



Welsh Ambulance Service Info-Burst, Summer 2022

Welsh Ambulance Service in the News this Summer:

- [Computer system outage affecting 111 and out-of-hours GP](#)
- [WAST attends the Royal Welsh Show](#)
- [New Cardigan Bay ambulance station officially opened](#)
- [Welsh Ambulance Service goes greener with new plug-in hybrid response car](#)
- [Welsh Ambulance Service celebrates long-serving colleagues in west Wales](#)
- [Trust celebrates long-serving staff and volunteers in mid Wales](#)
- [Death of Pwllheli paramedic Robin Parry Jones](#)
- [New telephone triage support system is live for 999 calls](#)
- [999 British Sign Language service launched for deaf people](#)
- [Cardiff Ambulance Station awards poster competition winners](#)
- [Appeal for information after ambulance vandalised](#)
- [Welsh Ambulance Service celebrates long-serving colleagues](#)
- [Ambulance stalwart recognised in Queen's Jubilee Birthday Honours List](#)
- [Welsh Ambulance Service celebrates Volunteers' Week](#)

Welsh Ambulance Services Integrated Medium Term Plan

This year's Integrated Medium Term Plan (IMTP) was approved by the Welsh Government on 13th July. Our plan is shaped by the Emergency Ambulance Services Committee (EASC) Commissioning Intentions, the requirements of the 111 Programme Board, and policies and strategies developed at Welsh Government level; notably the Six Goals for Urgent and Emergency Care but also by our belief that we can play a greater part in delivering the right care and advice, in the right place, every time. Despite the challenges, our plan is ambitious but deliverable.

We will be working closely with partners and continue to listen to our colleagues and service users to refine, and potentially redefine, our organisational purpose as we continue to develop our ambitions. The plan can be found on the WAST website [here](#). For the poster, which summarises the plan click on the following links:

Welsh

<https://ambiwans.gig.cymru/ffeiliau/cyhoeddiadau/imtpsummaryposterpublicversionfinalcymraegpdf/>

English

<https://ambulance.nhs.wales/files/publications/strategies/imtpsummaryposterpublicversionfinalenglishpdf/>



Patient Experience Highlight Report

Our Patient Experience and Community Involvement for April to June 2022 is now available, find out what we have been doing, by clicking on the PDF below:



Highlight Report
April - June 22.pdf

Welsh Ambulance Services Primary School Campaign 'Shoctober'

Once again, the Welsh Ambulance Services NHS Trust will be visiting primary schools across Wales during October to promote 'Shoctober'. A campaign which aims to teach junior school children lifesaving skills. Pupils will learn about CPR, recovery position, defibrillators and how to deal with someone choking.

The bilingual 'Blue Light Hub' gaming app

This is- aimed at 7-12 year olds boasts four games which teach Key Stage 2 learners about what happens when they call 999, the appropriate use of 999, how ambulance resources are dispatched and the different uniforms they might encounter on their NHS journey. The Blue Light Hub App is free to download on [Google](#) and [Apple](#) app stores



ReciteMe Accessibility Toolbar

Recite^{me} 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.

External Research into the use of 999 - invitation to take part in a telephone or online interview:



STRETCHED
Interview Engagemen

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:

- **Draft action plan to end the abuse and neglect of older people in Wales**
- **Developing a national framework for social prescribing**
- **Additional public bodies subject to the well-being duty (Part 2) of the Well-being of Future Generations (Wales) Act 2015**
- **Healthy food environment**
- **Proposal to end the sale of energy drinks to children under 16**
- **Have your say: the constitutional future of Wales**
- **Draft substance misuse treatment framework and Standards for mental health services for prisons**
- [Other Health related News:](#)
- [Public Health Wales urges people to take care in the very hot weather](#)
- [Community testing and treatment key to global hep c elimination efforts](#)
- [Public Health Wales statement on UK monkeypox cases](#)
- [Public Health Wales statement on confirmed case of monkeypox](#)
- [Addressing working conditions will improve health and wellbeing for all](#)
- [Cryptosporidium and open farms](#)
- [Update: Public Health Wales investigating acute hepatitis cases in children](#)

Other News:

Carers

Advance Care Planning for People with Dementia:

For more information click in this link: [My Life My Wishes](#)

Learning Disability Week was 20th - 26th June 2022, this year's theme was: Living Life with a Learning Disability

Find out more by following this link: <https://www.mencap.org.uk/LDWeek>



Carers Week 2022 was 6th-12th June. This year's theme was: 'Making caring visible, valued and supported'.



