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

WAST Connects

JULY 2024



To Support.
To Serve.
To Save.

Message from the Chief Executive

Hello, and welcome to the July edition of WAST Connects. Over the next few months, we'll be working with colleagues, including trade union partners, to develop our well-being objectives. To learn more about this and the broader strategic direction of our ambulance service, I'd encourage you to join our bi-monthly Board meeting on 25 July; full details are below. June was also the month we held a series of Long Service Awards events to celebrate colleagues' length of service, where we presented awards for 20, 30 and 40 years of remarkable NHS service. Congratulations to all our recipients and thank you for your service. I also want to extend congratulations to not one, but two ambulance stalwarts who were recognised in the King's Birthday Honours List. Mike Jenkins, Consultant Paramedic and Regional Clinical Lead, has been awarded the prestigious King's Ambulance Service Medal for distinguished service, while retired paramedic Dennis Moss has been made an MBE for his services to the Welsh Ambulance Service and to first aid abroad. The Honours List recognises some of our very best ambulance professionals, and on behalf of everyone at Team WAST, I'd like to extend a huge congratulations to Mike and Dennis. Take care.



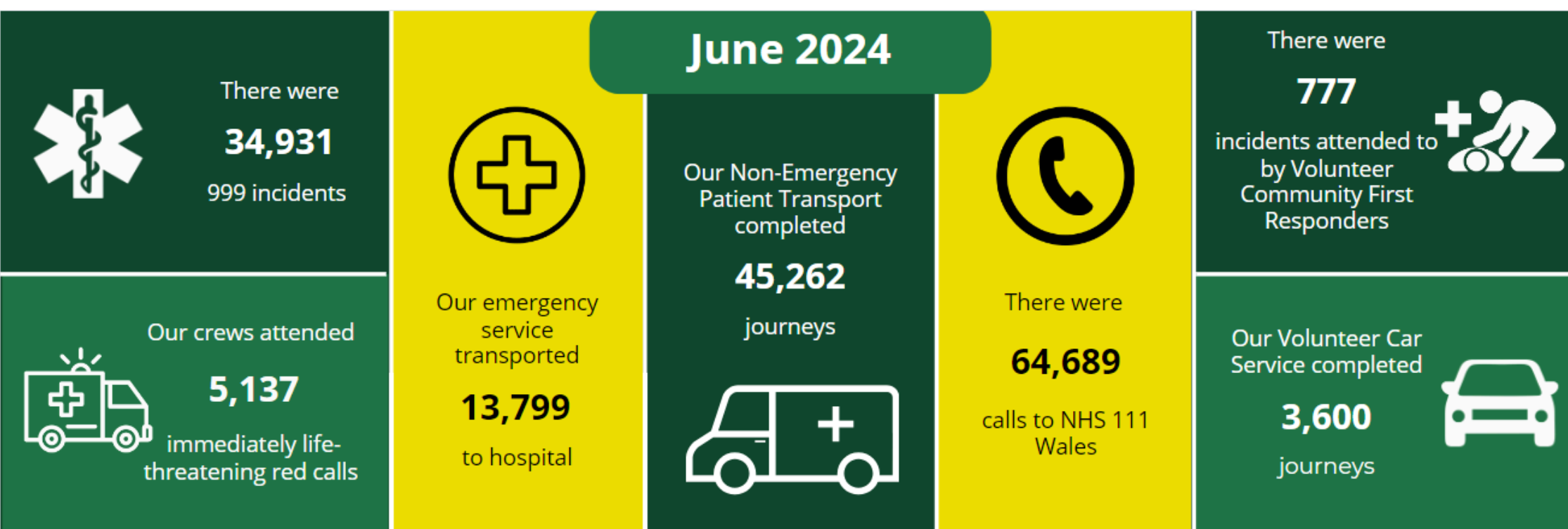
Jason Killens

Chief Executive

Welsh Ambulance Services

University NHS Trust

Performance at a Glance



Behind the Headlines



"It's such a precious memory" - ambulance service and hospice team help patient's last wish come true

