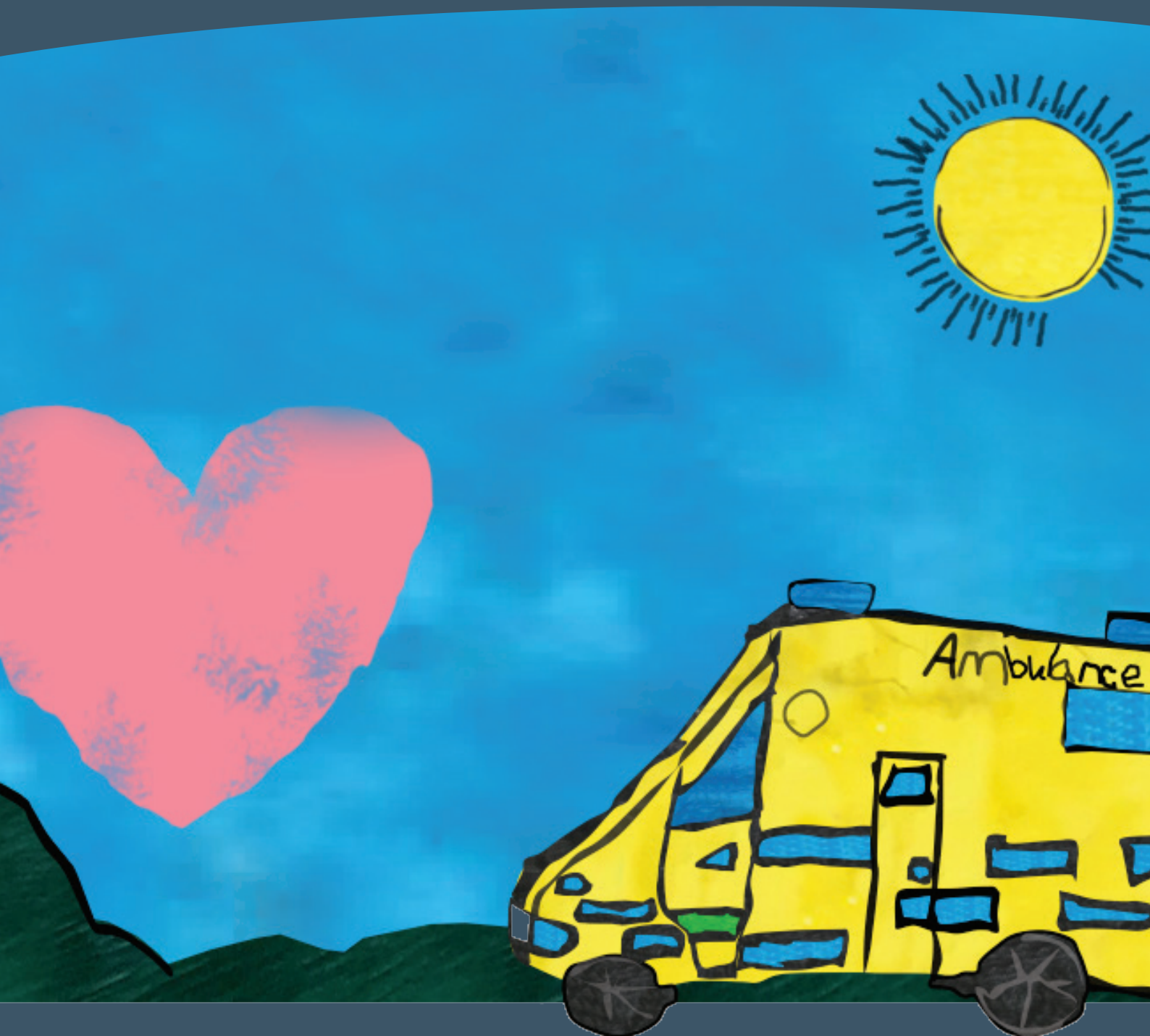




GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru

Welsh Ambulance Services
NHS Trust



ANNUAL QUALITY STATEMENT 2019 -2020



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Please note that this document contains references to NHS Direct Wales throughout. Since March 2020 NHS Direct Wales has been renamed as NHS 111 Wales.

FOREWORD

On behalf of the Welsh Ambulance Services NHS Trust (WAST), we are pleased to present our Annual Quality Statement 2019/20 (AQS). The AQS does not cover all the hard work that we, our dedicated staff and volunteers have undertaken during 2019-2020 but it does provide examples of what we have done over the past year. It provides an accurate and representative picture of the quality of services we provide and the improvements we are advancing for the people of Wales. We want to acknowledge the hard work, commitment and passion of our staff and volunteers who make great efforts to deliver safe, effective and dignified care that puts quality at the heart of everything we do.

It has been a challenging year across the health system in Wales, and regrettably from an ambulance perspective it has meant that we have not always been able to provide the levels of quality and timely response that we would have wanted and which the public should expect.

There have been a range of factors that have impacted on our ability to deliver against our quality and performance standards, including the levels of demand on our services, capacity pressures that impacted on how we responded to calls, wider health system pressures and internal constraints linked to our estate and capital developments.

We have been concerned by the deterioration in our response times and the impact that this has had on patient safety. We have put a lot of energy into working on improving patient care by increasing our frontline capacity, as identified in our Demand & Capacity Review, improve the health & wellbeing of our staff, work collaboratively across the system to provide more care closer to people's home and safely reduce the number of patients we take to hospital.

We have laid the foundations to deliver our exciting vision for the future as set out in our Trust Board endorsed Long Term Strategic Framework 'Delivering Excellence: Our Vision for 2030'. This will allow us to continue our transformational journey with our Non-Emergency Patient Transport Service (NEPTS), how we make best use of clinical expertise in our contact centres and roll out of the 111 Programme, while also moving forward at pace embracing the opportunities with the advancement in digital technology and the long term sustainability agenda. We recognise however, that we cannot deliver on our long term vision without being able to deliver consistently high quality services that meet the needs and expectations of our service users,

while maintaining financial balance. Our plan therefore is to address both our immediate challenges while also embracing opportunities for the future.

Our plan is structured and aligned to seven key strategic themes that make up our long term strategic framework. This plan explains in detail the key programmes of work (known as our "IMTP Deliverables") that we will be progressing and sets out the high level milestones we aim to deliver over the next three years. We recognise that we cannot deliver this plan, or our long term vision for 2030, in isolation, therefore involvement and engagement with our patients, staff and wider stakeholders is crucial in helping us understand and reflect the experiences, aspirations and needs of those who use, commission or work with our services. Our focus for the next 12 months will be to strengthen our patient and community involvement to inform and shape our plans for the future and our engagement with wider partners and key stakeholders.

We would like to thank you for taking the time to read our AQS. We are committed to keeping quality at the heart of everything we do and hope that you can see that we are truly committed in providing the highest quality services that are valued and meet the expectations of patients, public and stakeholders today and for future generations.



Jason Killens
Chief Executive Officer



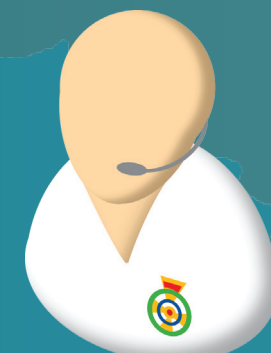
Martin Woodford
Chair

YOUR WELSH AMBULANCE SERVICE AT A GLANCE

All figures relate to a full financial year 1st April 2019 – 31st March 2020



515,751
Total number of 999
calls answered



221,314
Calls to NHS
Direct Wales



670,353
Number of non-emergency
patient transport journeys made



40,851
**Number of calls receiving
'Hear and Treat' response



6,025,100
Number of visits to NHS
Direct Wales website



503,473
Calls to 111 service*



183,385
Number of 999 patients taken to hospital

*111 service only covers Bridgend, Swansea Bay; Hywel Dda; Powys and Aneurin Bevan University Health Boards
**Hear & Treat provides telephone advice to callers not having a serious or life threatening condition

COMMISSIONING ARRANGEMENTS

As a National Emergency Ambulance Service, we are commissioned by the Chief Ambulance Services Commissioner on behalf of the Emergency Ambulance Services Committee (EASC), supported by the National Collaborative Commissioning Unit (NCCU).

The Emergency Ambulance Services Committee commissions the following services:

- Emergency Medical Services (EMS)
- Non-Emergency Patient Transport Services (NEPTS)
- Emergency Medical Retrieval and Transfer Service (EMRTS)

Our services are commissioned through Quality and Delivery Frameworks, which are based around five step models of service delivery:

EMS



NEPTS



These frameworks are used to develop a set of high level expectations which have specific requirements for us that include:

- WAST Performance improvements;
- Joint performance improvements that we are expected to deliver in collaboration with our Health Board partners.

