

Areas Of Improvement. And Concerns Etc

Hi Roge And Sarah

Hope you are both well. This email is to the team leaders and highlights some areas of improvement we need to take charge of and guide our people in the right direction. First of all let me say thanks for all your help over the last few months. Overall there is not much to complain about, but I feel we need to clarify My position in regard to the training and also what we feel is good or bad hospital radio.

Shortage of Staff On Night

I understand that last Monday through a series of circumstances we closed the station at 8pm and from looking at the ward log it looks as though we did a program for an hour and didn't visit the wards. Roger tells me that he has already spoke to you Sarah about what took place and we have put it down to experience.

The one thing that immediately puts a red rag to a bull for David and the team is the thought that no wards were carried out but we still broadcast. In the event that you have a shortage of staff to go round the wards you should not aim to start at 7pm. The normal start time was always 7.30 with a tape which was called Music to Music. The move to start at 7pm was taken by the nights who assured us they would have enough time and staff to complete the ward rounds.

If any night has only two people in and say a trainee or just two people. Carry out the ward rounds together and start later. Under No Circumstances should one person be left to do the wards on their own and also **No wards No broadcasting.**

If you don't broadcast because of a shortage of time, you could also use the time if you are short of staff to do some training. In the event that you might have sufficient notice about a shortage of staff for the nights A phone call to Roge or to Me, means we might be able to arrange some extra bodies.

Ward Request Logging

The wards being logged, has on a couple of occasions been missed off and consequently individual nights have lower than expected figures. In addition a reminder here, no creative logs please and also if you have no access it's N/A If you receive no requests from the ward, it's a zero if you don't visit the wards it's left blank. These are the figures Mondays (178) Tuesdays (241) Saturdays (219)

Training And Trainee's

The situation over trainee's at present is as follows. Marie and Katie will move to Thursdays from Tuesdays for silver training just as soon as both can be in attendance together. The suggestion we train one person on their own, is a non starter. I don't intend to put in an additional night to train 1, then do the same over again for another. Training must be done in pairs. Helen And Martin on Mondays will remain on the night until such time as Katie And Marie have completed their Silver training. Roge will pop up one week in a few weeks time to get them started on console skills.

If there is no break in attendance by the pairs we would be looking at October before we can open Thursday nights.

New trainee's need to be on the wards rounds every week during their Bronze training period . The following item on play lists will have an impact on trainee's I don't want new trainee's thinking that bad practice by some is the norm.

Playlists (For Radio Authority And PPL)

The play list is a critical part of our transmissions, yet despite guidelines on how to fill them out. We still have members of our teams who make up their own rules for this. In the main the majority are doing it correctly. We need to emphasize to our teams to complete these correctly.

Nobody likes shaking a big stick about this but I have had the occasion now for instance to highlight problems to Lucy twice. On the second occasion she has still not responded.

This is such an important issue for us that I'm tempted to say if an individual has been asked twice before to adhere to the playlist requirements and they don't, we pull them off the air???

Email Communication

Please ask your team members to check their email at least once a week. I normally put out news and info on a Sunday and some times during the week if it's an important message.

Radio Authority

The opening up and closing down sequence guidelines on the consoles are their to be adhered to. I have noticed some deviations from the agreed sequence and wording. Please instruct the teams to allow enough time for this to be read out, as close to the handover as possible. A note here also, that this should be over an instrumental of some sort or no music at all.

PPL

Last year we were advised that the PPL intended to charge all hospital radio's for the use of music on computers for automatic play out systems. Other hospital radio's have already received their requests for payments. We are no doubt going to receive ours shortly. In addition we will no doubt have a whole set of rules to adhere to. Rhapsody has over 12,500 copyrighted pieces of music and speech on the system. It is our intention now not to add any more unless there is a real need. Bearing in mind that we will be paying for this privilege every year.

New Library

The completion of the new access database for looking in the library has been all but completed apart from some training notes and a pc to hang it on, it's ready to roll. It's not perfect but I'm sure will prove useful for marking up.

If you have any thoughts issue's or questions let me know