

Subject: Radio Heatherwood Presenters Newsletters
From: "Secretary" <Secretary@radioheatherwood >
Date: 29/10/2005, 14:17
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 Newsletter November 2005

PJ Davidson-Smith Former Secretary

Subject: Radio Heatherwood Newsletter November 2005
From: "Secretary" <Secretary@radioheatherwood >
Date: 29/10/2005, 14:17
To: Radio Staff

Hi Guys

Some info for you. I'm afraid it's a bit of a long one!

Studio Handovers

First of the storylines this month is the subject of studio changeovers and handing back to Rhapsody.

I have been listening to a number of shows recently and we are still not getting our levels correct. On the consoles you will see an information leaflet which now shows clearly where your levels should be. I hope to be offering a better physical display of where your levels are.

Biggest problem with the levels is different one's from each studio or back to rhapsody and the key change being implemented and the sudden change to the listeners is awful.

We all need to watch the levels and make sure that when we change over, the other studio is also at maximum level and when we hand back to rhapsody it's fade in not crash in!!!!.

Personal Info

Shortly to appear will be a notice which shows your current car registration, if it's changed mark the noticeboard. Don't forget if any of your personal details change phone no's email whatever let me know.

Rhapsody

New additions this past month include the new Barbra Streisand album the new corrs and the new single by Katie Melua and Daniel powter. On the patient info front some new material from radio bank plus material for the ostomates is available.

Ostomates Group

As mentioned last month we have put up a web page for them and also I sent a copy of the liners to Jackie the coordinator. She replied with:-

My dear Peter,

I returned after a few days away to find that the postman has delivered the most amazing package !! What can I say - I am absolutely thrilled with the disc and all it contains. I have to admit to playing it again and again - you make the support group sound just great and I am sure that including it in your broadcasts will have a huge impact.

I shall keep in contact and let you know.

I really don't have the words to express my sincere thanks for such a generous gesture - to include the information in your programmes is more than I could ever have hoped for.....thank you.

Jackie

Letter To America

John on Saturday's is now in the states for the next six month's or so with work. We have suggested he open our newsdesk for the states.

Wavecart

A reminder to staff if an item comes up in red, it shouldn't be played. It has passed it's sell by date.

It may happen as part of the live assist karts in which if it's the second item you won't be able to stop it playing. If you do get a red one please let me know so that I can remove it.

A reminder filenames in wavecart must be no more than 8 characters before the file extension ".wcs" Some were found and I have deleted them.

Time

In my review of shows we have a number of presenters who are quoting how much time is left in their show more than once or saying what the time is. We have nobody waiting to catch a train or bus so please refrain from making references to time. We are aiming to make the listeners as relaxed as possible and to let them enjoy our programs and be surprised when the show has come to an end " how quick time flies when you are enjoying yourself ". **No Time Checks Please!**

On-Line Request

The first user of the on-line request form has taken place this last month the request came from Marie's daughter. Marie a patient on ward 4 was the recipient. The record played was Good Vibrations Beach Boys.

Once filled out on-line, the web site sends a confirmation to the sender and a copy to each of the teamleaders.

League Donation To The Trust

The league will be donating £50,000 to the trust to be used for the benefit of patients and staff. The trust have yet to inform the league of possible needs. This large donation in addition to the £12,000 already given this past year was due to a bequeath to the league from an Ascot woman.

Boss In Training

After more than two years without doing programs because of family commitments Dave is now back on the broadcasting team and learning the new skills. So That's More Corrs records on a Saturday then !

League AGM

At the recent agm the following radio report was delivered:-

Radio Heatherwood AGM Report

May 2004 to April 2005

The year starts with almost the first year of twenty four hour broadcasting complete. Launched in the previous June it has become a real winner in promoting the work of the league and promoting patient specific information.

The service continues to develop and the coming year will see more promotion for patient information about NHS campaigns and information about local voluntary groups.

Radio Heatherwood On Hospicom Terminals

In the first full year of connection the radio has had one period of breakdown where the service was not received by the patients. This proved to be a problem with the hospicom control room. Having highlighted a number of issues over this breakdown with the trust liaison team. To this date there has been no take up on the suggestions made or any dialogue from hospicom on the cause of the fault. If the service goes down again there is no framework for a response from hospicom.

Hospicom(HTS) have also not taken it upon themselves, not to liaise with us on issues of training maintenance etc or how we could work together. In the light of their actions the radio service do not promote or advertise any aspects of the system.

Staff during ward rounds continue to receive complaints about the system. Complaints about the terminals from patients are directed solely at hospicom's door. The majority of complaints seemed to be centered around lost money on cards and terminals not working.

A mention here about the inductive loop am system. This still proves it's worth by allowing staff ward radio's to pick up the radio service and relay it to patients and staff. The am service also suffered a break in service in November 2004 as the new scanner building was under construction three cables were cut which knocked out a large proportion of the site.