LOOKING BACK ON 2019/20

PUTTING QUALITY AT THE HEART OF EVERYTHING WE DO

Safe to say that this year has proven to be one of our most challenging ever. At the start of the year we were focused on the continued planning, shaping and delivering of our services. We had been liaising closely with our NHS colleagues; the Future Generations; Older People and Children's Commissioners to ensure that we contributed to their goals and focus on what is right for patients, the wider public now and in the future.

Then at the start of 2020 three successive storms hit the UK, storms Ciara, Dennis and Jorge which brought significant flooding across parts of Wales. Our staff worked tirelessly to assist the multiagency rescue efforts alongside colleagues from Fire and rescue service, Police and other voluntary rescue agencies. Our colleagues from both Hazard Area Response Team (HART) and Special Operations Response Team (SORT) were working as part of the specialist water rescue teams to ensure people were recovered from their flooded homes, stranded vehicles and received appropriate clinical care.

Then in March the full scale of the Covid-19 pandemic was realised and a lock down announced across the UK. This meant, as explained on page 9 'Our Response to Covid-19' that we had to make quick changes to the way our organisation was structured so that we responded effectively to the needs of the population.

Prior to these successive emergencies we had launched 'Delivering Excellence' our long term vision, setting out the future of the Welsh Ambulance Services by 2030. Our vision, simply to be a 'leading ambulance service' for not only in the United Kingdom but on an international stage. In a fast-paced ever changing environment we know we cannot remain static and be viewed as a traditional ambulance service, we have a far more central role in improving the quality of people's lives across Wales on a daily basis.

We recognised to our contribution towards the Welsh Government's 'A Healthier Wales' Plan which focussed on health and wellbeing, and on preventing illness. In line with 'A Healthier Wales' our commissioners have been, and will continue, to look to us to deliver:

- Improved patient experience of WAST services
- Enhanced engagement and experience of WAST workforce
- Improved clinical outcomes of WAST services
- Higher value emergency health and social care services with EASC funding

MAKING IMPROVEMENTS

In our previous AQS, we identified a number of priorities for the year ahead and said we would ensure that our work was aligned with the All Wales Health & Care Standards, National Standards for sensory loss, learning disability, welsh language and the Healthier Wales Plan, to name a few. This is our assessment on our progress.

Against a back drop of increasing demand, challenges in handing over patients at some hospitals and the stresses put on our staff, we have worked hard to ensure that we delivered high quality care across all our services and in meeting the needs and expectations of our patients, service users and partners.

STAYING HEALTHY

- **Create resources for the general public that promoted self-care and health promotion, including develop further content for the NHS Direct Wales website, information leaflets/booklets, audio and film and video resources.**
 - **Progress our mental health plan that takes into account the broad societal challenges (rapid rises in dementia prevalence, increases in common mental health problems and complexity), and will ensure that the public receive the very best service possible, and where possible experience more joined up services when they are in crisis.**
- Created new public resources that include: 'seven vital signs' a leaflet that explains tests our emergency staff do when responding to patients; a 'mental health services' information leaflet and a video explaining how we respond to calls '999 – What happens next'.
 - We created a new section on dementia for the NHS Direct Wales website. This has information for those living with dementia, their families and friends.
 - We have a comprehensive dementia plan which considers the needs of people affected by dementia. The plan focuses on learning and development, partnerships, and ensures the voices of people living with dementia and their carers are at the centre of our work.
 - We have been heavily engaged with service users, our staff, Local Health Boards, Welsh government and other emergency services to guide and shape the work we are doing. We have also kept abreast of ongoing and current themes with regards to common mental health problems and complexities to ensure we are tackling the right problems at the right times.

SAFE CARE

- **Ensure that we use technology to deliver care to our patients where possible, monitor risk, quality assure the clinical care that we are providing and also the health and safety requirements of the service.**
 - **We will use technology by developing an electronic safeguarding process. To improve the way safeguarding referrals are shared with partner agencies to ensure a safe, robust and effective process This will also include our ability to link with future developments such as Electronic-Patient**
- There has been approval for significant investments to modernise our service and make us digitally enabled. Over £2.5m of investment has been agreed with £600k for a new Radio Frequency Identification (RFID) asset tracking system that will allow us to offer improved availability and safer services to patients as a result.
 - One very important item approved will transform our service, this was the £1.4m to provide personal issue iPads to all frontline staff (EMS, UCS and NEPTS). These will not only be the platform to operate electronic patient care records (ePCR) but will also host a variety of

Care Record (e-PCR). An e-PCR will capture and record data and information that will provide clinicians with access to medical information about patients and faster access to the latest clinical guidelines and services available in the area.

resources that will ultimately keep staff informed and up to date with information and improve their clinical decisions.

- We identified an electronic safeguarding process and began to roll it out in July 2019. A full roll out across the Organisation is expected by April 2020

EFFECTIVE CARE

- **Launch our Public Health Plan that ensures that making every contact we have with the public counts in terms of referral on to other agencies where it can make a difference to the quality of life the individuals.**
 - **We will continue to roll out the 111 service across Wales and the recruitment of staff required. We will develop and a plan to further integrate the NHS Direct Wales and 111 services/teams to improve recruitment and retention of staff to deliver these services across Wales. This will include the continued development and implementation of a professional Nursing Career Framework.**
- The Public Health Plan was launched at our Trust Board in September/November 2019 and is available via the Trusts website.
 - The 111 service was successfully rolled out into Pembrokeshire & Ceredigion and Powys Health Board areas during October 2018.
 - To support recruitment a Band 6 clinician job description has been developed to broaden the clinical workforce to include paramedics along with a Recruitment & Retention Plan.
 - Opportunities to work clinically across NHS Direct Wales into GP out of hours, face to face settings supported by academic study have commenced with a commitment from the service to support this rotation on an ongoing basis pending its evaluation.

DIGNIFIED CARE

- **Develop an Older People's Framework with a focus on frailty, loneliness/isolation and falls.**
- A steering group for Older People and Governance Structure (that includes frailty, loneliness & isolation, carers and falls) has been established with funding received for 2 posts to lead the work on older people and falls.

TIMELY CARE

- **Continue to promote and embed the Good SAM app, which alerts responders to nearby medical emergencies and opening this up to an increased range of staff and other emergency services.**
- Good SAM app is available to members of staff that are trained in basic life support, including our volunteer Community First Responders.

INDIVIDUAL CARE

- We will continue to engage and involve service users with sensory loss to improve accessibility for all our Trust services.
- We have continued to engage with service users sharing updates through our Quality Committee and during the annual *It Makes Sense* campaigns held in November. Ongoing developments are now going through our WAST Innovation and Improvement Network portal (WIIN).

STAFF & RESOURCES

- We will design and launch a campaign aimed at reducing the incidence of violence and abusive behaviour towards Trust Staff and; seek support to invest in improving the support for staff who are victims of incidents of violence and abuse.
- We have continued to build a Case Management Service for staff who are victims of Violence and Aggression. This is in line with the new *Obligatory Responses to Violence in Healthcare* document (OR Document) developed by the Wales Anti-Violence Collaborative. (<http://www.nwssp.wales.nhs.uk/nhs-wales-anti-violence-collaborative/>).
- A presentation on the OR Document has been developed and delivered to various forums including NEPTS Team Leader days, the ADLT meeting and CCC Business continuity meetings. The OR Document has also been part of this year's CPD.
- Use a new platform WAST Improvement & Innovation network (WIIN) for quality improvement information and knowledge sharing for all colleagues. This will include any themes and trends from staff and patient feedback to inform WIIN priorities for improvement projects and learning for staff Continuous Professional Development.
- Through the WIIN platform we are collecting staff ideas and progressing innovations & improvement projects. Currently, WIIN is open to ideas and suggestions from all topic areas; there will be further development of a Hot Topic section for staff to contribute directly on specific areas of interest. WIIN activity is reported quarterly to a WIIN Steering Group, and disseminated through various Trust meetings.
- We will increase the skills and competence of face to face assessment and evaluate the impact of 'hear and treat' practice for Nurses in our control centres. An evaluation will be carried out to assess nurse feedback, confidence levels and audit of call dispositions/outcomes.
- Two NHS Direct Wales/111 nurses have completed a one year secondment (one shift per week) in a face to face practice in a GP out of hours setting. Two further NHS Direct Wales/111 nurses in North Wales commenced a similar programme in February 2020.
- The nurses have been interviewed and a final report is made available at the end of March 2020.

OUR RESPONSE TO COVID-19

In January 2020, The World Health Organisation announced that a new virus, Novel Coronavirus (Covid-19) would cause a health emergency for the whole of the world. In February 2020, the disease started spreading to many different countries. The United Kingdom was not affected at that point, but it was clear that it would be.

Many people in the UK were going to become ill. This would mean more people would need help from NHS services, including the Welsh Ambulance Services NHS Trust. To prepare for this, the Welsh Ambulance Service changed what it was doing. Anything that was not essential stopped, so that all staff could concentrate on helping with the increase in people needing our help. The Ambulance Service put things in place to cope if staff became ill, or had to isolate themselves because of the virus. We asked for support from previous and retired staff, St John Ambulance Cymru, the Fire Service, and Army.

