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Ymddiriedolaeth Brifysgol GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
University NHS Trust

# WAST Connects

APRIL 2024



To Support.  
To Serve.  
To Save.

## Message from the Chief Executive

Hello, and welcome to the latest edition of WAST Connects. If you tuned into the recent Trust Board meeting, you'll have heard me announce that the Welsh Ambulance Service has been awarded University Trust status by Welsh Government in recognition of our commitment to develop our current and future workforce and to drive innovation. Our new name is the Welsh Ambulance Services University NHS Trust, but this is much more than just a name change. It's an exciting opportunity to formally recognise the role we play in the education and development of the ambulance workforce and the world-class research we undertake to improve public health and advance treatments in the NHS, making a difference to people's lives. Click [here](#) to catch-up on the Board meeting to hear all about this and more, including the progress we're making against our Integrated Medium-Term Plan. Vaughan Gething has been elected First Minister of Wales, succeeding Mark Drakeford after more than five years in post. We look forward to working with Mr Gething and his new cabinet, to start to realise our ambition to provide high-quality care in the right place at the right time with greater emphasis on providing care closer to home. We need radical change to the way we deliver services, and my UK ambulance service counterparts agree. Click [here](#) to read our collective vision for the ambulance sector in a new report by the Association of Ambulance Chief Executives. I was heartbroken to hear about the Colwyn Bay paramedic who's stepping down after a harrowing assault. Our colleague Julie says the attack has left her 'hyper aware' of threats no longer interested in the job she once loved. Our message to the public is clear – respect emergency workers and work with us, not against us. Feedback or suggestions on our new-look newsletter? Please email [WAS.Communications@wales.nhs.uk](mailto:WAS.Communications@wales.nhs.uk)

