

March 2017 Info Burst

Welsh Ambulance Services News

Welsh Ambulance Services Trust Board Meeting

For those who joined us for our Trust Board Meeting held at the Butetown Community Centre, on 23rd March, there was a specific focus in the afternoon session listening to our staff about their experiences on the front line and to those of our patients and partners. This also highlighted the importance of community involvement. The event was followed on Twitter [HERE](#)

Clinical Response Model update

The Welsh Ambulance Services new Clinical Response Model is to be implemented on a permanent basis. Welsh Government Health Secretary Vaughan Gething's [written statement](#) on 27th February recommending the continuation and development of the model, which was first introduced in October 2015.

Award for quick-thinking school staff who helped save life of pupil who suffered cardiac arrest. Find out more [HERE](#)

Praise as Rodney Parade staff help man who collapsed at Newport County v Blackpool game. Find out more [HERE](#)

Father-of-two thanks ambulance staff who saved his life after suffering complete heart block. Find out more [HERE](#)

Compliments

We received a total of 67 compliments during February. Here are some quotes from what people told us:

“On 24 February I became very ill at home and my husband having spoken to the local surgery phoned an ambulance. I was in a very confused state and my husband was panicking until the ambulance crew arrived. I feel we were very lucky to have (the crew) turn up, as soon as they came in to the house everything changed as they took charge and looked after us both.”

“I would like to thank the paramedic for her thoroughness and all the tests given me after I fell and cracked my ribs on 8 March. The ambulance arrived about 20 minutes after phoning and both she and her colleague made sure everything was all right before leaving. She gave me a more thorough test than I would have had if I had gone straight to A&E. The ambulance service seems to have had so many bad reports lately that I had to say how wonderful I thought they were. Well done and keep up the good work.”

Hailed a Great Success: Celebratory and Learning Event Caerphilly 28th Feb

Over 200 people attended the Welsh Ambulance Services event in Blackwood which was held in partnership with Caerphilly Social Services and members of the Learning Disability Community. Learning Disability Community Champions facilitated The Big

and Little Accident Game at this event to large audiences. This is something they do regularly in their community as Volunteers for the Welsh Ambulance Service. You can now also see highlights of The Sirens Drama Group's spectacular performances [HERE](#) as they showed us what happens when you ring 999.

Claire Bevan, Executive Director of Quality, Safety & Patient Experience said about the event: "Words cannot express my sincere gratitude for the amazing experiences of yesterday's event. It went beyond all experiences of community involvement!! What a superb day of listening and learning together."

What is a Learning Disability Community Champion?

We have introduced the role of Learning Disability (LD) Community Champion to help people with learning disabilities to be the best they can and offer them the opportunity to facilitate group sessions and deliver key messages in a way that their community will understand. A number of suitable resources have already been developed including easy read pictorial resources, games and quizzes which can be found in our 'Learning Disability Zone' on our [website](#).

Individuals with learning disabilities who would be willing to go into their communities and talk about the Trust, are being offered the chance to become a Champion. To support the role we provide information packs, training/guidance sessions before they begin, ongoing support and a reward scheme.

If this is something you would like to become involved in, or you want to have a chat about, please contact Mandy Jenkins, Tel 01792 776252 Ext 45400 or email mandy.jenkins@wales.nhs.uk

Mental Health Survey, get involved and have your say for Welsh Ambulance Services Trust Mental Health Improvement Plan.

We have visited many Community Groups supporting individuals with mental health and wellbeing concerns as well as their carers, so a survey has been developed to gather more information about what is important to these groups to enable us to improve on what we do. The survey is available [HERE](#).

We would now also like the opportunity to spend time talking to people affected by mental health and wellbeing as we would appreciate your help to enable us to further develop our services as part of our Mental Health Improvement Plan. If you or your organisation are happy to take part in any of these focus groups, please contact Isobel Jones Patient Experience and Community Involvement Coordinator on 01792 776252 Ext. 45444 or email: isobel.jones@wales.nhs.uk.

If you haven't downloaded our new Pre Hospital Communication App, don't forget! , here is how to do it...

The App is a tool to help communicate with those who have additional communication needs including:

- ✓ People who are Deaf or hard of hearing
- ✓ People for whom English is not their first language
- ✓ People with learning disabilities
- ✓ People whose illness or injury affects their communication

A person may use a mixture of speech, gesture and pictures to communicate. The App uses images and a small amount of text to help you find out important information about someone or what has happened if they have had an accident.

It's available on iOS, Android and Blackberry.

- **iOS** - search for 'PreHospApp'
- **Blackberry** - search for 'pre hospital app'
- **Android** - search for 'Pre-Hospital Communication App'

Becoming a Community First Responder for the Welsh Ambulance Services Isobel's Journey

Since March, Isobel Jones from the Trusts Patient Experience and Community Involvement Team has been taking us along her journey, and has been using Twitter to share her story. Her journey shows everything that is involved, with no stone unturned. It includes rigorous background and health checks, as well as an action packed learning agenda in the classroom. Theoretical and experiential learning is involved, through role playing various health crises. Isobel summarises all areas of learning, as well as her experience of the practical and written assessment process. It has given an insight as to all the preparation that our Community First Responder Volunteers go through and shows their commitment to making a difference within their community. Training was delivered by CFR Trainer Jason Sadler whose enthusiasm for the work of Community First Responders in South Wales is contagious. There are still some geographical areas where communities in Wales would greatly benefit from a local CFR living nearby. [HERE](#) is where you can find out more. Catch up with Isobel's journey so far and follow as her journey continues into her first ride out...[HERE](#)

Network News

We are currently working on our summer edition of Network News. If you have any suggestions for our summer edition, or if you would like to be included on our distribution lists for this, please get in touch and let us know. Our Winter Network News is [HERE](#).

Social Media

Keep up to date with everything the Welsh Ambulance Service is up to! You can follow the Welsh Ambulance Service's Patient Experience and Community Involvement Team on Twitter. We now have over 3,000 followers! Help us to reach 4000 by clicking [HERE](#) to view our profile page and follow us @WelshAmbPIH
Thank you!

Other news

- Know the signs of Sepsis it could save a life [HERE](#)
- Bangor University study in to family caring for dying relatives [HERE](#)
- Baby dental extractions on the increase [HERE](#)
- Look out! New Symptom Checkers on our NHS Direct Wales website: [HERE](#)
- Public Health Wales has published its Wellbeing Statement and Objectives [HERE](#)
- Have your say in the development and implementation of a National Dementia Strategy for a Dementia Friendly Wales 2017- 2022, comments needed before 3rd April 2017 [HERE](#)
- An Introduction to the Evaluation of Healthy Lifestyles Initiatives: [HERE](#)
- 1000 Lives improvement Brochure 2017 [HERE](#)

Looking ahead

Mental Health Awareness week 8th - 12th May [HERE](#)

Deaf Awareness Week 15th - 21st May [HERE](#)

Dementia Awareness Week 15th - 20th May [HERE](#)