All our staff worked hard to meet the challenges that the virus brought including our "frontline" clinicians, our crews in the ambulances and our call handlers taking calls from 999 and 111. Our staff working in teams such as, human resources, IT, finance, planning, communications and estates, all worked in different ways. Everyone concentrated on how they could help the Welsh Ambulance Service respond to the Coronavirus pandemic. Many staff worked from home. This helped people to continue to work and to stay safe. The Ambulance Service made sure staff had the right computer equipment to do this. Some of our staff worked in different teams and different roles. This was to make sure we had enough staff in certain roles to help. We could also make sure staff used

their skills in the best ways that we needed them to. We also supported home working for those staff able to do so and we provided them with the right information technology to meet the covid-19 Government legislative requirements. Many people needed to use NHS Direct Wales and 111 services and the online symptom checker when the virus pandemic started. During the virus pandemic, we changed the brand of NHS Direct Wales to NHS 111 Wales. We made this change so that people all over Wales could use the NHS 111 Wales service for Covid-19 calls and enquiries. There were less 999 calls at the start of the virus pandemic. The number of life threatening "red calls" stayed the same.

It has been a very worrying time for everyone. Our staff have been worried for themselves, their families and their colleagues. Sadly, we lost a member of staff to covid-19 and there were some staff who needed intensive care.

Our staff have been under pressure to respond to people's needs during the Coronavirus pandemic. The wellbeing of our staff is very important to us. We have offered all of them wellbeing sessions and mental health support.

The Coronavirus pandemic is not over. We are still working to meet the challenges of the virus. As an organisation, our goal is to give the best possible care to the people of Wales. Thank you to our staff, our colleagues in the NHS, our Trade Union Partners, volunteers, military colleagues, our patients and the general public.

Thank You.





HELPING PEOPLE TO STAY HEALTHY

We have thousands of interactions with patients, members of the public and our staff where we can help improve their health and wellbeing. We want to help people and staff to stay as healthy as possible and be able to access a range of information to help them manage their own and their families' health and wellbeing.

INVESTING IN LOCAL COMMUNITIES

Our campaigns aim to improve survival rates from those suffering a cardiac arrest by increasing the number of potential bystanders trained in cardiopulmonary resuscitation (CPR). Currently figures show that someone suffering a cardiac arrest (out of hospital) in the UK has a one in ten chance of surviving.

Shoctober - This annual programme, running throughout October, supports the 'NHS Wales out of Hospital Cardiac Arrest Plan' (June 2017) and Save a Life Cymru programme aims to support young 999 callers while 'help is on its way'. It also aims to improve survival rates from those suffering a cardiac arrest by increasing the number of potential bystanders trained in CPR.

Restart a Heart (RAH) - Held on 16th October, led by Resuscitation Council (UK) in partnership with St John Ambulance Cymru, The British Heart Foundation, British Red Cross and Yorkshire Ambulance Service, saw us engage with students at secondary schools across Wales providing young people with the skills and confidence to deliver lifesaving CPR.

DEFIBUARY

This year, we partnered with St John Ambulance Cymru (formally St John Cymru) in promoting the campaign and the use of defibrillators. A record number of people got involved in our annual #Defibuary campaign on Twitter with 181 submissions received. Launched in January by Gavin & Stacey actress Melanie Walters, the online drive aimed to highlight the locations of as many life-saving public access defibrillators across Wales as possible.

Keen spotters took to the streets and hills of Wales to get creative with their selfies and snaps of these vital apparatus, leaving location details ensuring the national database is kept up to date. We donated two defibrillators as top prizes and were pleased that many businesses across Wales again supported the campaign and donated prizes to the best entries.

RECOGNITION AND ACHIEVEMENTS

NHS WALES AWARDS, SEPTEMBER 2019

In September, we were delighted that our staff and their work received three awards at the NHS Wales Awards. Our Trauma Risk Management Service Team received an award in the category 'Enriching the wellbeing, capacity and engagement of the health and care workforce' and our Non-Emergency Patient Transport Service (NEPTs) picked up two awards in the category of 'Delivering person-centred services' and 'Outstanding Contribution to Transforming Health and Care' for their End of Life Care Rapid Transport Service.

EXCELLENCE IN WALES 'ACTION ON HEARING LOSS' AWARDS, MAY 2019

We earned two awards at the Excellence Wales Awards 2019, rewarding our staff efforts to improve access to our services for people with hearing loss. This followed the introduction of a large internal project which offered Welsh Ambulance staff the opportunity to learn how to speak the British Sign Language (BSL).

The Trust received the 'Service Excellence' and 'People's Choice' awards, gaining recognition from both a professional jury and the public.



SHOCTOBER

2467 number of pupils engaged

122 hours spent delivering education sessions

RESTART A HEART

4384 estimated number of pupils taught CPR

287,299 number of pupils taught across the U.K.

NHS DIRECT WALES WEBSITE (www.nhsdirect.wales.nhs.uk)

“

I've used this site numerous times over the past few years. The site gives help and excellent advice. I have either been a Pharmacy counter assistant or a Doctor's receptionist for many years. I always highly recommend this site. (Helen)

In July, we were delighted to launch a new NHS Dementia Guide available on the NHS Direct Wales website. People living with dementia are often confused about where to go for help and support. The guide provides an introduction to dementia, and information about symptoms, diagnosis, living well with dementia, care and support. You can read more about our work on dementia on pages 19-20.

We increased the number of online self-assessment symptom checkers from **28** to **32**.

The four new symptom checkers are: falls, head injury, chest pain and breathing difficulties.

Mental Health

October 10th was World Mental Health Day, and we launched a number of new initiatives to look after the mental health and wellbeing of our staff including:

- E-Learning Suicide module launch
- Mental Health and Wellbeing Portal Launch
- (new) WAST Keep talking video

We also produced a new information leaflet *You are not alone*. Launched at Coleg Cymoedd, Nantgarw *You are not alone* a Mental Health support information leaflet provides a range of well-established National Mental Health Support Helplines. The idea came from engagement with people who experience mental health needs and was created in partnership with Interlink RCT, Voluntary Action Merthyr Tydfil and their Service User Representatives from the Cwm Taf Morgannwg University Health Board Together for Mental Health Partnership Board. The leaflet has been distributed to ambulance stations and staff to provide to patients as needed, signposting them to support for their mental health needs. An electronic version is also available to the public through the NHS Direct Wales and Welsh Ambulance websites.

Public Health Plan 2019-2022

The Association of Ambulance Chief Executives (AACE) recognised that Ambulance Trusts across the UK have a pivotal role to play in improving the health and wellbeing of the public, by upskilling the workforce to provide health promotion messages, which is a key part of AACEs vision for 2020 and beyond (published in 2015). We have produced a Public Health Plan that explains how we are contributing to the health and well-being of the Welsh population. We are already making a significant and positive contribution to improving public health and our plan is building on what is already being delivered.

Our Chief Executive met with the Chief Executive of Public Health Wales (PHW) and the Chief Executive of Velindre NHS Trust (Velindre Trust), to discuss a possible joint post between the organisations to lead on the Public Health Plan. Now that the Implementation, Monitoring and Assurance plan has been approved, we recognised the importance of understanding and seeing the plan's benefits and impact on communities. The Trust continues to discuss this with PHW and Velindre Trust.

PROVIDING SAFE CARE

“

My daughter fell ill. After 36 hours of vomiting I was advised by Out of Hours to ring an ambulance. Initially a first responder arrived who I understand contacted the ambulance service to expedite the ambulance when he realised how poorly she was. Within minutes Paul and his colleague (who I would also appreciate would receive this compliment) arrived on a blue light. From the bottom of my heart I would like to thank them both. It transpired that Liberty had undiagnosed type 1 diabetes and was subsequently in DKA. When Paul arrived her bloods were on 33 and on arrival at YGC on a blue light at 50! I do not know the complete story as Paul was very discreet, though I suspect that he called YGC ahead as there was a room full of professionals waiting in resus. We are so lucky to have her as from all accounts she was the most poorly diabetic child they have had who survived. I wanted so much to thank Paul and his colleague for their complete professionalism and help. They put me at ease throughout, so as I would not panic. Clearly I had no idea how poorly she was, but they did. They did a fantastic job on what has been the most difficult day of my life. Without their expertise and professional support I don't think she would have survived. From the bottom of my heart, thank you. (Becky)

INFECTION PREVENTION & CONTROL (IPC)

Covid -19 (Coronavirus)

There had been a lot of media coverage on the outbreak of the Coronavirus, which originated in the City of Wuhan in China. Our response to this was to work closely with the lead organisation, Public Health Wales, and ensure our staff had up to the minute guidance on what to do should a patient show flu like symptoms and a history of travel from China or contact with someone who had. This meant ensuring we were prepared to transport anyone suspected of Coronavirus from the community, primary or secondary care settings to an appropriate secondary care facility, including the provision of appropriate protective equipment to our staff in line with expert guidance. We also developed a Coronavirus self-assessment symptom checker (based on NHS Scotland) and made it available on the public NHS Direct Wales website.

