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

WAST Connects

AUGUST 2024



**To Support.
To Serve.
To Save.**

Message from the Acting Chief Executive

Hello, and welcome to August's edition of WAST Connects. I am pleased to share this message while providing two weeks of cover for Jason while he takes deserved leave. Something we're passionate about here at the Welsh Ambulance Service is doing our bit for the environment. Last month, we learned we'd retained the prestigious [ISO14001](#) accreditation for another year, which is testament to the strides we're making towards our long-term goals for environmental sustainability. You might have seen media coverage recently about the verbal abuse our call takers are subject to on a daily basis. Call takers play an important role in gathering vital information to arrange the best help quickly, but shouting, swearing and threats will only delay that help. As part of our [With Us, Not Against Us](#) campaign, we're asking the public to treat our people with respect. In other news, we're piloting a new initiative to further support patients at the end of their life. Our new rapid response service enables palliative care paramedics to better support patients with advanced and terminal conditions who contact 999 in crisis. Once the pilot in Swansea draws to a close, we're hopeful we can roll this out across Wales. Congratulations to Jayne Beeslee, who has joined our Board as a Non-Executive Director. There's one more seat at the table, so if you want to help shape the strategy, vision, purpose and culture at the Welsh Ambulance Service, I'd urge you to take a look at the other Non-Executive Director vacancy we have (closing date is 08 August 2024). We'll be asking the public to take extra care over the Bank Holiday weekend to stay safe, including in hot weather, in the water and on the roads. I hope you manage to have some time off over summer, and that the weather is kind to us.



Lee Brooks

Acting Chief Executive
Welsh Ambulance Services
University NHS Trust

Performance at a Glance

July 2024			
<p>There were 35,906 999 incidents</p>	<p>Our emergency service transported 14,274 to hospital</p>	<p>There were 64,524 calls to NHS 111 Wales</p>	<p>There were 814 incidents attended to by Volunteer Community First Responders</p>
<p>Our crews attended 5,182 immediately life-threatening red calls</p>	<p>Our Non-Emergency Patient Transport completed 49,884 journeys</p>	<p>Our Volunteer Car Service completed 4,243 journeys</p>	

Behind the Headlines

We risk our lives to protect yours



Treat emergency workers with respect

#WithUsNotAgainstUs

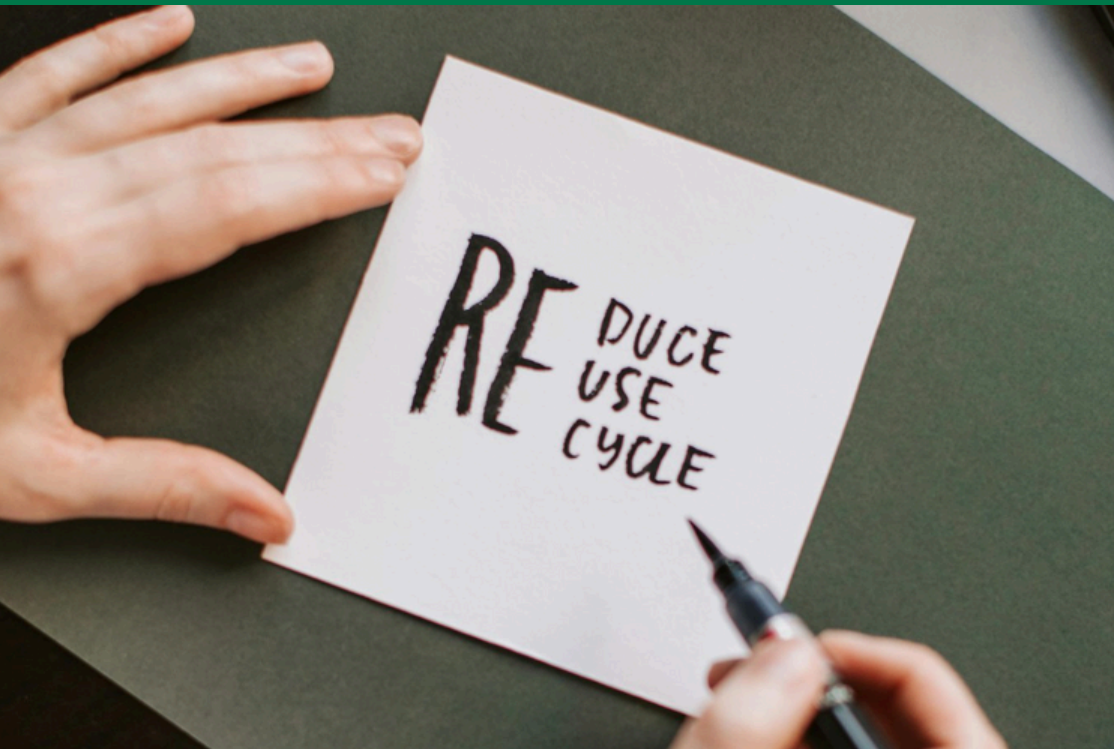


'He described in graphic detail how he'd murder me' – The shocking verbal abuse taking its toll on emergency workers