Find out about your local area by [contacting Carers Wales](#).

Carers UK is delighted to launch the **State of Caring 2022 survey**, encouraging carers in your workplace to take part. This is the UK's most comprehensive research into the lives and experience of carers and all the insights gathered help to build a picture of what caring is like currently and carers' priorities for the future. **The deadline is the 9th September** and Carers UK will be releasing a research report in November. [You can access the survey here](#)

Carers Support Fund Information-Carers Trust Wales

Welsh Government announced during this year's Carers Week an additional £4.5 million worth of funding to deliver the Carers Support Fund during 2022-25. The fund will be delivered by Carers Trust Wales Network Partners and so they are trying to engage with carers and other stakeholders to establish priorities before planning and submit their proposals in September. To help them shape our proposals they would be very grateful if you would take 2-3 minutes to complete this as they would really appreciate your views: <https://www.surveymonkey.co.uk/r/carers-and-their-finances>

Carers Trust also have a separate survey for carers which can be found <https://www.surveymonkey.co.uk/r/caring-and-your-finances>. The Welsh version of the carers' survey is available at <https://www.surveymonkey.co.uk/r/gofalu-ach-arian>.

Help for Households - Cost of living support

The Government have launched a 'Help for Households' campaign to draw together support packages that help ease the cost of living impact. There are 41 schemes available to support citizens, all of which can be found on the new [Help for Households website](#)

Coronavirus:

- [Changes to Public Health Wales Covid-19 surveillance](#)
- [Post Covid 19 Syndrome/Long Covid](#).

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Community Health Councils: Post Covid Pandemic Survey

The UK Covid-19 Inquiry has been set up to examine the UK's preparedness and response to the Covid-19 pandemic and to learn lessons for the future. The



experiences of people in Wales will be properly and thoroughly reflected in the inquiry. The decisions made by the Welsh Government and other Welsh public services will also be scrutinised by the inquiry team. The Welsh Government has asked Community Health Councils (CHC's) in Wales to speak to people about their experiences during the pandemic and gather feedback from the Welsh public. This information will be fed into the inquiry.

Share your experiences with the Community Health Council:

- Online at: <https://haveyoursaychc.wales.uk/engagementhq.com/uk-inquiry>
- By scanning the QR code with your smart phone or mobile device
- By phoning or emailing to request a hard copy of the survey (stamped-addressed envelope included for ease of return)

Email: swanseabay@waleschc.org.uk

Tel: 01639 683490

Meeting individual needs – A member of the CHC Team can also complete the survey for you while you talk to them about your experience over the telephone

Alternative formats

- Easy read: [Easy Read Text Survey Covid Response.docx \(live.com\)](#)
- Alternative languages: [Covid-19 Inquiry - Board of Community Health Councils in Wales \(nhs.wales\)](#)

Please send your views and comments by **Friday, 30 September 2022.**

The Association of Directors of Social Services (ADSS) Cymru Post Pandemic Survey: (ADSS) Cymru is the voice of the professional and strategic leadership of social care services in Wales. If you have accessed social care services in Wales over the course of the Pandemic, ADSS Cymru invites you to share your experiences in our short online survey. This survey is part of a review that is currently being undertaken into how social care services have been working during the Covid-19 pandemic in Wales.

[Share your experiences of social care services throughout the Covid-19 Pandemic \(adss.cymru\)](#)

[Rhannwch eich profiadau o wasanaethau gofal cymdeithasol drwy gydol Pandemig Covid-19 at ADSS Cymru](#)

contact@adss.cymru



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:

- [World Suicide Prevention Day – 10th September](#)
- [Youth Mental Health Day – 19th September](#)
- [Sexual Health Week 13th-18th September](#)
- [Bi Visibility Day 23rd September](#)
- [National Eye Care Week 19th-25th September](#)
- [National Domestic Violence Awareness Month](#)
- [Black History Month](#)
- [International Day of the Older Person's – 1st October](#)
- [World Mental Health Day – 10th October](#)
- [Anti-Slavery week 17th – 23rd October](#)
- [Anti-Slavery Day – 18th October](#)
- [National Hate Crime Awareness Week 8th – 15th October](#)
- [Restart a Heart Day 16th October](#)
- [Shoctober](#)
- [Stoptober](#)
- [White Ribbon campaign 25th November](#)

Contact us:

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