Preventing Infections

The Trust had previously reported that it had adopted 'Aseptic Non Touch Technique' training (ANTT). ANTT is the national standardised approach for raising clinical standards and reduce variation in practice across Wales in the prevention of healthcare association infections (HCAI). Earlier this year the Trust was at 88.5% compliance meaning that over half the staff were doing what was required in order to reduce risk of infections with patients.

Preparing for viruses

A total of £400k has been approved for the immediate procurement of Versaflow hoods (personal protection equipment) to enhance our readiness for responding to and managing airborne viruses such as coronavirus that we have been dealing with. There will be further investment in this area as we move to having these hoods on vehicles. All our staff are being fit tested and have access to their personal issued equipment.



PRESSURE ULCERS

In collaboration with the Welsh Wound Innovation Centre (WWIC), we developed an eLearning package and hard copy leaflets aimed at raising awareness about Pressure Ulcer Prevention (PUP) among ambulance staff. This PUP eLearning is the first in the UK that has been specifically tailored to ambulance staff and their environment.

Pressure Ulcer ‘Pocket Guide’ developed and shared to support pressure ulcer training package delivered for staff.

Since its publication in December 2018 over 200 ambulance personnel have undertaken the eLearning programme. In March 2019 the team were delighted to be awarded 2nd place in *Journal of Wound Care Awards - The Professional Education Award*.

This was a significant accolade for WAST to be recognised amongst the international wound care community. This work also received the *Welsh Ambulance Service Learning and Innovation Award* in October 2019. We have presented this work at several conferences including *College of Paramedics Conference, Tissue Viability Conference* and *Wales Chief Nursing Officer Conference* in 2019.

In November 2019 WAST supported *International Stop Pressure Ulcer Day*, which aims to raise awareness of pressure ulcers among organisations, healthcare professionals and the general public.

In January 2020 we wrote an article which was published on Wales Online’s health supplement on the theme of *Preventing Ill Health*. This article showcases the work that WAST have undertaken to improve pressure ulcers awareness within WAST and also provided guidance to the general public on the risks of pressure ulcer development.

Going forward we aim to improve the eLearning package based on the feedback we have had from participants and continue to work with wound care experts to improve the care we give our service users.

RESPONDING TO PEOPLE’S CONCERNS

The NHS (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 (Regulations) apply to all Welsh NHS bodies, primary care providers and independent providers in Wales providing NHS funded care. The Regulations set out the process for the management of concerns and is known as Putting Things Right (PTR).

The Patient Safety and Experience Learning and Monitoring Group provides the assurance on the quality, governance, improvement and learning captured through the PTR process. The scope of the Group applies to all services delivered by the Trust including Emergency Medical Services, Non-Emergency Patient Transport, 111 and NHS Direct Wales.

Our PTR and Patient Safety teams attended a two day workshop for letter writing and proof reading, delivered by the Plain English Campaign. This was to ensure the quality and consistency of our responses will continuously meet the high standards our service users and patients expect.

1550	Total number of complaints received
1088	On the Spot complaints
355	Formal complaints
46	Joint complaints with Health Boards
2082	Total number of patient safety incidents
38	Serious Adverse Incidents reported to Welsh Government
61	Redress
Data covers the full 2019 calendar year	

A safe organisation is one that actively encourages its staff to report all patient safety incidents, near misses and hazards no matter how minor.

Serious Incidents
Throughout the year we have reported into the Quality, Patient Experience & Safety (QUEST) Committee on patient safety serious incidents. There had been significant engagement with colleagues across all the health boards in the development and implementation of a Joint Investigation Framework. The Trust is responsible to ensure that any particular incident happening within the Trust is monitored through the Serious Case Incident Forum. Should there be no internal errors identified at that point from the Trust’s perspective, then the relevant health boards would become the lead investigator.

Personal Injury Reviews
A review of lessons learned from personal injuries was carried out to look at themes, trends and costs involved. We looked at how the Trust managed cases including clinical negligence claims and road traffic incidents. The Patient Safety Learning and Monitoring Group provides assurance to the Trust that cases were scrutinised and monitored accordingly.

Governance and Assurance in PTR
The Trust strives with all partners to provide the highest quality health care possible, with the emphasis on safe and effective services. As part of the overall approach to dealing effectively with all areas of Putting Things Right and to provide Board level assurance, the Trust introduced regional scrutiny panels, chaired by the Non-Executive Director (NED) for Quality, supported by other NED colleagues. The purpose being for the panel to undertake a detailed analysis and scrutiny on individual cases to provide assurance on effective management and, actions plans, monitoring arrangements and delivery within agreed timescales. The Scrutiny Panels are held quarterly, on a regional basis and the panel have been satisfied and assured with the internal arrangements.

During 2019, the Trust also established a Patient Safety, Experience and Learning and Monitoring Group. The purpose being to introduce a quality management system, that would triangulate, experience, outcomes, capture themes and trends which would support improvement and learning priorities.



DELIVERING EFFECTIVE CARE



I had an advanced paramedic come to me the other day. Don't think they get recognised for the amazing work they do. Her name was Cath she was fab with me amazing and calmed my two young children. This lady was the best, what a fantastic job she done thank you to her all round. (Lisa)

Advanced Paramedic Practitioners (APPs)

The Trust has continued to progress the role of the APPs. There has been a commitment in developing APPs so that they can undertake prescribing as part of their role and active APPs have been encouraged to show their interest to undertake the Non-Medical Prescribing Module. An evaluation is planned for the introduction of non-medical prescribers in the Trust.

Work has been underway too with Clinical Contact Centre (CCC) colleagues to increase the activity of APPs to support the clinical needs with the CCC. The response to emergency service patients has evolved over time involving other clinicians operating within the CCC including Advanced Paramedic Practitioners (APP), Doctors and clinicians working as part of Emergency Medical Retrieval and Transfer Service (EMRTS)

Mortality Reviews

The Trust has a well-established and effective Mortality Review System in place. The purpose and intention is to consider patients who were either alive when the Trust was contacted or deemed to have a potentially survivable illness or injury and subsequently died whilst in our care. This work has led to the development of a secure portal where information can be accessed so that a multi professional group considers the cases. UK Ambulance Services are developing similar systems based on the outcome and findings of our system. Themes identified as part of the review system are identified and work plans put in place to improve compliance. Reassuringly, themes that have been identified in previous review periods appear to show improvement in subsequent periods which indicate that our review process is effective in identifying and improving our compliance.

Research & Innovation

The Welsh Ambulance Services NHS Trust is a leading research active Ambulance Service in the UK. The knowledge and evidence being gathered is making a significant impact on the quality and cost effectiveness of care. From International Resuscitation Guidelines to Parliamentary enquiries, this acquired knowledge is having such a significant impact it will continue to have a positive influence on care that will benefit patients for many years to come.

Public Information campaigns

Inappropriate calls to our emergency ambulance service are a problem all year-round. Our ambulance service exists to help those whose life is in imminent danger and for those who are seriously ill or injured. We launched two campaigns to educate and support the public to know who to contact when they seek medical assistance that would also help us to be free to respond to those people who really needed us.

#WoodyWise

A cartoon dog called Woody is the star of a series of new animations developed to help people decide whether their illness or injury needs a 999 call. The animations are part of the ambulance service's #WoodyWise campaign, which launched in February, to raise awareness of the role of the ambulance service and how to make sensible choices when looking for health advice, support and care.

The campaign is part of the ambulance service's drive to ensure that people understand where to find the right help and support.

#BeWiseSaveLives

This campaign launched over the winter period and focused on how inappropriate use of our services not only impacts on other patients in a more critical condition, but also on our staff. You can find the campaign video on our YouTube, Twitter and Facebook accounts.

