



## Swyddfa'r Prif Weithredwr a'r Cadeirydd

### Chair and Chief Executive's Office

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Our Ref: JK/24

11 March 2022

Dear Colleague

#### Review of Welsh Ambulance Service Rosters

As you may be aware, the Welsh Ambulance Service has been undertaking a review of its emergency medical service rosters for some time.

The work comes in response to the Service's 2019 Demand and Capacity Review. The review was led by world leaders in ambulance forecasting and modelling, Operational Research in Health (ORH), and was undertaken collaboratively on behalf of the Emergency Ambulance Services Committee (EASC).

ORH identified that a review of our rosters would help to better align staffing with times and areas of peak demand, improving patient safety and optimising the use of our resources. The attached briefing note outlines the background to the roster review and the work that has subsequently been undertaken.

As the roster review begins to come to fruition, we are mindful that this complex area of work may be featuring in your postbags or giving rise to some local anxieties. You may also have seen media coverage on the issue.

On that basis, I would be happy to offer a briefing to you and colleagues should that be necessary and appropriate, so that you are fully conversant with the facts and what is likely to happen across Wales as the outcome of the roster review is implemented.

If this is something you think would be helpful, please do not hesitate to contact Estelle Hitchon, Director of Partnerships and Engagement via email at [estelle.hitchon2@wales.nhs.uk](mailto:estelle.hitchon2@wales.nhs.uk) in order that a mutually convenient time can be agreed.

Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg, ac na fydd gohebu yn Gymraeg yn arwain at oedi

The Trust welcomes correspondence in Welsh or English, and that corresponding in Welsh will not lead to a delay

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

Pencadlys Rhanbarthol  
Ambiwylans a Chanolfan  
Cyfathrebu Clinigol

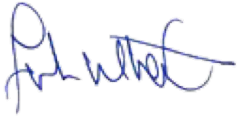
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In the interim, I attach a stakeholder brief which details the background to, and findings of, the roster review, so that colleagues are sighted on the process and likely changes. I hope you find it helpful in your conversations with colleagues, constituents and those with an interest in the Welsh Ambulance Service.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jason Killens', written in a cursive style.

Jason Killens  
**Chief Executive**  
**Welsh Ambulance Service**

cc Martin Woodford, Chair  
Lee Brooks, Director of Operations  
Hugh Bennett, Assistant Director of Performance and Commissioning