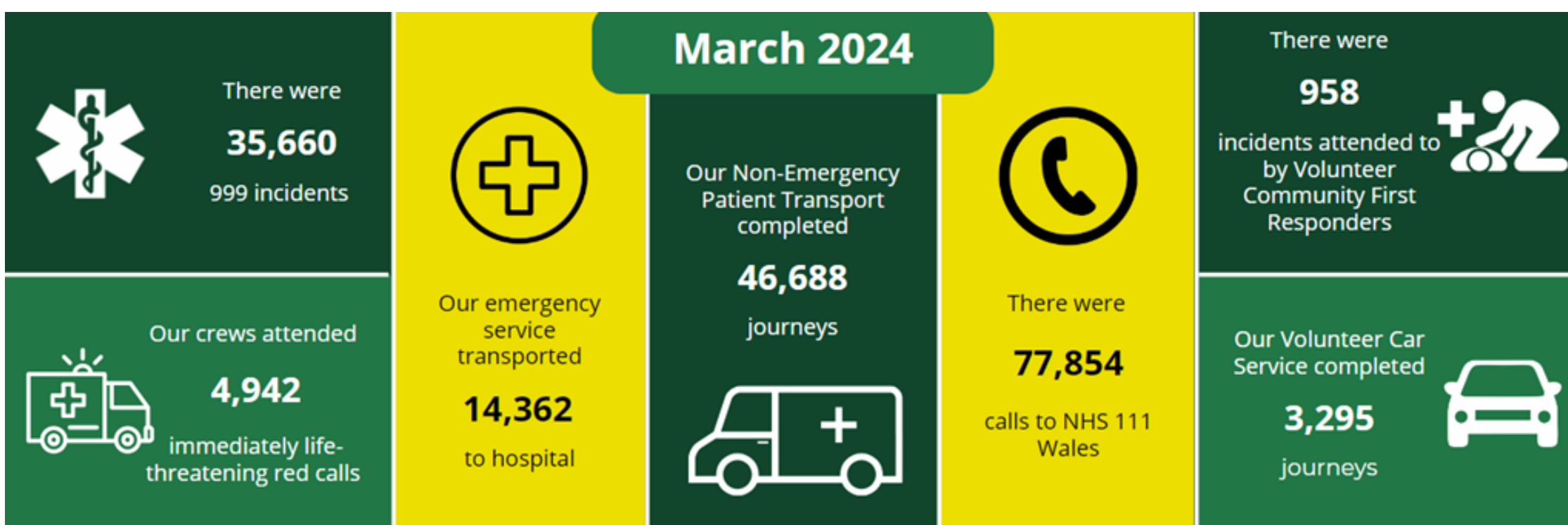


**Jason Killens**

Chief Executive

Welsh Ambulance Services  
University NHS Trust

## Performance at a Glance





# Behind the Headlines



## 'Is going home in one piece too much to ask?' – Paramedic steps down after assault

Julie Owen, a Welsh Ambulance Service Paramedic in Colwyn Bay, said the attack by a patient’s daughter has left her ‘hyper aware’ of threats. While Julie has undergone counselling, she says she is no longer interested in the job she once loved. The 56-year-old said: “I’ve suffered violence and aggression of many kinds over my 20-year career, and I guess this is the last one I’m prepared to deal with. “They build up and up, and one day just become too much. “I feared for my life that night, and the impact on me was something I didn’t expect. “Is going home in one piece too much to ask?” Click [here](#) to read the story on the Trust’s website.

## Newport couple thank the 999 call handler who supported them through birthing their baby over the phone

When Charlotte Wright, 25, woke up at home in the early hours, she didn’t realise just how close she was to giving birth to her second child. Charlotte, now a proud mother-of-two, woke up at around 3:20am feeling some discomfort, but quickly realised that she was actually in labour, with contractions just a few minutes apart. Less than half an hour after Charlotte had first woken up, her partner Adam called the Welsh Ambulance Service and was connected with 999 call lander Tommy Saracco-Jones, who is based in Llanfairfechan in North Wales. Charlotte said: “It was such a relief to have someone like Tommy on the phone, relaying instructions to me and Adam via my sister, Chloe, who was holding the phone and passing on everything Tommy was saying.” Click [here](#) to read the story on the Trust’s website.



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## Welsh Ambulance Service awarded University Trust status

The sought-after status has been granted by Welsh Government in recognition of the Trust’s commitment to develop its current and future workforce and to drive research and innovation. With effect from 01 April 2024, the Trust’s new name will be the Welsh Ambulance Services University NHS Trust. Chief Executive Jason Killens said: “We’re delighted to have secured University Trust status, but this is much more than just a name change. “It’s an exciting opportunity to formally recognise the role we play in the education and development of ambulance workers and the world-class research we undertake to improve public health and advance treatments in the NHS, making a difference to people’s lives.” Click [here](#) to read the story on the Trust’s website.

## Ambulance service worker's skydive for charity

Fiona Maclean, 46, a Patient Experience & Community Involvement Manager, based in Swansea, will be jumping from 10,000 feet, four days before her 47th birthday. Taking place at Swansea Airfield on 25 May, Fiona will reach speeds of up to 120mph all to raise money for a charity close to her heart. Fiona, who has worked for the Trust for 17 years, said: “After experiencing wing walking and absolutely loving it, sky diving was the next thing on my bucket list. “When I saw Alzheimer's Society promoting the skydiving challenge to support Dementia Action Week I didn't hesitate to sign up, especially having close family members who are living with this heart breaking and cruel disease.” Click [here](#) to read the story on the Trust’s website.







## State-of-the-art new fleet workshop in Merthyr Tydfil unveiled

Notably, the site boasts eight electric WAST vehicle charging facilities, including two dual 75kW Pod Point superchargers, making it WAST's first site to accommodate these high-speed chargers. These superfast chargers, along with other investments such as solar panelling aligns with the Trust's vision of reducing its carbon footprint and moving towards carbon neutrality. The Merthyr Workshop brings together fleet teams from Blackwood, Blackweir and Caerphilly into a cutting-edge vehicle maintenance and commissioning facility. Over the last two years, with support from Welsh Government, a comprehensive programme of refurbishment and equipment installation has been undertaken. Click [here](#) to read the story on the Trust's website.

## Get Involved

### Join our People and Community Network

The People and Community Network is open to patients, carers, community groups or anyone with an interest in how our service works. Take surveys, attend meetings, participate in 'mystery shopper' exercises and share your experience of our ambulance service to shape the way services are delivered. Click [here](#) to join.



### Help shape the way we use social media in the future

Please help us by taking part in our anonymous survey to shape the way we use social media in the future. Tell us why you follow us, what you think about our social media posts and what you want to see more or less of in the future. Click [here](#) to find out more.



## Campaign of the Month

NHS 111 **Wales**



**To check your symptoms and  
access trusted healthcare  
advice, visit [111.wales.nhs.uk](https://111.wales.nhs.uk)**

**111.WALES.NHS.UK**



[www.ambulance.nhs.wales](https://www.ambulance.nhs.wales)



Welsh Ambulance Service



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