TREATING PEOPLE WITH DIGNITY AND PROVIDING DIGNIFIED CARE



On Thursday I had cause to call for an ambulance. One arrived with two female paramedics. I feel a need to contact you and inform you of my treatment from them from arriving at my home until delivering me to Glan Clwyd Hospital. They were extremely professional, they alleviated my anxiety, and they were kind and thorough. In the ambulance they were thoughtful and discreet to my feelings. I am an obese lady and they treated me with respect and courtesy, I feel going beyond their duties. They would not leave me until they had checked I was settled and content. I admire the staff you chose for this placement. Thank you for your help towards me in this most traumatic time in my life. (Tracey)

DEMENTIA

Dementia is set to be the 21st century's biggest healthcare challenge. We have continued to work towards improving the experience for people living with dementia using our services, as well as considering the impact dementia will have on our workforce. We support the National Dementia Action Plan for Wales 2017– 2022 which has a clear vision for Wales to be a dementia friendly nation that recognises the rights of people with dementia to feel valued and to live as independently as possible in their communities. People affected by dementia have helped us create a set of Dementia Values, which highlighted the things they believe are important to them when engaging with our staff. We asked people affected by dementia to help us develop priorities for our future work -

DEMENTIA VALUES

- Caring
- Patient
- Calm
- Kind
- Reassuring
- Professional
- Knowledgeable

DEMENTIA PRIORITIES

- Training and awareness for staff
- Involve people with dementia and carers
- Information and education
- Working with partners
- Support and signposting
- Improved pathways between services

A Learning Organisation

We've had the opportunity to visit a Dementia Village in the Netherlands to learn about how other countries use dementia friendly approaches in their work. We learned much around visionary leadership and person centred care approaches. We were also due to be represented at the Alzheimer's disease International Conference in December 2020, promoting the work we have achieved at the Welsh Ambulance Service. However, due to the coronavirus pandemic, this event has been postponed.

Our vision is to be an organisation that responds to both the clinical and emotional needs of people living with dementia, their carers and families. We are working to be more dementia aware with a skilled and effective workforce. We aim to deliver a better quality service with improved service user experiences and outcomes.

Some outcomes of our work over the last year has included:

- Developing a range of dementia modules for our workforce to improve knowledge and awareness about dementia;
- Continued engagement with people living with dementia and their carers/families, so they are involved in our range of work plans and activities, including events, training delivery, consultations and storytelling;
- Opportunities to become familiar with our environments, including clinical contact centres, call taking processes, vehicles, uniforms and equipment;
- Continued ongoing relationships with a range of partners including health, social, third sector and blue light colleagues.

DIGNIFIED CARE

Dignity Champion Campaign

A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person centred, as well as efficient, and are willing to try to do something to achieve this.

In July we re-launched the *Dignity Champion* campaign across the Trust. Staff were invited to join the campaign advocating for dignified care. Those signing up to the campaign were asked to commit to uphold 5 core Dignity Principles:

- 1 Be a good **role model**, treat others with respect, particularly those less able to stand up for themselves.
- 2 **Stand up** and challenge disrespectful behaviour rather than tolerate it.
- 3 **Speak out** about dignity to improve the way services are delivered.
- 4 **Influence** and inform colleagues, cascading learning to others.
- 5 **Listen** to and understand the views and experiences of patients, service users and colleagues.

Each Dignity Champion's role varies depending on their knowledge and influence and the type of work they are involved in. To date 42 members of staff working in various roles at the Welsh Ambulance Service have signed up to take part in the campaign. The role is not an additional one; it is about how they behave as a human being. There are many small things they do that has a big impact on people's lives.

PROVIDING TIMELY CARE AND SERVICES

TRUST PERFORMANCE



Throughout the year we have been constantly reporting and reviewing our performance against a set of quality and performance indicators. This is done continuously to monitor improvements.

Key notable headlines:

1. Increasing red performance was an area of concern – this relates to the number of immediately life-threatening or 'Red' calls to the service.
2. Amber performance – these are serious but not immediately life-threatening calls
3. Lost Hours with staff returning to their base for a meal break (a base is the location that staff will usually start and end their shifts)
4. Increasing Hospital Handover delays (where a patient is handed into the care of hospital A&E staff)

A number of actions were introduced to address the performance issues:

1. **Hear and treat** Hear & Treat provides telephone advice to callers not having a serious or life threatening condition
2. **Dual Pin technology** having a positive impact on handover to release staff to respond
3. **Amber review** (A review into the response/performance to amber calls made into the Service)
4. **Demand and capacity review** (A review to determine what resources our Emergency Medical Service will need in future)
5. **Winter planning** (Preparing the service to be able to respond to increase in calls over the winter)
6. **Comprehensive red performance improvement plan** (A plan to improve response to immediate life-threatening calls)

The Trust has been conveying less people to the Emergency Departments.



NON-EMERGENCY TRANSPORT SERVICE (NEPTS)

In October 2019 NEPTS secured funding to support a programme of work named Transport Solutions. Once implemented Transport Solutions will ensure patients who have a defined medical need for the NEPTS service have clear, published guidelines that helps them understand how to access NEPTS and what they can expect from the service.

The programme will also provide improved assistance for those patients who need support in getting to their appointment, but do not have a medical need for NEPTS transport. This will make it easier for them to be able to identify and access alternatives to NEPTS transport within their areas.

Benefits expected from the programme include:

- A reduction in transporting patients who are not medically eligible for transport (currently called social patients);
- Improved service performance and experience for those patients who have a medical need for transport;
- Reduction in the use of external ad-hoc provision e.g. Taxis;

- Improved support for non-eligible patients to identify alternative, more appropriate solutions such as community or public transport;
- Improved booking processes for patients and healthcare professionals.

In December we established a number of work streams to enable us to improve our NEPTS service. These work streams focus on the development of a clear 'Help me Choose' messaging for the NEPTS service to include guidance on what makes a patient eligible, where to find NEPTS information and how to access the service; develop a new booking script, called a Patient Needs Assessment (PNA) to shorten and streamline the current booking process our call takers go through; introduce systems to review unmet need and alternative provision to ensure they match where possible and identify any gaps in provision and; develop an all-Wales directory of alternative providers to allow non-eligible patients to be signposted to or identify themselves other transport services that are available to them, helping to reduce our reliance on alternative providers such as taxis and external NEPTS providers.

Quality assuring standards

A 365 process, introduced by the NEPTS transformation team provides assurance that any patient transport provided by private providers will meet the same standard of service delivered provided by WAST. Private providers will be quality assured against the same standard as WAST.

HEALTH INSPECTORATE WALES (HIW) REVIEW

Due to the concerns across Wales with regard to ambulance waiting times, HIW undertook a local review of the patient management arrangements within the Trust. HIW explored how the risks to patients' health, safety and wellbeing were managed whilst waiting for an ambulance. The review specifically assessed how patients were managed by WAST's three Clinical Contact Centres across Wales, from when a request for an ambulance is received to the point the ambulance arrives at the scene.

HIW published their review in March 2020.

NHS 111 WALES SERVICE

111 now covers:

Swansea Bay, including Bridgend; Hywel Dda; Powys and Aneurin Bevan University Health Boards areas.

Cardiff and the Vale, Cwm Taf and Betsi Cadwalader Health Boards are scheduled to go live in 2021/22. August saw the roll out of the 111 service across the Aneurin Bevan University Health Board area (this area encompasses: Blaenau Gwent, Caerphilly, Cwmbran, Monmouth, Newport, Torfaen)

The new 111 phone number replaced the NHS Direct Wales and GP Out of Hours service numbers enabling patients to call 111 for health information and advice, as well as for urgent care such as GP Out of Hours. The easy-to-remember Freephone number is available 24 hours a day to signpost patients to the most appropriate treatments for them, including the Out of Hours service if necessary. The service is clinically-led, with trained call handlers working together with clinicians such as GPs, Nurses, Advanced Nurse Practitioners and Pharmacists.

The service is designed to ensure patients get the right treatment, in the right place, at the right time, relieving pressure on our busy ambulance service and Emergency Departments.

GoodSAM APP



The GoodSAM app has been made available to any member of Welsh Ambulance staff trained in basic life support, including our Community First Responders. GoodSAM is a pioneering app and web-based platform, which alerts trained and approved responders to nearby medical emergencies, helping to radically reduce death from life-threatening illnesses such as cardiac arrest.

The GoodSAM app only alerts responders for incidents that are within 500 metres (1600 feet) of the user. There is no need to tell you the difference it makes to get there fast. In the event of a cardiac arrest, this could mean life or death. The system does not replace the role of our crews, we continue to dispatch and respond in the normal way.



Thank you for your speedy response to my heart attack on 15.10.19 and for transporting me to the cardiac unit at Morriston. I had 4 stents fitted and am now back home feeling good, and very appreciate of what you did, and do. (Michael)

To sign up, download the app and email Good.SamProject@wales.nhs.uk to send your identification and certification of your basic life support training to be accepted onto the GoodSam app.

TREATING PEOPLE AS INDIVIDUALS

INVOLVING LOCAL COMMUNITIES (Where we have been, what we have heard and what we are doing)

This year the Patient Experience & Community Involvement team attended 285 events across Wales. Consistent themes emerging from our engagement have included:

- Repetitive questioning in our control rooms
- Kind, caring, compassionate staff
- Delays at hospital

Over these many years we have established a strong continuous engagement model. This has enabled us to revisit patient groups and communities and, for communities to extend invitations to us, to capture their feedback and update them on how their involvement has made a difference in the way we deliver our services.

Engaging Carers

We recognised the vital role of carers and wanted to gain a better understanding of the difficulties they can face themselves when caring for someone, especially if they have to access our services. We recognised too that many of our staff are and have been balancing work with carer responsibilities.

What is a Carer?

