

WAST Connects

FEBRUARY 2024



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

Message from the Chief Executive

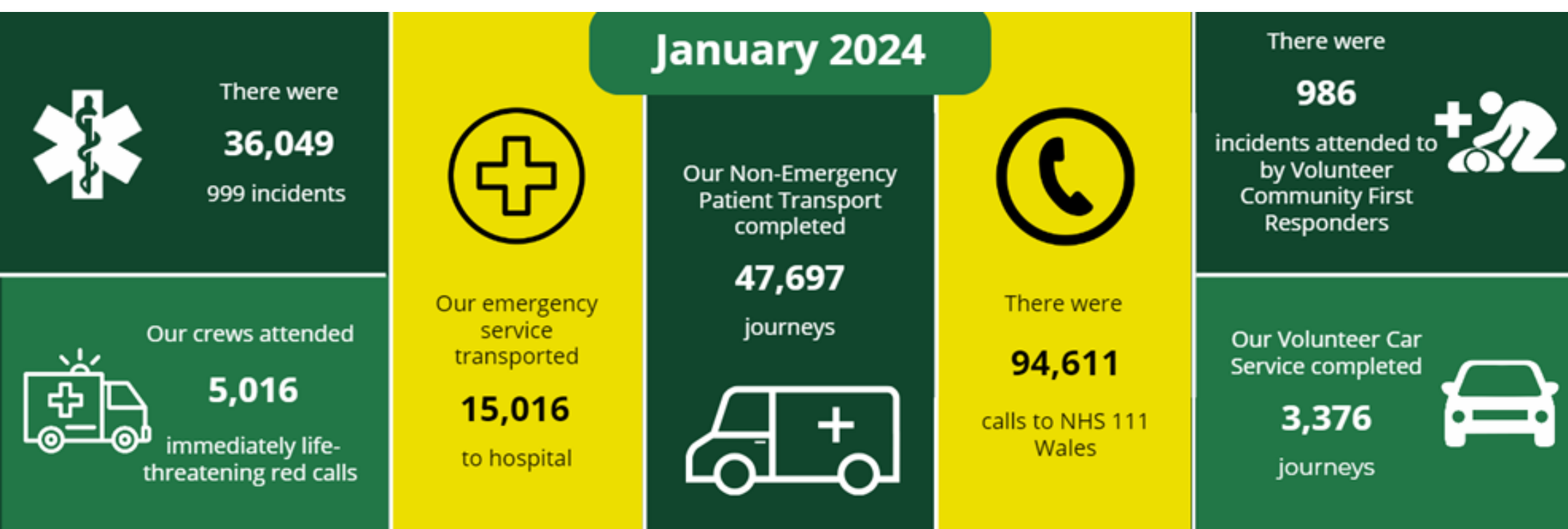
Hello, and welcome to the third edition of WAST Connects. It's been a busy start to the year, and work has begun in earnest on the next iteration of our Integrated Medium-Term Plan, the plan which – over the next three years – will move us towards our long-term ambitions and goals. Simply put, we want to ensure patients get the right care, in the right place, every time. The Executive Leadership Team and I have met with a number of key stakeholders in the recent weeks to tell them about our plans, to garner their support and to explore the ways we can work together as a system to deliver the best possible care for patients. Demand on our 999 service remains high, and we're reminding the public to only call 999 in a genuine emergency. You might have seen the story about the weird and wonderfully inappropriate 999 calls we've had in the past year, but there's a really important message behind it. If it's not a serious or life-threatening emergency, help us to help you by accessing one of the many alternatives to 999, starting with the NHS 111 Wales website. We're delighted that two new Non-Executive Directors are joining our Board. The Minister for Health and Social Services has appointed Peter Curran as a Non-Executive Director (Finance) and Ian Mathieson as a Non-Executive Director (Academic), and we're looking forward to working with Peter and Ian to realise our strategic ambitions. It was hard not to smile at the reunion of the Mountain Ash twins and the ambulance crew who helped to save their life when mum Catherine went into labour at 29 weeks. Specialist training the crew had undertaken on the thermoregulation of pre-term babies just a couple of weeks prior without a doubt gave little Carreg and Aneira the best chance of survival. To share your feedback on our new-look newsletter, you can email WAS.Communications@wales.nhs.uk. Take care.



