



Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
NHS Trust

OUR PLAN 2022-2025

YOU TOLD US...



Ambition

“Right care and advice in the right place every time”



Enablers

Our people, innovation & technology, infrastructure, collaboration and engagement.



Fundamentals

Quality-driven, clinically-led, value-focussed.



999 callers were waiting a long time for an ambulance.



Long waits outside hospitals can be distressing for all involved.



You were impressed with the dedication and commitment of our staff and volunteers working through the pandemic.



You were generally satisfied with NHS 111 Wales service but some of you had to wait a long time for your call to be answered.



You found the NHS 111 Wales website and symptom checkers useful.



There are some barriers to accessing our information and emergency services for the deaf community.



Staff involve carers in the care and treatment of the people they care for.



You appreciate our efforts to make information available in Welsh.

OUR PLANS



Our Patients

- Recruit **100 more staff out on the road** to improve our response times.
- Recruit more call handlers and clinicians to reduce the time people must wait **when they call 111** and develop a dedicated **mental health line**.
- Develop our **111 website**, so more and more people can easily find the information they need.
- **Implement “Sign Video”** in emergency and non-emergency services and in our complaints team to improve the experience for deaf people.
- Engage with people through our **People Networks**.



Value

- Undertake an **annual carers survey** to ensure we give the best service we can to both patients and carers.
- Understand more about the **outcomes and experiences** you have of our services.
- Spend public money wisely and **deliver quality services within the money available to us**.
- **Reduce or offset carbon emissions** across all that we do.
- Keep checking our services to ensure they are adding **value to patients, public and our people**.



Our People

- Continue to put plans in place for our **staff and volunteers** to look after their **wellbeing**.
- The Trust is an **“Employers for Carers”** organisation and we help those staff that are carers themselves.
- **Improve our staff education** so they are better able to care for you.
- Work to continually improve and update **vehicles, buildings, technology and equipment** to ensure you get a high quality service.
- Improve equality, diversity and inclusion and **equality of access to our services**.



Partnerships and the System

- Do more to ensure that you can **receive care safely at or close to home** so that hospital is not the only option for you.
- Continue to **develop volunteering** across Wales, being part of the communities we serve.
- Improve our service to **older people** and put more services in place to help **people who have fallen to stay safely at home**.
- Work with you to help us to **shape the way we provide services** to you in the future.
- Work with health boards to try to **reduce delays** outside hospitals.