

Celebrating
**#INTERNATIONAL
PARAMEDICSDAY**



On this International Paramedics Day we celebrate all our wonderful paramedics who do an amazing job delivering exceptional care to all of our patients.

We caught up with Michael, our Head of Clinical Performance, Senior Advanced Clinical Practitioner and Paramedic Prescriber. We asked Michael a few questions about his life as a paramedic and how this has influenced his current role. Here's what he had to say....



SPOTLIGHT ON: Michael Bibby

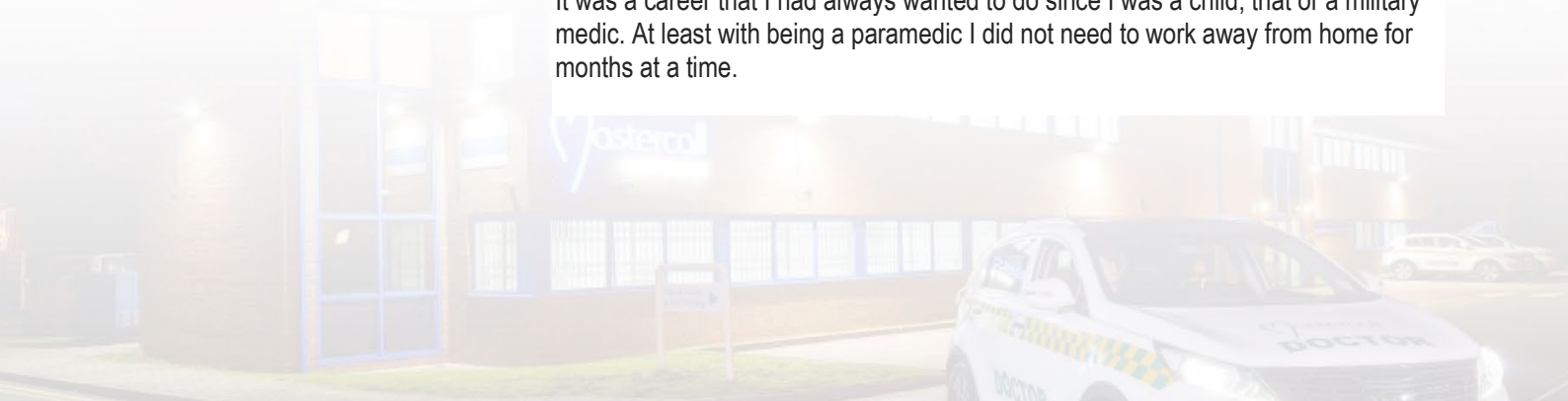
JOB TITLE: Head of clinical performance, Senior advanced clinical practitioner, paramedic prescriber, Mastercall Healthcare

HOW LONG HAVE YOU BEEN A PARAMEDIC?

I started with NWAS in April 2008 as a student paramedic. I began my career in Central Manchester, later moving to Cheshire and leaving NWAS altogether in November 2015. This was to progress by clinical career and begin training as an advanced clinical practitioner.

WHAT MADE YOU WANT TO BE A PARAMEDIC?

It was a career that I had always wanted to do since I was a child; that or a military medic. At least with being a paramedic I did not need to work away from home for months at a time.



TALK US THROUGH A TYPICAL DAY IN THE LIFE OF A PARAMEDIC

When I first started on the road, we used to change over while on station and calls would come through on a landline. We would use an 'A to Z' to find the location and all information was inputted into a metal box that was about as advanced as a school calculator. Thankfully, this has progressed to more complex systems, personal radios, and the luxury of a working sat-nav!

Most of the time there would be an incident already waiting at the start of duty. We would try to start earlier to ensure the day or night crew were not sent out minutes or seconds before the end of their 12-hour shift. This favour was mostly returned in kind on the end of our duty but sometimes we could be sent to an incident seconds before the end of our duty and finish 2-3 hours later. Most disappointing, rule no.1: never plan anything with a paramedic after their shift!

Priority of incidents were colour coded. Purple being the highest priority, typically a cardiac or respiratory arrest. These warranted a <8-minute response and you were likely the closest vehicle to the incident. This meant that we would start most of the shifts hitting the ground running. The clinical pathways and systems continued to advance, with the introduction of 111, clinical priorities and specific coding for incidents, symptoms or conditions. Much easier to plan ahead while on route to the incident.

The biggest part of the paramedic role that I miss the most is that each day could end up being one of the most unique and memorable days of your life. Paramedics are exposed to every extreme of human life and every possible incident. Some of which you could never train for or anticipate. Instead, you turn up to work, mentally preparing yourself for anything and everything, yet some days nothing out of the ordinary would happen. Then on the next day, a whole new experience in the real world. The Paramedic role is a unique and privileged role, yet one that should come with a delete button for those occasions where we'd rather have been transferring someone to Barrow hospital.

RESPONDING / ADVISING / TREATING

Depending on the shift, I would work as a 2-person crew, typically me and a technician, or I worked solo on the rapid response vehicles. The role progressed from transporting nearly everyone to hospital, with the occasional pathway led discharge; in the form of a carbon copy pad and tick boxes to ensure you could be audited at a later date. This system later developed and enabled paramedics to utilise the additional skills they have obtained, by completing a more thorough assessment and refer directly to a tertiary centre, primary care service or GP; including discharging the patient on scene. These systems have transformed the role of the paramedic to what it is today and built the foundation for autonomous roles in prehospital emergency practice. The role continues to develop and it has provided multiple opportunities to develop their role and advance in areas previously not obtainable.

HOW DOES YOUR EXPERIENCE AS A PARAMEDIC INFLUENCE YOUR CURRENT ROLE?

One of the key areas where paramedic practice continues to influence my clinical role is having the perspective of the Paramedic or technician when dealing with ATT/ATT+ referrals. By having a clear understanding of their scope of practice, the boundaries of their clinical role, and an appreciation of their role as an advocate for the patient. This insight allows me to make informed, pragmatic and safe decisions when facilitating admission avoidance for individual patients. Helping the crew provide the right care in the right place. The crew on scene are your eyes, ears and hands and they can bring a wealth of experience to ensure the best outcome for your patients on scene. We continue to feedback to NWAS and individual clinicians, to ensure that we communicate and share the positive work we carry out and continue to collaborate as one clinical team.



Mastercall's ATT & ATT+ service runs 24/7/365

Deflection / Emergency Department Rate: 90%
Complaints <0.03%
Patient Satisfaction >97%



For more details on this service, visit our website: <https://mastercall.org.uk/our-services/>

WHAT DOES THE FUTURE LOOK LIKE?

Paramedic practice was the foundation to work towards my current role as Head of clinical performance and a Senior advanced clinical practitioner. I began working for Mastercall in 2014 as a clinical practitioner. Then after qualifying as an ACP, I carried out numerous roles at Mastercall which have included the TECHT, HUB, TGH WIC, virtual ward, overnight ACP, Delta 4, Hospital at home, SHH UTC and clinical shift lead.

My role as head of clinical performance has various workstreams. My objective is to develop existing roles and services, by working with the wider team to also create new services, provide digital solutions, and improve the efficiency and effectiveness of clinicians and services to meet the needs of patients and promote best patient outcomes. I also collaborate and support the clinical operations team, the digital and IT team, and promote Mastercall's aims and objectives as an integrated healthcare provider across GM.

My goal is to support and promote positive and progressive changes across the services and involve 'everyone' to ensure that the changes continue to be in the best interest of the service users and our non-clinical and clinical team members.