There are 6.5 million carers in the UK, which means 1 in every 8 adults in your community is looking after someone.

Our own Dementia Plan, and Mental health Improvement Plan have recognised the needs of Carers and our emerging Older Peoples plan also recognises the value and support for carer's and their contribution to deliver consistent experiences across Wales.

We launched a survey for carers to complete and held local 'Engaging Carers' events at the same time to capture experiences and personal stories to help

identify good practice and areas for improvement. The feedback we captured from carers (especially older carers) and those who work across our many services, demonstrated the importance for us to better understand their specific needs. Carers told us they were reluctant to seek help for themselves due to carer responsibilities and also their expectations when it is the person they care for needing help.

Top 5 Themes from Carers Survey were:

1. Recognise and value us as carers-we know the person!
2. Long wait for an excellent service.
3. 50% carers have not planned for an emergency. (Those who have mostly include family or phone 999)
4. It would really help to know how long we need to wait.
5. Give us good quality, bespoke information about all the available services. (WAST and community)

It was clear from carers that most do not have in place any emergency care/anticipatory care plans that can be implemented when they or the person they care for, need help. We are working with NHS and social care partners to promote these care plans to ensure people have seamless, continuous care.

Educating Children

We continue to strive in building resilient communities through an advanced programme of engagement with children, training them in CPR and defibrillation. We want to prepare and support young people about appropriate use of 999 and teach them lifesaving skills which include CPR and defibrillations while help is on its way.

We have extended our engagement to include educating children about their rights, to reassure them we are there to keep them safe, provide care and treatment.

Our education programmes now include:

- Food Fun Wales
- Shoctober
- Restart-A-Heart
- Home schooled children



We know that the language we often use in carrying out our work is not always child-friendly, especially when children call for an emergency ambulance. We have been consulting with children on a range of alternative words and phrases to use within the Clinical Contact Centre that would make contacting and understanding the questions we ask easier. Our focus will now be on implementing alternative words to improve experiences of children when contacting us.

Learning Disabilities & Autism

Our engagement with people with learning disabilities has been well established and documented. This year, we have focused on ensuring that people have access to a range of appropriate information and assistance that helps to achieve positive outcomes. We have developed a series of easy read and pictorial information resources used in face to face engagement sessions and available through the online



Learning Disability Zone through the Welsh Ambulance Services website. Through our Learning Disability Community Champion Programme people have been encouraged and enabled to have their voices heard and express their views. Through this we have captured the need for:

- support for carers
- wider range of resources that includes nonverbal communication aids
- better awareness and training for staff

We presented a story to our Trust Board in February about the experiences of Helen when her daughter was diagnosed with Autism. As a result we are working with the National Autism Team in Wales to ensure all staff have a better understanding/awareness of autism through training and using the experiences of staff and patients to improve our service delivery. You can view the patient experience here <https://youtu.be/VrDWmqwwuA4>

Older People

A regular theme reported from older people is their concerns over falling. Older people's groups have been consistently telling us that they are concerned both about their risk of falling and the time it can take to get a response from the ambulance service following a fall.

We have been visiting lots of older peoples groups and talking to them about the way we respond to someone who has had a fall and providing information to reduce the risks of falling. We have worked in partnership with other agencies and promoted the Chartered Society of Physiotherapy website to access hints and tips on how to reduce your chances of falling.

There has been a lot of work progressed with our partners to improve experiences of people who have had a fall. The Level 1 Falls Assistants was implemented in partnership with St John Cymru (South Wales); in partnership with the National Collaborative Commissioning Unit (NCCU), we provided training support for the use of lifting aids in Care Homes in Wales and; the Trust held a Falls Framework 'Assessment' Workshop, 28 May 2019.

This included improving the timeliness of assessment and more effective processes to further utilisation of level 1 falls assistants. The demands and impact of being a carer have also been a key theme for our engagement. Their feedback has influenced our approach to listening to carers and our emerging 'Older People's Plan'.

Older Peoples Framework

Between 2016 and 2041 the number of people aged 65 and over is projected to increase by

232,000 (36.6%)

We commenced the development of an Older People's Framework to improve the care, experience and our response to older people in the community, with a focus on frailty, loneliness and isolation and falls. The Framework also considers our ageing workforce and support for carers.

The Trust has appointed an Improvement Lead for Older People and an Improvement Lead for Falls. These two new roles will work in collaboration with commissioners, social care, voluntary sector, and with patients and their carers to develop the Older People's Framework and priority actions.

Our Falls Framework and Falls Response Model provides a holistic approach to falls, from prevention to avoiding further harm. In relation to our Falls Response Model, we received commitment for funding to spread our Level 1 Falls Assistant Model (to people who have fallen with no injury) across Wales.

We intend to further develop the Falls Framework with Health Boards and other stakeholders to design and test a sustainable model for Level 2 response, applying examples of good practice already in place in Aneurin Bevan and Cardiff and Vale University Health Boards with multi-professional and interagency.

Sensory Loss

Earlier in the year we presented the [story of Eric](#), a blind, elderly man who uses an assistance dog to help him with his day to day activities. Eric had had a disappointing experience of using the emergency ambulance service and was keen to share it with us so that we could ensure improvements were made.

All Wales Standards for Accessible Communication and Information for People with Sensory Loss' are the standards in Wales focused on ensuring people with sensory loss can fully participate and access the services they need.

As a result of sharing Eric's story to our QUEST Committee a number of actions were addressed which were all brought together into a new guidance document 'Supporting People with as Assistance Dog' for all Trust staff that set out the required procedures involved for ensuring a patient's have a positive experience.

Ethnic Minority Communities



My mother had a lift today from home to hospital. I am thankful for the way my mother was treated at Llandudno Hospital. The driver made mum feel so confident because she doesn't speak English. I am normally mum's interpreter but I was at University at the time. The driver made mum feel confident enough to travel". (Richard)

Our engagement with Ethnic Minority communities focused mainly on how we prioritise and respond to calls along with CPR demonstrations and using defibrillators. We were especially pleased to be welcomed by the Ethnic Minority Youth Support Team (EYST), Cardiff where we held our first engagement event for female asylum seekers and their children. We continued to build relationships through EYST with the local Syrian refugees in Carmarthenshire as well as committing to the annual Grange Town hub safety week and the annual Minority Ethnic Communities health fair both held in Cardiff.

862 compliments received
1st Jan 19 – 31 Dec 2020.
Main themes: Good care & attention; polite/friendly/helpful staff; exceptional operational support provided

WELSH LANGUAGE STANDARDS

On 30 May 2019 the Trust moved from implementing its Welsh Language Scheme under the Welsh Language Act 1993 to implementing Welsh Language Standards as part of the Welsh Language (Wales) Measure 2011. As a result the Trust has started to implement actions for compliance with its Statutory **Compliance Notice** from the Welsh Language Commissioner. The Trust has set up a central Hub for the Welsh language. Here staff can access Details of the Standards under which the Trust have a duty to comply with together with Quick Guides on compliance and access to an online [Welsh language course](#).

Examples of progress on implementing the standards:

- **Social media**- the Trust has set up its Welsh accounts for [Facebook](#) and [Twitter](#)
- **Corporate website** – the [corporate website](#) has been redeveloped and is bilingual
- Staff have access to [Work Welsh](#) 10 hour online taster courses.

More than just words

With the Trust having to comply with Welsh language standards, the Trust is also working on the future actions as set out in the More than just words interim action plan 2019 and 2020 which works hand in hand and reinforces, the requirements of the standards. The standards set the framework for providing Welsh language services to the public in Wales, meanwhile, the actions in the More than just words action plan have a greater focus on enabling actions to further improve Welsh language services in the care provided to patients.

OUR STAFF & RESOURCES



Can I just formally say that Jane in Neville Hall hospital is the best liaison person you have, she knows all her patients and the drivers, she looks after everyone and makes life so much easier for the drivers, she never leaves until all the patients have been looked after, I'm always happy having to go to Neville Hall. (Sue)

MENTAL HEALTH

The Mental Health and Dementia Team organised events across Wales to celebrate World Mental Health Day on October 10th 2019. These events were successful in raising awareness of projects and work relating to both staff wellbeing and patient centred care including the #WASTkeep talking mental health and wellbeing portal, suite of mental health and dementia e-learning modules and a brand new addition to the #WASTkeep talking video series.

These projects aimed to reduce stigma and get people help sooner and improve skills and confidence across the whole workforce when it comes to dealing with mental health related cases. The bilingual portal is hosted via the Trust's internet page ensuring that it is accessible from any device, anywhere, any time. The portal aims to provide staff with information and resources around mental health and wellbeing; from advice for managers to self-assessment quizzes and signposting.



The portal can be accessed via a QR code which has been distributed across WAST sites in the form of vinyl stickers, key fobs, magnets, posters and lapel pins.

