
CPD profile

1.1 Full name: Paramedic - Station Manager

1.2 Profession: Paramedic

1.3 Registration number: PA 1234

2. Summary of recent work/practice

I joined the ambulance service in 1990 as an ambulance care assistant, I progressed over the years through emergency ambulance technician (1992), paramedic (1996) team leader (2000) and then promotion to station manager in 2006.

As one of a team of station managers in a large NHS ambulance trust we provide 24 hour management cover for our locality. The key people I communicate with are the operational technicians and paramedics who I manage and I also interact with the local primary care trust, public, patients and other health professionals as required.

My current key responsibilities are to:

- Provide unscheduled and pre-hospital paramedic care as required by operational demands;
- Monitor and feedback regularly to the staff I am responsible for on relevant performance measures including mobilisation times, response times, clinical excellence, hospital turn-around times and patient satisfaction surveys and letters;
- Observe, monitor, review and evaluate the clinical performance of staff in the field and provide appropriate support for staff training and development;
- Administration responsibilities including pay sheets and annual leave, shift and resource allocation, sickness reviews and response to internal and external enquires;
- Ensure checking, re-stocking, cleanliness and availability of vehicles and equipment in the locality is carried out to a high standard;
- Co-ordinate and facilitate the clinical audit cycle within my team. Promoting a continuous programme of quality improvement by ensuring compliance with patient report form completion and pre hospital clinical guidelines;
- Ensure compliance with all of the employment policies and procedures;

- Demonstrate absolute professionalism, integrity and confidentiality for all patients, their families, Trust staff and those from other agencies;
- Create and maintain good two way communication in teams;
- Deal with internal complaints and grievances in a timely manner; and
- Undertake duties in relation to major incidents and other incidents.

My day to day working mainly involves managing the clinical and non clinical staff on the ambulance station, responding to emergency incidents both as a manager and when required as a first response paramedic. I am required to maintain my state of clinical readiness at all times. I am committed to continuing professional development and feel it is essential to participate in learning initiatives that will benefit patients and enable me to lead by example.

Total words: 375
(Maximum 500 words)

3. Personal statement

As a health service manager I carry out appraisals with staff and help with the structuring of their personal development plans (PDPs). I received some support training from my trust to facilitate this in 2000 when I was promoted to team leader.

As such I aim to use my own personal development plans (evidence seven) from the previous two years as a basis for demonstrating my own CPD and my commitment to life long learning in meeting the HCPC standards for a paramedic. The pattern that I have followed for the PDP is to reflect on my development needs, show what learning was undertaken, and how this has been effective in developing my practice. Each section is concluded with how I continue to meet the standards, and finally how I intend to continue with CPD in the future.

Review of personal and professional development from PDP.

What was your development need?

As a newly appointed station manager (2006) I now have responsibility for co-ordinating staff at incidents from road traffic collisions to large major incidents. When reviewing my learning needs I discovered I had very little formal training in this area and wanted to develop my skills in both managing small incidents and if required major incidents.

What development activity did you undertake?

I sourced and undertook a Major Incident Medical Management and Support course (MIMMS) (Evidence 1). The objective of the course was to train me in medical preparedness and response to incidents. It included:

- Organisation - health, emergency and support services.
- Preparation - personal and medical equipment and means of communication.

- Medical management - at the scene and Health Services management.
- Medical support - triage, treatment, transport and responsibility for the dead.
- Practical skills - radio use, airway and breathing, circulatory and trauma procedures.

How has this development contributed to achieving your objectives or targets?

My objective was to be able to manage the staff and the scene at medical incidents. The elements of this course have encouraged me to be confident in this area of care and the principles can be applied to all of the incidents that I may attend. I have started to utilise this knowledge on a consistent basis when I am deployed at incidents as a manager. This has already proved beneficial to clinical staff in my area by taking care of the matters outside of their scope and allowing them to apply their own skills without hindrance. Indirectly this enhances patient care by expediting extractions, inter-service liaison and smooth transference of casualties.

Prior to undertaking the MIMMS course my management of scenes with a number of ambulances in attendance was somewhat variable. I would allocate tasks on an ad hoc basis to the ambulance crews available. Following this CPD activity my response has now changed and I keep a clear written log of which tasks I have allocated to ambulance crews on scene. This has proved to help me manage the staff efficiently which is of benefit to the patients that they are treating. This prevents repetition and therefore improves efficiency of the care which is frequently time critical and often in challenging circumstances.

