month I completed the addition of the artist karts. The criteria for the creation of a kart the artist must have 5 records and above, on the database. The karts will not include xmas records recorded by the artist. The figure of over 600, are now available.

Michael Jackson

The court case which is now under way and is likely to run for the next six months, will no doubt produce controversy over his innocence. What we must do is be neutral in our stand and not provide flippant comments about him etc in our shows or on the wards in front of patients. Lets just wait to see how this turns out. Any flippant comment could brand us as being tasteless etc. remember Foot "n" Mouth.

Ward Rounds

The wall charts listed on the notice boards highlighted wards all nights are guilty of not visiting. A reminder ward 4& 5 are not the only wards we collect requests from ! Check your charts and raise the visit levels for other wards.

Ward Moves

Ward 3 has already moved but in addition, rumour control tells me that the ward1b will be moved into HDU and HDU will move to ward 3 all this when the music stops.

MRSA Cross Infection

A reminder about hospicom terminals. No swopping of headsets under any circumstances.

Websites

At a recent league of friends meeting the league approved the move of the web sites from the free service to an ISP who will allow us to put forms on the web site as well as more content. The league has agreed to fund the monthly costs for both sites. This is not going to happen over night I will be putting this in my jobs to do tray.

Bop Till You Drop

On New Year's Eve Ian Butcher From Saturdays held a disco at his local and raised £240 for us in the process. A big Thankyou goes out to Ian and all his helpers for their support.

Blood Transfusion Adverts

The music used at the end of the blood transfusion adverts is now available in full in the music folder miscellaneous, it's called the " blood donor " by Campbell

Hospital Radio Around the UK

A survey of hospital radio stations around the UK, collecting requests from 2004 has brought the following Top 15 Requests for 2004...

- 1 Frank Sinatra - My Way
- 2 Chris De Burgh - Lady In Red
- 3 Bette Midler - Wind Beneath My Wings
- 4 Robbie Williams - Angels
- 5 Engelbert Humperdink - (Please) Release Me
- 6 Tina Turner - (Simply) The Best
- 7 Jim Reeves - Distant Drums
- 8 Jennifer Rush - The Power Of Love
- 9 Righteous Brothers - Unchained Melody
- 10 Patsy Cline - Crazy
- 11 Ronan Keating - If Tomorrow Never Comes

- 12 Celine Dion - My Heart Will Go On
- 13 Kylie Minogue - Can't Get You Out Of My Head
- 14 Queen - I Want To Break Free
- 15 Luciano Pavarotti - Nessun Dorma

Newsletter Feedback

The newsletter is not just about me letting you know what's happened on the management front it's also there for you to let us have any feedback you may have received whilst on the wards.

Personal Information

A reminder to all, if any of your personal details change, phone no's etc address car registration etc. Let us know so that we can keep the info up to date.

That's All for Now

Regards

Peter J Davidson-Smith

Radio Heatherwood & League of Friends

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