Our e-learning modules can also be accessed via the portal and these include topic areas such as suicide prevention, dementia and mental health awareness. Within the commitment we made in last year's AQS we said we would:

"Progress our mental health plan that takes into account the broad societal challenges (rapid rises in dementia prevalence, increases in common mental health problems and complexity), and will ensure that the public receive the very best service possible, and where possible experience more joined up services when they are in crisis."

As part of this commitment we have been heavily engaged with service users, WAST staff, Local Health Boards, Welsh government and other emergency services to guide and shape the work we are doing. We have also kept abreast of ongoing and current themes with regards to common mental health problems and complexities to ensure we are tackling the right problems at the right times.

RESPONDING TO VIOLENCE AGAINST STAFF

The Trust does not tolerate violent or abusive incidents against its staff.

In July's Trust Board, we heard from one of our staff based at Porthmadog station who had been the subject of an act of aggression by a member of the public whilst she was on duty.

The incident happened when she attended a patient, whom she had treated on two previous occasions and had not felt threatened by him. On this particular occasion, she and her crew member received a call which asked them to deal with a patient who was sitting on a park bench and had appeared to be intoxicated. On arrival the patient was assessed and agreed to go into the back of the ambulance to be assessed further. Whilst in the back of the ambulance the patient became aggressive and pinned her against the door to the ambulance. He became verbally abusive and tried to throw a punch at her. The other crew member intervened, contacted Control and requested immediate police assistance; a member of the public, who had heard shouting from within the ambulance also intervened. The offender was arrested and received a jail sentence. It took a lot of courage for our member of staff to relay her experience.

The Trust has made a clear commitment to pursue offenders to ensure they are held accountable for their actions. The Obligatory Responses to Violence in Healthcare document has been designed to make it easier for our staff and WAST to pursue offenders.

Work has progressed to flag property/addresses of known aggressors alerting the crew in advance to the potential danger so they can make an informed decision. We continue to share known information with other emergency services as best as possible. Offenders have received jail sentences for offences against WAST staff. In addition compensation orders have also been made. A Service Impact Statement has been submitted to the courts in support of colleagues.

A number of others actions are being taken forward for further consideration:

- Disclosure of names/PIN (instead of names to protect staff in the press)
- De-escalation/breakaway – use of reasonable force in a confined space
- Vehicle design – making it safer for our staff
- Wearing of Body Cameras
- High risk address register to ensure staff are alerted in advance to any dangers/risks

INTERNATIONAL YEAR OF THE NURSE & MIDWIFE 2020

To mark the 200th anniversary of Florence Nightingale's birth, 2020 has been called the Year of the Nurse & Midwife. The Trust has used this to promote its nursing and midwifery staff and recognise their contribution to the delivery of care across the Welsh Ambulance Service.

The Trust is also involved in the Nursing Now Campaign, a global campaign to improve health by raising the profile of nursing. A WAST Nursing Now Group has been developed to focus on the objectives of the World, UK and Wales Nursing Now objectives and to focus on how the Trust can support and contribute to this.

There are currently around **165** nurses, midwives and health visitors working in the Trust. The majority of nurses are delivering hear and treat services (NHSDW/111 and the Clinical Support Desk). Nurses also work in other areas of the Trust including: Occupational Health, Mental Health, Safeguarding, Infection Prevention & Control, Quality Improvement, Education & Training, Clinical Development, Concerns, dual Paramedic/Nurse, Senior Management and Corporate Nursing roles.

PEOPLE AND CULTURE COMMITTEE

Our new committee 'People and Culture' was set up specifically to examine and review the Trust's arrangements for all matters relating to its workforce, both paid and volunteer. Since its first meeting in April 2019, the Committee has been providing assurance to the Board of its leadership arrangements, behaviours and culture, training, education and development, equality, diversity and inclusion agenda, and Welsh Language.

LGBT NETWORK

The Welsh Ambulance Service's LGBT Staff Network has continued to grow in size and influence over the last year. The Network offers support, advice and networking opportunities to all LGBT+ staff, volunteers and allies at the Trust. The main aims of the Network are to:

- Work towards eliminating LGBT+ discrimination, promoting equality of opportunity for all employees and volunteers within the Welsh Ambulance Services NHS Trust
- Act as a support network for LGBT+ employees and volunteers within the Trust
- Create better relationships between the Trust and LGBT+ community

The Welsh Ambulance Service Network has continued to work with the National Ambulance

Service LGBT Network, providing opportunities to work with colleagues at ambulance services from across the UK. Working collaboratively at a national level the National Ambulance Service LGBT Network has been successful in producing a range of information resources aimed at helping ambulance service staff right across the UK to better understand the health and care needs of patients and service users who identify as LGBT.

In the past year, the National Ambulance LGBT Network has worked closely with the National AIDS Trust to produce a new resource pack for ambulance staff called Providing Good Care to People Living with HIV. Produced to coincide with World AIDS Day which takes place every year on 1st December, the pack provides up-to-date facts and figures about HIV in the UK alongside information about HIV prevention and treatment as well as offering advice about providing better care to people living with HIV.

Another success story has been the Supporting Trans People information leaflet produced by the Network. The National Ambulance LGBT Network recognised that many people working within the ambulance service did not feel equipped to deal with a Trans patient which caused staff to 'clam up' fearing they would say the wrong thing. To help raise awareness and explain best practice this leaflet helps operational ambulance staff when supporting Trans people. The leaflet has now been translated into Welsh and a bilingual version is available to staff working in Wales.

FLU VACCINATIONS

Flu can be serious and vaccination is the best way to protect people. Our staff have been encouraged to be vaccinated against flu to protect themselves, their families and patients. Occupational Health and peer clinics (a qualified work colleague who does the injection) have been held to enable staff to get their flu jabs locally.

FLU VACCINATIONS - as of February 28th 2020			
AREA (excl volunteers/students)	Staff in post	Vaccinated %	Engaged %
WAST Total	3557	41.24	50.46
EMS Ops - patient facing	1669	40.74	53.62
NEPTS - patient facing	548	36.13	45.8
Total patient facing	2217	39.6	51.7

Reduction total staff in post from December 2019 - 3566 to 3557
Vaccinated % include those reporting receiving the vaccine elsewhere

Vaccination is the best protection against flu so going forward we will be putting more emphasis and focus to increase the uptake of flu vaccination amongst our staff.

WALES FOR AFRICA

On 17th October 2019 the Trust, along with the Minister for Health and Social Services, Health Boards, Trusts and organisations, signed the recommitment to the Charter for International Health in Wales. We continue to support staff engagement with the Welsh Government 'Wales for Africa' scheme, through partnerships such as Partnerships Overseas Networking Trust (PONT).



PONT works in the Mbale region of Uganda tackling poverty and improving access to basic health care. Sharing passion, expertise and knowledge, our people have been instrumental in the development of a motorbike ambulance service in Mbale. The service has now completed more than 34,000 journeys since its launch in December 2010. In 2019, we took part in a match funding event and helped to raise over £25,000 for the project.

Staff have also engaged in Wales for Africa projects led by other Health Boards, such as delivering First Aid Training in Lesotho partnered with Betsi Cadwalader University Health Board.

Outside of the Wales for Africa Programme, we were invited by Cardiff University to participate in a grant application to the Global Challenges Research Fund with Cardiff University, the Massachusetts Institute of Technology and the largest ambulance service provider in Indonesia, Ambulans 118. The grant application was successful and in February 2020, the Trust engaged in a scoping visit to Indonesia to identify shared learning opportunities and support for the development of Ambulans 118 in its challenging operational environment.



LOOKING FORWARD

PRIORITIES FOR THE YEAR AHEAD 2020 – 2021

With the impact of covid-19 on our services we will continue to respond to the pandemic, protecting our core services, staff and patients. This will continue to be a feature of our organisation as we are required to maintain flexibility and ability to respond to the ongoing public health crisis.

We will build on the progress and achievements made during the last year in our pursuit of delivering excellence. Our aims and ambitions for the year ahead are set out in our IMTP however, the following are just some of the key actions we will do in delivering high quality care and the best possible experiences and outcomes for the people of Wales.

STAYING HEALTHY

- We will lead the implementation of more online symptom checkers as part of the 111 service and widen accessibility through a 111 app.
- We will develop and further implement the Older People's Framework including falls. People can expect a higher quality of service because we will work with voluntary sector/social care to enable staff to help people stay in the community.

SAFE CARE

- We will secure and implement a Welsh Ambulance Services NHS Trust Electronic Patient Clinical Records (e-PCR). The use of improved digital systems will allow us to capture and record clinical information and improve the quality of care we provide patients and information for our staff.
- We will launch our Safe, Clean Care Campaign, this campaign will aim to reduce the risk of passing on health care associated infections and increase patient safety.

EFFECTIVE CARE

- We will focus on implementing an integrated clinical hub. This will mean patients who call 999 will increasingly be able to receive advice, be seen and treated by our staff or referred to other appropriate community services and will not be taken to hospital. This will also mean fewer patients in ambulances waiting for long periods outside hospitals.

