

**FREE**  
**METRO**  
Thursday April 11, 2013  
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**I mean business**

Sarah Young – no drink, no partying, just great DJing »p35-36

# NHS phone system 'is a chaotic mess'

by HAYDEN SMITH

AN NHS helpline was labelled 'a chaotic mess' last night amid claims paramedics were dispatched to calls including a chipped finger nail and a cat with diarrhoea.

The 111 phone service, intended for those who need non-urgent help, leads to 999 crews being scrambled because 'trigger' words filter through the system.

For example, an ambulance was dispatched to help a 16-year-old who asked for routine advice about her period because she used the word bleeding.

One paramedic in Brighton said: 'A lady phoned up for advice about her cat, which had diarrhoea, and somehow it got transferred through. One person even called up complaining of an ingrown toenail.'

'While we are at people's houses dealing with these ridiculous cases, we are hearing calls on the radio about people suffering with cardiac arrests.'

The 111 service is being introduced nationwide but, so far, has reached only 22 out of 45 areas. It is manned by operators who require no medical qualifications.

In Bristol, ambulances have reportedly been sent to patients suffering from hiccups and sore throats. However, in west Yorkshire, patients say they have waited up to 14 hours for a doctor to arrive.

The BMA's Dr Laurence Buckman said: 'We've heard stories like this from around the country. It's a chaotic mess... an excuse for delivering a service on the cheap.'

The South East Coast Ambulance Service said it did not 'recognise the scenarios' described in Brighton, insisting calls were being 'appropriately managed'.



## Another medal-winning performance

Olympic rowers Capt Heather Stanning and Helen Glover are all smiles after receiving their MBE medals from the Queen at Windsor Castle yesterday. They won the first of Team GB's 29 golds at last summer's London Games when they triumphed in the coxless pairs P19 PICTURE: PA

**Dragons, nudity and illegal downloads: We talk Game Of Thrones with Gendry »p22**

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# METRO home comforts

## SOUND OF THE SUBURBS PLATE

When the Sex Pistols were interviewed by Bill Grundy on the Today show in 1976, they turned punk into a household name. In those days, to pledge your allegiance to this new type of music you'd need to grow a mohawk and shout obscenities at strangers. Nowadays it's a bit more sedate – you commemorate the moment with this plate and have a bit of biscuit anarchy instead. Limited to just six, this unusual plate, showing the headline from the Daily Mirror, is rude value.

ESQ, [www.minimoderns.com](http://www.minimoderns.com)



# Make it look Hunky Dory



Furnishing our homes with antique and limited-edition pieces has become an obsession with many people, writes *Oliver Stallwood*

We live in a mass-produced society where anything we need is endlessly churned out, with prices pushed lower and lower. So why do we yearn for limited-edition, rare and unusual pieces for our home that take time to find?

Lucinda Waterhouse, founding director of home specialist OKA, says exclusivity captures our imagination. 'We all love

beautiful things but an added sense of excitement and pride comes with owning something exclusive with a limited availability,' she says. 'There is a great satisfaction knowing that certain objects in one's home are almost unique and highly coveted.'

Here's our guide to some of the best items on the market...

## TITAN STACKING BOWLS

Bowl rivalry with the neighbours can be such a drag, so it's important to stamp your authority early on at dinner parties. What you need are the best bowls in town. These delectable vessels come pretty darn close and there'll only ever be 18 in existence. For almost £9,000, you get an echo of the planet Saturn in five usable bowls, with the option to have your fingerprint engraved on the side. But you wouldn't want to overdo it.

£8,500, [www.wrightsonandplatt.com](http://www.wrightsonandplatt.com)



## LILY'S LIGHTBOX

Whether it's a semi in Harrow or a high-rise in Hampstead, these old-school lightboxes will give your home the right amount of individuality. They are the work of Felicia Strehmel, a Berlin-born artist and designer. They are handmade from antique chests of drawers and feature images that appear to float on the glass. Quirky and original, each box is limited to just 30.

£380, [www.themintliss.com](http://www.themintliss.com)



## ANTIQUE EGYPTIAN-STYLE DINING CHAIRS

These handmade chairs were found on one of interior designer Eliska Sapera's many travels in search of weird and wonderful pieces. They are originally from the 1960s but have been updated with chalk stripe fabric from celebrated designer Andrew Martin. The material features a dark grey background with thin ivory stripe detailing and, as it's made from 100 per cent wool, the fabric is deceptively soft to the touch.

£5,000 for six chairs, [www.eliskadesign.com](http://www.eliskadesign.com)



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This Moroccan Handira rug is also known as a wedding blanket because it is traditionally worn as a cape during the ceremony before being presented to the bride as a gift. They represent some of the finest handicrafts in Morocco and are highly prized. This is a unique piece and would serve well as a throw or wall hanging.  
£145, [www.lookerandbell.co.uk](http://www.lookerandbell.co.uk)



**LIMITED-EDITION HUNKY DORY ALBUM COVER PRINT**

Whether you are seven or 77, you can't escape David Bowie fever as Ziggy Stardust and all his other incarnations come back into the public consciousness. To mark the new David Bowie is exhibition at the V&A, the museum's shop is selling this cover for the 1971 Hunky Dory album, signed by Bowie and artist Terry Pastor, as a limited-edition print. The basis for the cover was a black-and-white photograph to which Pastor added colour by applying photo-dyes with an airbrush. The series is limited to 195.  
£2450, [www.vindashop.com](http://www.vindashop.com)

**TIPS & HINTS**

If you're looking to buy antiques or rare pieces, Sarah Percy-Davis, chief executive of The Association of Art and Antiques Dealers, has some tips...



- Buy what you like
- Buy what you need or what will be useful
- Buy what you can afford. Don't worry about getting a bargain. If you are buying something you love, that you will use and that you can afford, you will quickly forget the price
- Buy from a trusted dealer who is an expert in the type of object or work of art that interests you
- Don't be afraid to ask the dealer questions. They should be happy to justify the price to you and explain the item's worth. What's more, the dealers will also have a wealth of knowledge and be able to impart some of this knowledge to you
- When buying antiques for an investment purpose, condition, history, age, authenticity and purchase location can all affect the price you pay and what an item is worth. Remember, antiques and pictures, like all investments, can fluctuate in value

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