What was your development need?

As a health service manager I am required to liaise between all health and emergency services to encourage understanding of varying approaches to care and where possible to encourage mutual collaborations which are to the benefit of service users. There was a need within my area for the NHS walk-in centre to have some input from the ambulance service, and some reciprocal training for ourselves. This identified a personal development need; I felt that improving my presentation skills would assist in this element of my role.

What development activity did you undertake?

As I have limited experience of presenting I conducted a small seminar at the local walk-in-centre to practice my skills, I sought help and advice from within the ambulance education centre who were very supportive. Evidence 3 shows the presentation that I structured and the response from the participants at the seminar.

How has this development contributed to achieving your objectives or targets?

My objectives and subsequently my audio visual communications development were met as I delivered a session with feedback from my line manager who was in the audience. This development of my presentation skills will enhance inter-service communication in this instance and will enable me to present other topics in this manner in future. Forming interactive

professional relationships across traditional health boundaries will provide a widespread improvement in patient care, due to increased partnership between services and the identification of common areas for improved quality.

What was your development need?

My new role dictates that I will have reduced clinical contact with patients often overseeing the management of the scene rather than engaging in direct patient contact. However it is still a requirement of my job to attend patients when required. Occasionally staff may seek support from me in relation to clinical issues and the advice that I offer needs to be well informed. My development need was therefore to maintain up-to-date clinical knowledge so that I could continue to practise safely and effectively.

What development activity did you undertake?

I have subscribed to a trauma journal and studied a number of articles (evidence five) to maintain my knowledge. One such article is focused on the injuries caused by seatbelts.

How has this development contributed to achieving your objectives or targets?

All the articles are interesting and continue to build on my knowledge base of trauma – this assists me in meeting my objective of improving my clinical knowledge. The specific article on seatbelt injury highlighted the various injuries (abdominal, spinal, vascular, thoracic and pelvic) which can be caused by seatbelts. This has improved my practice as I now have an increased awareness of the likelihood of these injuries occurring in a road traffic collision whilst wearing a seatbelt. The additional understanding of this aspect is now available to me as a clinician and also enables me to offer advice and support at incidents with inter-service attendance. This development activity benefits both the service user and relates to improvements in my practice.

Personal Development Plan

What do I want need to develop or learn?

I am two months into a course which will assist me in developing my presentation skills further. It culminates in a teaching qualification and it will allow me to cascade information and training to students and staff within my locality. I believe it is vital as a modern health professional to actively mentor and support new staff. With increasing numbers of paramedic students arriving at station for clinical placements I aim to lead by example and to utilise effective communication with this qualification.

What will I do to achieve this?

The course consists of a basic teaching qualification through a Further Education College. I will endeavour to seek the support of the service Clinical Practice Manager to support me whilst on this course and to offer me the necessary guidance from a service perspective.

What resources or support will I need to help me?

To undertake this qualification I will require some time away from work to attend the course. I will also need to undertake some assessed teaching

sessions. I have arranged to have some mentoring from other managers such as clinical and education managers who are already trained as tutors and preceptors.

How will I know when I succeeded?

I will know I have succeeded on completion of the course and having gained some active feedback from my supportive mentors.

By when will I complete and review this?

The course will be completed in three months. I have arranged support from one of the college lecturers to discuss progress at three month intervals this will ensure continuity and progression of skills that I have taken on board.

Other extracts of evidence included with this profile show my commitment to a variety of learning activities (evidence 1, 2, 3, 4 and 5). Evidence 6 shows a summary of all activities listed in my portfolio for the past two years.

Total words: 1346
(Maximum 1500 words)

4. Summary of supporting evidence submitted

Evidence number	Brief description of evidence	Number of pages, or description of evidence	CPD standards
1	Major Incident Medical Management and Support (MIMMS) Course Certificate. Course objectives	1 certificate 1 booklet	3, 4
2	Critical incident analysis	5 pages	3, 4
3	Delivered Inter-professional session at local NHS walk-in centre	10 completed questionnaires from participants Power-point presentation	4
4	Completed Reflective Practice Account	5 pages	3, 4
5	Articles from Trauma Journal, and notes taken	10 pages	3
6	Summary of CPD activity for previous two years	6 pages	1, 2
7	Personal Development Plans	6 pages	2, 3, 4