

WAST Connects

DECEMBER 2023



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

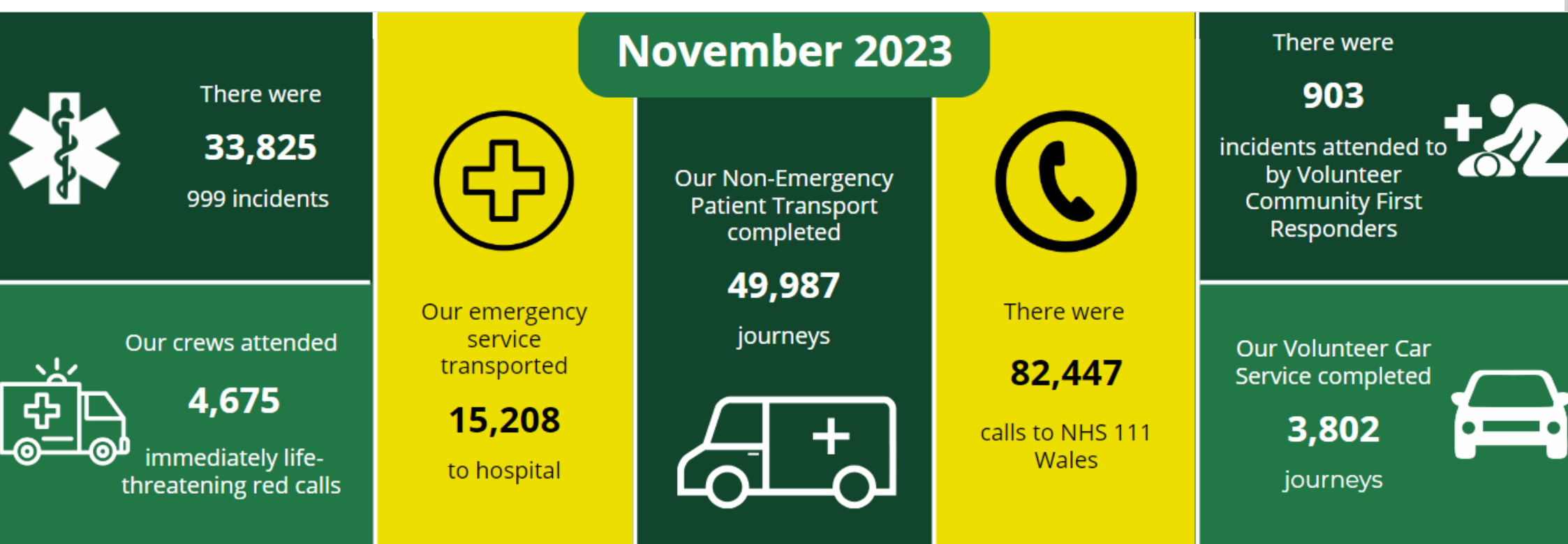
Message from the Chief Executive

Hello, and welcome to a brand new newsletter from the Welsh Ambulance Service, and what better time to connect with our public, partners and stakeholders than in the midst of our busiest period – winter. This newsletter replaces the Behind the Headlines update and is designed to be a one-stop shop for important news and updates about our service, as well as a celebration of the staff and volunteers who go above and beyond every day to help the people of Wales. Here you'll find the facts and figures which tell the story of our performance every month, as well as all the ways to get involved in our work, from events in your area to the opportunities to join #TeamWAST if you're feeling inspired. Thanks for sharing this journey with us, and if you have any feedback on the new-look newsletter, please let us know at WAS.Communications@wales.nhs.uk. Have a wonderful Christmas and New Year. Stay safe



Jason Killens
Chief Executive
Welsh Ambulance Services
NHS Trust

Performance at a Glance



Behind the Headlines



High-tech upgrade of ambulances begins

A state-of-the-art communications upgrade of ambulances in Wales has begun. The £23 million technology refresh will improve the way information is passed between control rooms and the frontline crews delivering care to patients. Director of Digital Jonny Sammut said: "This technology refresh signals a new era in our communications, and one which will enhance the important link between the colleagues in the control room and the crews in the community delivering care to patients." Click [here](#) to read this story in full.

Cardiac arrest survivor reunited with lifesavers

A petrol station attendant who had a cardiac arrest at work has thanked her husband, co-workers and the ambulance crew who saved her life. Jayne Partridge, 55, had just started her shift at the Tesco filling station in Port Talbot when she began to feel unwell. Within minutes, the mum-of-two was in full cardiac arrest. Jayne said: "I had the best treatment from start to finish. I just want to thank the crew for everything they did, they were amazing." Click [here](#) to read Jayne's story.



Paramedic spat at by a patient relives ordeal

A paramedic who was sworn and spat at by a patient has relived his ordeal. Geoff Williams, who is based in Chepstow, needed hospital treatment after an attack by the man he was trying to help. The 34-year-old describes feeling 'dirty' after the incident, which left him unable to work the remainder of his shift. Geoff said: "An assault on one of us is an assault on all of us. I come to work to help people, not to be assaulted. This felt personal – there was so much malice." Click [here](#) to read Geoff's story.

Launch of new Welcome Pack

We are delighted to have launched a helpful new resource for patients whose first language is not English. The virtual Welcome Pack explains in simple terms how the ambulance service works and when is appropriate to call 999. It describes what to do if you need an interpreter on a 999 call, the questions a call handler will ask, how calls are prioritised and what ambulance workers will do if they come to see you. An online translation tool enables users to access the resource in their own language. Click [here](#) to learn more.





Robots byte down on repetitive tasks

The Trust is using Robotic Process Automation (RPA) technology to perform time-consuming administrative tasks to free up staff to focus on tasks that add the most value. The use of software robots, or 'digital workers,' is saving time and allowing colleagues to harness their skills more appropriately. Click [here](#) to read the full story.

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.



Shape our new Strategic Equality Plan

We're inviting stakeholders, service users and staff to share their views about how we can make the Welsh Ambulance Service more inclusive. Click [here](#) to read our draft Strategic Equality Plan and have your say.



Events

- **South Wales Emergency Services Carol Service**
Thursday 07 December at 19.00 at Llandaff Cathedral, Cardiff – Places are available on a first-come, first-served basis. Please complete this form if you'd like to attend.
- **North Wales Emergency Services Carol Service**
Monday 11 December, 19.30 at Bangor Cathedral, Gwynedd – Performances from Seindorf Beaumaris Band, Côr Ieuenctid Môn and Arwyn Tudur Jones. Admission is free and all are welcome. Proceeds will go to the North Wales Mountain Rescue Association.

Campaign of the Month

