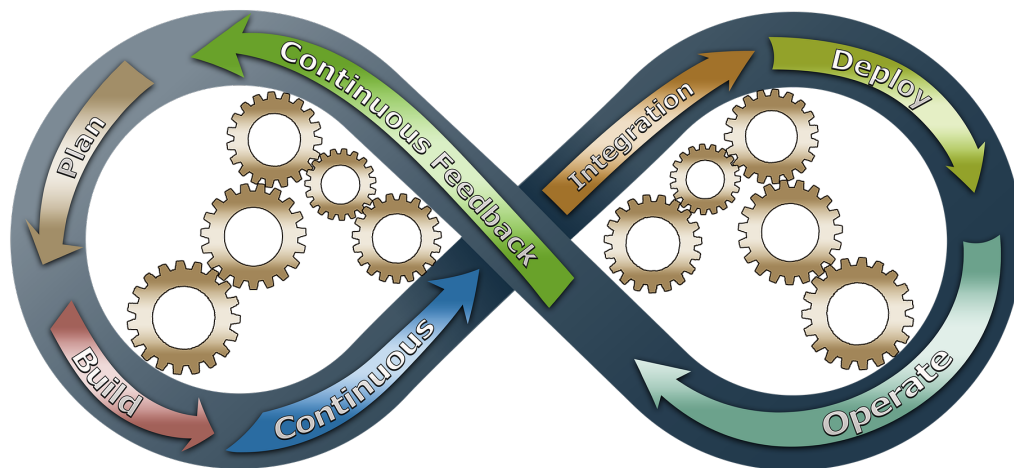


## Delivering the best Service to our end users at Road Traffic Collisions



Having worked in, and instructed on the subject of vehicle crash rescue for many years now, one thing that truly amazes me is the frequency that I see poor performance and ability during operational incidents.

An area that has had me baffled for a long time. I'm sure there is an answer out there somewhere. No matter how many times we train someone, give refresher training or submit updates, there always seems to be the incidents where shortcuts are made, with poor application of skills and technical ability.

Why do people decide they don't want to wear their PPE (personal protective equipment) correctly or at all in some cases, I'm sure we all know someone who has had life changing injuries that could have been avoided should they have used simple PPE such as eye protection or gloves.

At what costs do we place on our wellbeing and more so our service users, it is our job to be able to perform to a high standard as rescue professionals.



Stability is often added hock as speed or lack of caring seems to win over correct application, when, if applied by a well trained team is very quick to achieve.

Short cuts when creating space due to lack of knowledge around vehicle construction, safety systems and a poor knowledge of available options.

As a poorly performing team leader, which is bad enough, this can only be worsened by a poorly skilled crew.

Why is this so in this day and age? Politics, years battling for conditions and pay? Can't be bothered to work, coming into work for a rest etc. etc. I'm sure you have heard it all.

I get the fact people have responsibilities, as rescuers our responsibilities whilst at work are, and should be the wellbeing of each other and the ability to perform operationally to give our service users the best possible outcomes.

We carry out a 360 assessment for a reason, we assess and stabilise the casualty and scene to promote better outcomes for a reason, we manage the extrication plans to facilitate an effective, timely, casualty centred rescue for a reason. Do not let yourself become the one who didn't know

or failed to carry out a task effectively, be the one who out of all these areas performs to the highest standards of knowledge, ability, sympathy and technical ability.

So where does it all go wrong? Lack of interest, lack of funding, lack of equipment, changing society?

Im happy to say that there are some very effective teams in the rescue world who share a passion for delivering a very high standard.

Train to be effective, learn your trade and develop constantly, do not take short cuts, they will come back after you. Perform to deliver, perform to be effective, perform with knowledge and understanding, perform to save life and promote recovery.



Please send in your thoughts to: [rtc.rescue@gmail.com](mailto:rtc.rescue@gmail.com)