There were 1,964 incidents of verbal abuse against Welsh emergency workers between April 2019 and December 2023, new data has revealed. More than a third (37%) of the victims were police workers, while more than half (52%) were medical workers. Among them is Abbie Williams, a Welsh Ambulance Service call taker supervisor in Cwmbran, who recalls how one man threatened to dismember her. Abbie said: "The first abusive call I remember was in Covid-19 when the caller said he'd cut me up into pieces, even going into detail about which body part he'd start with and what tools he'd use to do it. "He described in graphic detail how he'd murder me – that one will always stay with me." Click [here](#) to read more.

The new ambulance initiative helping patients at the end of life

The Trust's new rapid response service enables palliative care paramedics to better support patients with advanced and terminal conditions who contact 999 in crisis. Ed O'Brian, the Trust's Palliative Care Lead, said: "Ambulance services across the UK are regularly supporting patients who are nearing the end of life and experiencing a crisis event. "We've had palliative care paramedics in Wales for a couple of years now, and they do an amazing job of delivering specialist care to patients in the community and in a hospital and hospice setting as part of a rotation arrangement with Swansea Bay University Health Board. "The rapid response service goes a step further again, ensuring that patients with a palliative care need who access 999 are getting the best possible support by deploying an experienced palliative care paramedic to these 999 calls whenever possible." Click [here](#) to read more.



Trust retains prestigious environmental management standard

The Trust has successfully retained its ISO14001 accreditation for another year, making it the only ambulance service in the UK to hold this environmental accreditation. ISO14001 is an internationally recognised standard for environmental management systems, which supports organisations in identifying, managing, monitoring and controlling environmental processes. Leading the work has been Environment and Sustainability Manager Nicci Stephens, who said: "I am so pleased to say that following a week of detailed audits and interviews, the Welsh Ambulance Service has kept the ISO14001 accreditation for 2024. "This accreditation shows that the Trust's environmental management systems continue to support the strategic direction of the organisation and are achieving its objectives relating to improving environmental performance." Click [here](#) to read more.

Ambulance call handler helps deliver baby on the phone

Laura Roberts, 30, and her husband Martin, 37, were about to make their way into Ysbyty Gwynedd after Laura's contractions began – but baby Lwsi had other ideas. Laura gave birth in the bathroom of their Gaerwen home with instructions from quick-thinking ambulance call handler William Funston-Jones. Laura, who also works for the Trust's Non-Emergency Patient Transport Service, said: "I was feeling a little scared because I knew Lwsi wasn't waiting for anyone to arrive – she was coming out there and then. "It was such a relief to have someone like William on the phone. "He was so calm and professional and kept talking to me, making sure everything was OK. "He never stopped giving me instructions and always kept me updated on where the ambulance was." Click [here](#) to read more.





New Non-Executive Director appointed to Welsh Ambulance Service Board

The Cabinet Secretary for Health and Social Care has appointed Jayne Beeslee for four years, beginning her term on 19 August 2024. In addition to her role as a Non-Executive Director, Jayne, who is based in South Wales, will also be Chair of the Trust's Finance and Performance Committee. Jayne said: "It is a privilege to be appointed to the Board of the Welsh Ambulance Service. "The service is under intense pressure and whilst there are undoubtedly challenges ahead, I am looking forward to applying my experience to add value to the Trust's activities and help it achieve its strategic objectives in what is a critical public service in Wales." Click [here](#) to read more.

Get Involved

Opportunity: Non-Executive Director

The appointment of a Non-Executive Director (Academic) to the Board of the Trust is critical as we seek to strengthen our academic, innovation and industry links. Click [here](#) to apply.



Virtual videobooth

If you've got a story for us, you can submit it using our new Virtual Videobooth* service below. It's easy to use and is the quickest and most secure way to record your story and send it to us. It works on most computers, tablets and smartphones with built-in cameras and microphones. Click [here](#) to find out more.



Campaign of the Month

NHS 111 *Wales*



Summer Safety

Demand on our service tends to rise through the Summer and while our ambulance crews, call handlers and volunteers are working hard, we are asking the public to use our services wisely

If you feel unwell and unsure where to go for help, the [NHS 111 Wales](#) website should be your first port of call.