# Video transcript: AHPs behind the scenes - precision, technology, and patient care

**SPEAKER:** Callum, Paramedic

**>>CALLUM:** Hi, my name's Callum. I'm a Paramedic with the Scottish Ambulance Service, currently based at the Vale of Leven Ambulance Station.

**>>CALLUM:** When I left school, I went through the voluntary route, started getting a bit of experience - the equivalent of like St. Andrew's First Aid. I then done a few courses and became an Emergency Medical Technician. Then I realised I kind of wanted to do this as a career. So, the paramedic is a registered profession with what's called the HCPC.

**>>CALLUM:** One of the requirements now to become a paramedic on the HCPC is you need to have a degree in paramedic science. So, the way I came into this job, I went to Glasgow Caledon University for three years and I studied - studied hard. After that, I became a paramedic with the Scottish Ambulance Service.

**>>CALLUM:** 50% of my job is driving sometimes, so I would advise if you have your driver license, good, but you need to get, also, if you want to go into A and E vehicles like ambulances like this, you need to get what's called your C1 one license. I'd really work on that.

**>>CALLUM:** Or if you want to go into patient transport, you need to get your D license. That's like your minibus license. So, driving licenses, that is, that would be the first thing I would tackle before applying for the ambulance service.

**>>CALLUM:** This job is nothing like what it is like in the movies or in like TV programmes. 90% of the stuff we go to would be like more primary care, like trying to bring help to like, let's say an elderly person who's fallen, or they've been unwell for a couple of days. And we try to provide support that way. We do go to emergency calls, but just not to the same frequency that everyone thinks we do.

**>>CALLUM:** On an ambulance, there's [lots] of equipment. We have everything from an ECG machine to a defibrillator, to traumatic bandages to oxygen to drugs, to medications. There's a wide variety of equipment on board an ambulance these days.

**>>CALLUM:** You can be one job, you've been going to someone who's fallen and then the next job you could be picking someone up from Glasgow Airport who's critical unwell, not that I enjoy going to critical unwell patients, but I just enjoy the variety of it as such.

**>>CALLUM:** You need to have good communication skills for this job, good understanding of emotion, good empathy skills and good listening skills as well, cause sometimes you'll go to someone and they'll tell your whole life story, even though you've only asked them the question, are you diabetic? They'll tell you a whole story, but it's just up to you for listening up to key points that they're telling you and stuff like that.

**>>CALLUM:** So, communication is something that is a vital part of this job. Coming from a care background, I used to work in a care home. A lot of the skills I developed from there, like talking to elderly people and my communication skills and my empathy skills and stuff, a lot of, a lot of that was transferrable.

**>>CALLUM:** I think no matter what job you're coming from or what background you're coming from there is, you'll find that there's a lot of transferable skills to this job.

**>>CALLUM:** The job of being a paramedic isn't solely on an ambulance anymore. And even within the service, you can go into special operations. You can go into call centre to do consultations over the phone. You can go into critical care, primary care. Like I said, the job is continuously evolving.

**>>CALLUM:** I think I would advise getting a job, maybe working as a carer or maybe working in the event first aid side of things or volunteering with St. Andrew's just to get, just to build in your communication skills for this job. That's something that we personally advise.

**>>CALLUM:** I have the privilege of helping people in their time of need in, in my community and stuff like that. And that's something that I take a lot of pride in.