Jason Killens

Chief Executive
Welsh Ambulance Services
NHS Trust

Performance at a Glance



Behind the Headlines



Premature twins reunite with ambulance crew who helped save their lives

Catherine Johnson was 29 weeks pregnant when she went into labour unexpectedly at her Mountain Ash home in November. Ambulance crews arrived to take the 36-year-old to hospital, but twins Carreg and Aneira had other plans which forced Catherine to give birth in her bedroom. A team of 12 paramedics and technicians used specialist training they had undertaken just weeks prior to care for and safely transport the newborns to hospital. Click [here](#) for more.

Welsh Ambulance Service adds state-of-the-art emergency ambulances to its fleet

Fitted with the latest technology, the ambulances have been added as part of the Trust's commitment to modernising its fleet, ensuring that each of its operational vehicles are fit-for-purpose, reliable and provide a safe environment for staff and patients. The ambulances are comprised of 13 additional vehicles and 35 replacements and will operate across Wales. The brand-new Mercedes ambulances are equipped with a more efficient engine ensuring that they are environmentally friendly. Click [here](#) for the full story.



Pontypridd cardiac arrest survivor meets ambulance lifesavers

It was a Saturday morning in September when 50-year-old delivery driver Neil Jones collapsed at home without warning. Recognising he was in trouble, his partner Pam Gregory called 999. As Neil stopped breathing, Pam gave CPR to her partner of 30 years on the living room floor. Neil said: "I can't remember anything from that day, but I can remember not feeling quite right for about a week before it happened. "I had some chest pain but being a typical bloke, I just ignored it, thinking it was heartburn. "How wrong I was." Click [here](#) for the full story.

'999? I've lost my false teeth!' – Inappropriate calls to Welsh Ambulance Service revealed

Among them was someone who had lost their voice, someone with a ring stuck on their finger and someone who had misplaced their false teeth. One person called 999 because they had eaten too much kebab, while another had their hand stuck in a letterbox. Of the 414,149 calls to the ambulance service last year, 68,416 were not a life-or-death emergency – an average of 188 calls a day. Click [here](#) for the full story.





Welsh Ambulance Service appoints new Non-Executive Directors

Welsh Government's Minister for Health and Social Services has appointed Peter Curran as a Non-Executive Director (Finance) and Ian Mathieson as a Non-Executive Director (Academic). Colin Dennis, the Chair of the Welsh Ambulance Service, said: "Overseeing the work of the only all-Wales emergency service comes with a unique set of challenges, but Peter and Ian come with a wealth of experience and expertise to help us navigate these. "I speak for the whole Board when I say we are looking forward to working with Peter and Ian to realise our strategic ambitions.". Click [here](#) to read the full story.

Get Involved

Learn CPR in 15 minutes for free with ReivivR

Each year over 30,000 people have an out-of-hospital cardiac arrest in the UK, with less than one in ten surviving - giving CPR and using a defibrillator can more than double someone's chance of survival. RevivR is a free, interactive, online CPR training course provided by the British Heart Foundation. In just 15 minutes, you can learn how to save a life and receive your very own CPR certificate. Click [here](#) to find out more.



Become a Community Welfare Responder

The role of the CWR is an initiative under the Connected Support Cymru project. It's an integral part of our long-term strategic ambition in 'Delivering Excellence'. The CWR is a trained volunteer who attends patients to provide clinical observations and welfare support to patients/service users. They feedback information to our remote clinicians in our Ambulance Control Centres to help inform clinical decision-making and ensure that patients receive the right advice and care, in the right place, at the right time. Click [here](#) to find out more.



Campaign of the Month