When Paul Taylor, 51, was receiving palliative care treatment at home after his brain tumour became terminal, he didn't think it would be possible to go watch Peter Kay Live, a show he was desperate to see. However, after Paul and his wife Emma Taylor told their Hospice at Home team about the tickets they had previously purchased, Health Care Support Worker Emma Williams and Team Leader Karen Parry, contacted the Trust's 'Wish' team to see if they could help. Emma, from Holywell, Flintshire, said: "We didn't think there would be any possibility to go to the show as Paul was bed bound at home. "We had just over a week before the show and two ambulance crew members Cara Lyons and Leah Reading volunteered to get us there and back. "Without them we would never have been able to go." Click [here](#) to read more.

Cardiff man made more than 100 abusive calls to emergency services

Adil Hassan, 36, of Loudoun Square, Cardiff, made more than 100 calls to the Welsh Ambulance Service during 10-16 May, in which he would shout, swear and use sexually explicit language. At Cardiff Magistrates' Court on Friday, he pleaded guilty to the persistent use of a public communications network to cause annoyance, inconvenience or anxiety. Laura Charles, a Duty Control Manager at the Welsh Ambulance Service, said: "In all my years in the ambulance service, this is by far the worst verbal abuse I have ever heard. "When ringing 999, Hassan was not ringing to ask for help for a medical emergency. "He was ringing only to abuse call takers or to vent about something that was annoying him. "Having abuse in your ear can be just as damaging, if not more damaging, than being abused in-person." Click [here](#) to read more.



Welsh Ambulance Service stalwart recognised in King's Birthday Honours List

Mike Jenkins, Consultant Paramedic and Regional Clinical Lead, has been awarded the prestigious King's Ambulance Service Medal for distinguished service. Last month, Mike, of Cardiff, celebrated 40 years in the ambulance service. Jason Killens, Chief Executive of the Welsh Ambulance Service, said: "We're delighted and incredibly proud that Mike has been recognised in the King's Birthday Honours List. "During his lifetime of service, he has remained steadfast in his commitment to improving patient safety, clinical outcomes and the patient's experience. "His dedication to develop others and encourage future generations into clinical leadership positions to help achieve the highest standards of care has also been exemplary." Click [here](#) to read more.

Chief Executive's commendation for good Samaritan

Owen Mansel, 19, from Carmarthenshire, was transporting a member of the public who had fallen to hospital when he came across a road traffic collision in Burry Port. For his quick-thinking actions to help, he has since been presented with an award by the Trust. Chief Executive Jason Killens, said: "Owen showed a remarkable effort. "To not only stop, but to support and stay while someone was in desperate need, is commendable, and to do this twice in one day is truly inspirational. "Owen's actions helped manage and assess the situation before further help arrived and ensured the best possible treatment was available. "I extend my gratitude and thanks to Owen in what was clearly a very difficult and distressing job." Click [here](#) to read more.





Welsh Ambulance Service donates medical supplies to African based charity

The Trust has won a HPMA Cymru Award 2024 for its Bystander to Upstander initiative, which was designed not only to raise awareness among staff of equality, diversity, and inclusion but give them practical tools to challenge discrimination and inappropriate behaviours. Paola Spiteri, the Trust's Retention Lead, said: "When people are at their lowest ebb, we are the people to whom they turn, so we expect the highest professional standards of everyone in our organisation. "Thankfully, the majority of our hard-working people uphold our values and behaviours, but there is always more we can do to promote an inclusive organisational culture, and this initiative is a symbol of our commitment to do just that. "By equipping staff not only with knowledge but the practical skills to safely intervene in a problematic situation, we're transforming from passive bystanders to proactive upstanders." 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.



Join the Trust's bi-monthly Board meeting

We invite you to join on Zoom to hear senior leaders discuss a packed agenda including bi-monthly reports from both the Chair and Chief Executive, the Trust's integrated medium-term plan and patient experience story. Click [here](#) to find out more.



Campaign of the Month

**It's never OK to assault
emergency workers**

#WithUsNotAgainstUs