On occasions when the hospicom system isn't working on wards the am service has been a lifeline to the ward.

The radio service continued to deliver its nightly service throughout the year but evidence of a shortage of presenters was clearly visible in the amount of lost nights of transmissions. In August/September 2004 we reviewed the whole structure of the training of staff and this included existing. It was decided a three point training plan would be used to train all staff in addition existing staff would be targeted to up their skills in particular areas which was poor. A small number of staff couldn't recognize the need for this and decided to cause a number of problems for David and I. They have now since decided to call it a day.

We implemented the training plan for newcomers starting in October 2004. A night a week is given over to training new volunteers in all aspects of the studio/radio. Roger Hawkes and Station Secretary PJ Davidson-Smith are making the extra visits to the studio to accommodate. This is proving very worthwhile and continues to this day.

Having gained enough staff to open Mondays, in March 2005 we had to close Wednesdays through a lack of staff. It is envisaged a new night of Thursday will be open in early December 2005.

We have been tracking the requests from the wards since June 2004 and the stats show an interesting mix from the wards. This has given us info which has allowed us to change our request collecting strategy around the wards.

The radio is still receiving support from the Victoria hall trust sponsoring our broadcast licence each year, also last year Crowthorne rotary made a contribution to our service. A new project to bring talk studio capabilities to studio 1 received a boost with a £1000 donation from British Airways secured by one of our presenters Barry Moor. Ian Shephard from Mondays secured £100 donation from BMW, and another presenter Ian Butcher held a new years eve disco and this raised £240.

Support from another quarter came in the form of an advert run at the Uci cinema's in Bracknell in aid of the BCVS this included a picture of one of our presenters in Studio 1 Sylvia Dungeat.

The radio website continues to draw in new recruits and requests for patients. This is a useful window on the work of the radio volunteers and along with the league continues to be beneficial.

The radio service will continue to look at new ways to improve and will collaborate with outside interests to ensure the best possible service for the patients and staff at Heatherwood. Our aim is to provide a visitor at the bedside most evenings and to encourage help and support for Heatherwood and it's services and to encourage financial support for the league.

The management of the radio thank all their volunteers for all the hard work during the past year, also a big thanks to the league for their continued support without them the radio service would not be here today.

A Friend At The Bedside - Radio Heatherwood

Peter Davidson-Smith

Secretary Radio Heatherwood

Sunday, September 18th 2005

AGM Feedback

A word back from the trust during some informal discussions after the agm suggests that everything seems to be on hold and no major commitments are being made at Heatherwood until the outcome of the public consultation on the future of the hospital's in east Berkshire. So that's another year or so in limbo then !

Patient Donation

Marie mug winner on Ward 4 donates £5 to the radio.

Operations Manual Ofcom ETC

In July Ofcom finally introduced their own broadcast code. The old radio authority code being ditched. The new code 90 pages in length is now available to read in the studio.

In the light of changes made to the training companion and the addition of the music library companion. I have revised the operations manual to accommodate these new changes. In addition we have added the PPL licence info which we are bound by.

The new look operations manual is divided into four sections four folders as :-

Section 1 Blue Folder general Operational Rules (Held in the Production Area)

Section 2 Red Folder Ofcom Broadcast Code And PPL requirements(Held in the Production Area)

Section 3 Blue Folder Music Library Companion (Held in the Library)

Section 4 Blue Folder Training Companion (Technical and Presentation Skills)(Available to Download and Print Off)

The advertising code will be administered by the Advertising standards authority, yet to be received. The old radio authority advert code has been removed. As we don't openly produce adverts for products etc it's unlikely we will need the new code.

I would strongly advise that when you have a moment that you read some of the new ofcom code. Political correctness is strongly in evidence.

Are there any changes to our guidelines ?

Yes The new training companion has nice new pictures and clearly identifies the training matrix for newcomers. It also includes all the checks which should be made to the equipment etc before ward rounds.

The operations manual section 1 under ward rounds now includes guidelines on visiting side rooms on wards plus hospicom issue's.

Those currently receiving their silver training will be advised of the changes.

All other staff should take time to be familiar with those other changes.

Web Site

The leagues web site has now been updated with new easy to use menu options.

New pictures will posted soon to the site.

New Volunteers

We have had three more applicants to join the radio. Two are not suitable and have been turned down. A third is in the joining process and is likely to be joining us soon.'

Hospicom Issue's

A reminder here when you announce our service it's " on the bedhead terminals " do not use the word hospicom.

MRSA Hand Washing

You may have noticed that the wards are pressing for visitors to wash their hands as you enter the wards. New type dispensers have been provided at the entrances and I would advise you do use them.

Stop Press

Marion Rathbone one of the trustee's for the league is in ward 8c. If you do your ward rounds make sure you visit ward 8

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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