- We will work with the National Ambulance Availability Taskforce, announced by the Minister for Health & Social Services (15th January 2020) to improve our response to life threatening emergencies (red performance) and on the delivery of alternative pathways and community-based solutions to prevent avoidable transportation to emergency departments

DIGNIFIED CARE

- We will continue to implement our mental health and dementia plan ensuring the best and most appropriate response to service users.
- We will begin to implement a three year plan with the aim of achieving autism aware accreditation. This will include engaging with autistic people, their carers and health professionals to improve experiences.

TIMELY CARE

- We will increase the number of our front line staff by the end of March 2021.
- We will collaborate with our partners to support us in the provision of best possible care to patients ensuring fewer patients will have to wait outside hospitals in ambulances.

INDIVIDUAL CARE

- We will work to embed the national standards for sensory loss and continue to make opportunities available for staff to learn British Sign Language, offering further spaces for online course to staff in 2020 and explore other options to make access to our services easier for the Deaf community.
- We will implement a 'High Risk Record Policy' which will allow one of six 'flags' to be placed against an address providing our Clinical Contact Centre and operational staff advance notice of potential risks and relevant information. Patients and/or their carers will be able to let us know specialist access instructions or information to support vulnerable people in the community for example someone who has a learning disability; dementia or is Deaf.

STAFF & RESOURCES

- We will develop and implement a Wellbeing Strategy. Our staff will have a great working experience, safer working environments and will report feeling valued and cared by the Trust which will also result in a decrease in staff sickness levels.
- We will implement our Transforming Education and Training Strategy. This will enable our staff to have better access to local, quality education and training, ability to maintain and improve their skills and practice and have access to development opportunities.

A FINAL WORD

PUTTING QUALITY AT THE HEART OF EVERYTHING WE DO

We are so very proud of our committed staff and volunteers working to deliver quality services demonstrating compassionate care and dignity. It has been a privilege to meet with patients, carers and their families to seek their feedback to inform improvements and learning across our services.

In a year that has seen the first global pandemic for many years, we pay particular attention to our incredible committed and compassionate staff that have responded to Covid-19 with professionalism and kindness. To each and every one of you, a heartfelt thank you. Whilst we have always sought to work in partnership the challenges of this year have made partnership working more important than ever. In responding to Covid-19 and non covid cases we have had the support from a range of organisations including the military; these last few months we experienced improved response times and hospital handovers as a result of partnership working across the NHS and with support from the public in following public health messages.

As we consider next year there will be some important developments however, continuous engagement will be a theme going forward. Our Trust will continue to

work in partnership as we focus on our duty of quality, duty of candour and engage with the Citizen Voice organisation.

I sincerely hope that you have found our Annual Quality Statement informative and we welcome your comments and feedback to help shape next year's quality statement. It is only through listening and being challenged can we ensure that we deliver quality services that are not only right for people but lead to better health outcomes for all.

We look forward to hearing from you.



Claire Roche
Director of Nursing
& Quality (from 1st
January 2020)



Claire Bevan
Director of Nursing
& Quality (until the
31st December 2019)

ENDORSEMENTS & FEEDBACK



Woody is delighted to work with Welsh Ambulance Staff and be able to engage with Senior Director level as well as frontline staff in our support for the mental health welfare of Ambulance Teams and other staff across Wales. Woody provides that safe, quiet and confidential space and provides the opportunity for The Service's Welfare Officers to meet with Front Line Staff. Since initiating our partnership in October 2019, 49 Ambulance Staff have used our green and farm based facilities in the Vale of Glamorgan, we now wish to extend this model to our other rural hubs across Wales.

Dr David Trotman, CEO Woody's Lodge.



Sainsbury's Veterans Association received a visit from the Trust to give the group an insight into the Welsh Ambulance Service. Everyone found it to be very knowledgeable and interesting, gave an eye opening experience of what is involved on a daily basis. General feedback from members was astonishment and shock at how few ambulances there are available for such an extensive area.

Rose Titcombe, Secretary.



Both the staff and children that attended your workshops loved the experience - it was many of the children's favourite workshop of our wellbeing week. Staff also thought it was very well delivered, and age appropriate!

YGG Tirdeunaw.



It is important to maintain contacts with Welsh Ambulance Service, so the Chinese elderly in Cardiff can receive information via interpreter that Cardiff Chinese Elderly Club provides, also to participate in influencing the service to meet their needs.

Ms Kin Sai Leung, Volunteer,
Cardiff Chinese Elderly Club



The national vaccine programme has seen some recent changes to ensure that the best protection is offered at the best time, this requires the provision of timely up to date and accurate information for the public. The Vaccine Preventable Disease Programme in Public Health Wales works closely with NHS Direct Wales to inform them of about new resources and revisions to their pages. We have always found the team at NHS Direct Wales to be prompt and professional in actioning these updates and communicating progress.

Anne.



I found the recent Carers Survey report to be of great use in representing the needs of carers. I was particularly impressed with the way in which the needs of minority groups were highlighted. I have found it is always good use of time to work with WAST. Thank you for giving me the opportunity to tell you.

Julie, Marie Curie.



The work the Welsh Ambulance Service does with the Learning disability community is inspirational. I have attended a number of their events and have found them very informative, they deliver their message on a level that everyone can understand. The Ambulance Service is a vital service in our community, so it is crucial that everyone understands how to access them, this is why the Welsh Ambulance interaction with the learning disability community is so important. The Ambulance Service champions do an excellent job, I have attended a number of their sessions. Everything is accessible in easy read, it is clear that a lot of thought and hard work has gone into this work thread. Thank you for everything you do for individuals with a learning disability.

Jayne Paul Ridd Foundation



For approximately three years the group of knitters, along with other groups throughout Wales now, are supplying knitted Trauma Teddies and Twiddlemitts for distribution/use on all ambulances in Wales. The feedback confirms that these items have proved effective in calming patients, both young and old, during distressing times. The group known as Yarnmongers actually introduced the idea to the Trust and after a lot of research they took the idea on board and thankfully it has proved a big success. Thanks to all the team for supporting/pursuing and making it happen and most of all the groups of knitters who continue to supply the items. Well done to all. Sheila Harris (Representing the above knitters).



I wanted to highlight the fantastic Mental Health Support leaflet that was produced last year for Ambulance staff to use to signpost patients experiencing difficulties with their mental health to organisations that can provide support. I think it's a valuable resource that will help those in need find support from organisations that can help. I was very happy to provide information about Beat the services we can provide to those who are suffering from or supporting someone with an eating disorder.

Jo, National Officer Wales | Beat.



I would like to thank you for your ongoing support within our schools in Pontypool, the resources you have with you, helps us a great deal. We genuinely feel that your input in these sessions always helps us provide excellent first aid training to the pupils and more recently setting up the training in two of our primary schools which are currently providing us with Heddlu Bach (mini Police) which is a new scheme set up by Gwent Police, it makes a great deal of difference having the mini police trained in utilising procedures for first aid, these pupils are basically our future role models and without your support this would not happen.

Mark Hornby, CSO, Gwent Police

AN INVITATION & FURTHER INFORMATION

We are aware that people access our services when patients, their families or carers are experiencing distress and in great need and we want to learn from your experiences so that we can continue to make improvements by learning from your feedback. We have strong commitment from our Executive Management team and our staff in driving quality improvements. To support us in our ambition we would like to extend an invitation, whether you have used our services or not, to get involved. If you are interested you can do so in any of the following ways:

- Share your experiences, feedback and suggestions by visiting our website www.ambulance.wales.nhs.uk
- Consider volunteering, you could be a Community First Responder or Ambulance Car Driver
- Consider a career with us
- Attend our open Trust Board Meetings to listen to the discussion and decisions about Trust services
- Join our network and influence new documents, strategies and developments

Follow the links below to find out more about the work of the Welsh Ambulance Service, see people's feedback and hear patient stories:

[Welsh Ambulance Services NHS Trust](#)

[For committee papers and reports](#)

[To hear patient stories](#)

[NHS111Wales – for self-care, information and advice](#)

SOCIAL MEDIA



[YouTube](#)



[Facebook](#)

[Facebook NHS 111 Wales](#)



[@WelshAmbulance](#)

[@WelshAmbPECI](#)

[@NHS111Wales](#)

HOW WAS YOUR EXPERIENCE WITH US?

If you would like to give feedback on this document or any aspect of your experience of using the Welsh Ambulance Service, contact the Patient Experience and Community Involvement (PECI) team at peci.team@wales.nhs.uk or visit the [Have Your Say](#) section on the website.

To become a member of our In-Network and have a say in the development of our services, email us at peci.team@wales.nhs.uk or visit our [Get Involved](#) page on the website.

If you need the document in a different format or language, copies of this Annual Quality Statement and any companion documents are available from the PECI team, tel: 01792 311773 or email peci.team@wales.nhs.uk