

Welsh Ambulance Service Info-Burst – April 2022

Welsh Ambulance Service in the News:

- [Modern new station for Cardiff ambulance crews](#)
- [Swans who crashed into ambulance on dual carriageway are reunited by RSPCA Cymru](#)
- [111 service now available across Wales](#)
- [Rhondda Cynon Taf ambulance worker is tackling Mount Kilimanjaro for The Ambulance Staff Charity](#)
- [Welsh Ambulance Service commends military's contribution to Covid-19 effort](#)
- [Modern new station for Cardigan Bay ambulance crews](#)
- [Musician still keeping the beat after cardiac arrest thanks to medical Co-Responders](#)

ReciteMe Accessibility Toolbar

 ReciteMe, available on the [NHS 111 Wales](#) website allows visitors to customise the website in a way that works best for them. The accessibility software offers a number of functions including screen reader, reading support tools, changing font size, background colour and translates text into over 100 languages including 35 text to speech voices. To launch the software just visit 111.wales.nhs.uk and click on 'ReciteMe'.

We want your feedback...

Have you used any of our services recently? We want your honest feedback to help us learn and improve. We have a range of Patient Experience Surveys you can use to tell us about using any of the services we deliver, to complete a survey, and please select the appropriate link below:

- [Tell us about your experience of calling 999 for an emergency ambulance](#)
- [Tell us about your experience of using Non-Emergency Patient Transport](#)
- [Tell us about your experience of calling NHS 111 Wales](#)
- [Tell us about your experience of using the NHS 111 Wales website](#)

You can also leave a compliment, make a general comment or give us your feedback online using our ['Have Your Say'](#) form.

Virtual Video Booth (your patient story)

You can share your patient story with using our new 'Virtual Video Booth'. If you're a patient, relative or carer, listening to your experiences of using the Welsh Ambulance Service helps us to understand what we are doing well and what we could be doing better. We use these stories to understand what it feels like to be a user of our services; hearing an account told in someone's own voice carries much more



emotional power than just reading a report and reminds us of the human being at the heart our processes and procedures.

If you've got a story to share, visit the [Virtual Video Booth service on our website](#).

People & Community Network

The Welsh Ambulance Service People & Community Network will enable you to be more involved with the Welsh Ambulance Service and have your say about how our services are delivered. If you would like to join the People & Community Network, please complete this [online form](#)

Please Use Our Service Wisely

We are very busy here at [#TeamWAST](#). Please use our service wisely and keep 999 for those who really need an ambulance. The Welsh Ambulance Service is receiving a very high volume of calls right now, not everyone who calls 999 needs an ambulance, there may be other services which could help. Here are some links which explain more:

- [What service do I need?](#)
- [Find out about Services near you](#)

Welsh Government Consultations:

- [Liberty protection safeguards](#)
- [Have your say: the constitutional future of Wales](#)

Other Health related News:

The Mental Health Specialised Services Strategy 2022-2028 consultation document.

This consultation represents the first step in realising an ambitious whole person approach to commissioning specialised Mental Health services on behalf of the seven Health boards for Wales. At present the document is being prepared for formal consultation from 10th May – 6th June 2022, and they would like to take this opportunity to provide pre-notification of the documentation to key stakeholders. Welsh versions of the documents will be available when the consultation opens.

Should you wish a more in-depth discussion, this can be arranged through contacting Emma.King2@wales.nhs.uk

Other News:

The Alzheimer's society - Companion Calls

The Alzheimer's Society's Companion Call service offers telephone contact to people affected by dementia and their carers who are at higher risk of experiencing loneliness. This service provides friendly conversation on a regular basis to people that otherwise might not have much social contact. This has proven to be a very fulfilling experience for both the Companions and volunteers.

All volunteers are offered training and are allocated a role manager who will be there to provide support and guidance throughout their volunteering journey. The Alzheimer's Society are pleased to be currently taking on Volunteers, so if this is something that interests you they would love to hear from you! Please see the link for their application form: [Application](#). Or please contact: CompanionCalls@alzheimers.org.uk and a friendly member of the team will be in touch.

Age Cymru HOPE Advocacy Project Conference:

Due to tickets being free and therefore an expected high demand we are initially limiting the numbers of free tickets to 2 per organisation. You can however request additional names to be added to the reserve list, find out more [HERE](#)

Stroke Association Spring Newsletter:



Community Steps
Newsletter Cymraeg



Community Steps
Newsletter.pdf

Coronavirus

- [Public Health Wales latest statement about Covid 19.](#)
- [Post Covid 19 Syndrome/Long Covid.](#)

Health and Wellbeing

- Are you staying physically well, looking after your mental health, keeping connected and helping others? [How are you doing?](#)
- The Welsh Ambulance Service [Mental Health Support leaflet](#) is a useful tool which can signpost you to a number of excellent helplines.
- Anyone experiencing domestic violence can contact [Live Fear Free](#), free of charge by phone, online chat, text or email – 0808 80 10 800.
- [Platform Parents and Carers Online Wellbeing Program](#) - the Online Wellbeing Program will provide you with the tools and information to help support you and your child's mental health and wellbeing

Looking ahead:

2nd-8th May is [Deaf Awareness Week](#) [111 Wales resources in BSL](#)

9th-15th May is [Mental Health Awareness Week](#)

15th-21st May is [Dementia Awareness Week](#)

16th May-16th June [National Smile Month](#)

Tuesday 17th May [International Day against Homophobia, Bi-phobia and Transphobia](#)

Contact us:

Patient Experience & Community Involvement Team

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