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

WAST Connects

JUNE 2024



To Support.
To Serve.
To Save.

Message from the Chief Executive

Hello, and welcome to the June edition of WAST Connects. May was a landmark month as we launched pioneering new call and clinical assessment technology in our NHS 111 Wales contact centres. With over a million calls to 111 every year, it's so important that we're using technology which provides a good experience for patients, and this new system enables 111 health advisors to better prioritise and signpost patients to the most appropriate pathway of care. I'd like to extend a huge thanks to colleagues across the organisation, in health boards and beyond who worked collectively to implement the new system, which has helped to propel us forward on our journey to be a 'gateway' to the right care or advice, in the right place, every time, and is enabling our clinical response model to further evolve in order that we can meet a patient's specific needs. Not many people will know that we're supported by a fantastic charity, which raises money to fund initiatives which promote the health, wellbeing and safety of our people, patients and communities. Expect to see more about the Welsh Ambulance Services charity in the coming months as our first Head of Charity takes up post and we embark on an exciting exercise to raise the charity's profile. In the next couple of weeks, we'll celebrate long-serving staff and volunteers at our annual Long Service Awards. Colleagues with 20, 30, 40 and even 50 years of NHS service will be presented with medals at one of three events pan-Wales, which will be a wonderful opportunity to celebrate the very lifeblood of the Welsh Ambulance Service – its people. I know you'll join me in extending a huge congratulations to colleagues on their length of service. Take care.



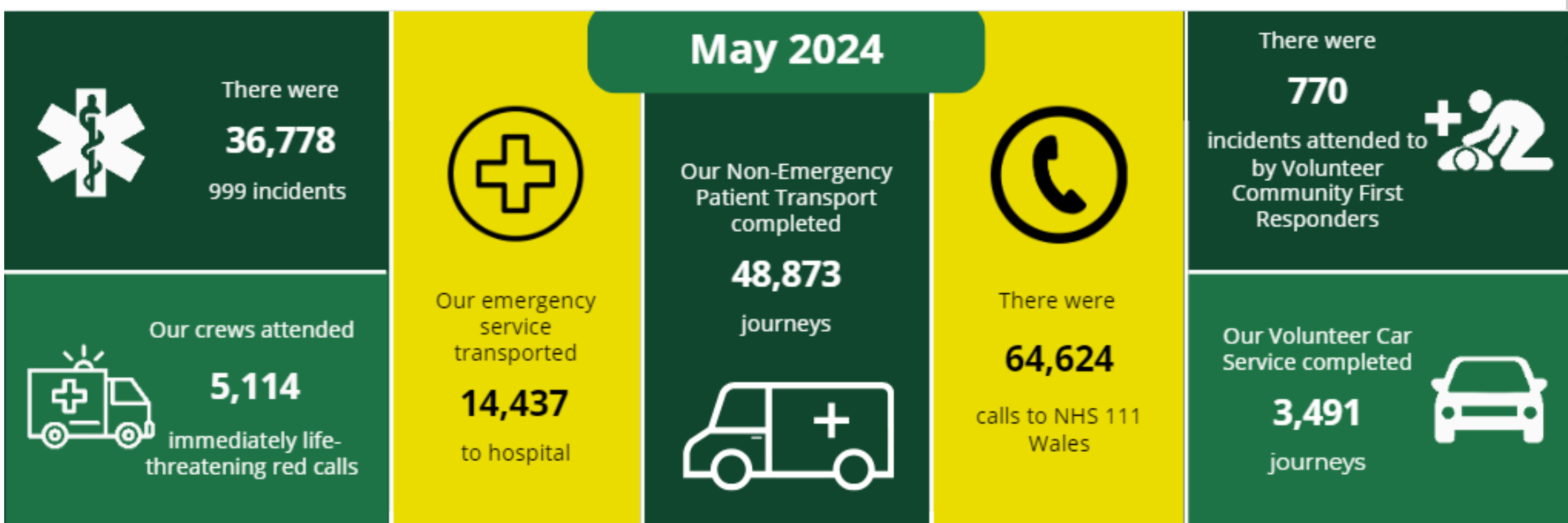
Jason Killens

Chief Executive

Welsh Ambulance Services

University NHS Trust

Performance at a Glance



Behind the Headlines



Wrexham woman thanks ambulance crew for life-saving intervention

When Carol Hughes, 62, became unwell at home, she didn't realise just how serious her condition was. Carol, a mother-of-two and who has a history of anaemia caused by iron deficiency, initially thought that her sudden fatigue, nausea and drowsiness was a result of her condition. Fortunately, Carol's daughter, Kate Hughes, a triage assessment nurse for the NHS 111 Wales service, based in Deeside, was at the family home and immediately recognised that something was wrong. Welsh Ambulance Service paramedic Gavin Jones and Emergency Medical Technician David Rees arrived on scene just eight minutes after the initial call was received. Click [here](#) to read more.

Holidaymaker thanks ambulance service after son's

When 20-year-old Matthew Pharaoh collapsed at the family's accommodation in Llandudno, it was his quick-thinking mother Tracey who began the chain of survival. Tracey, an Advanced Nurse Practitioner with more than 30 years' experience, immediately recognised that her son had stopped breathing and rang 999 and was connected to Welsh Ambulance Service call handler Esyllt Edwards. Esyllt, who is based in Llanfairfechan, immediately began to organise help and talked Tracey through the administration of CPR while waiting for the ambulance to arrive. Esyllt said: "Despite the situation, Tracey was fantastic and really listened to my instructions." "She gave Matthew the best possible chance of survival and it was fantastic to hear that he went on to make a full recovery." Click [here](#) to read more.



Welsh Ambulance Service dementia team attend global conference

Alison Johnstone, the Trust's Programme Manager for Dementia based in Carmarthenshire, and Chella Rowles, Dementia Coordinator based in Cardiff, have recently returned from the [36th Global Conference of Alzheimer's Disease International](#). The event, which took place in Krakow brought together experts from across the world to share information on achievements, innovations and best practice in dementia research, care and policy, while continuing to address and challenge the perceptions around dementia. As the only ambulance service to physically attend, the duo was invited to share the Trust's work on creating dementia-friendlier environments and the use of reminiscence therapy to support people living with dementia when using its services. Click [here](#) to read more.



NHS 111 Wales launches pioneering new contact centre technology

The new system enables 111 health advisors to better prioritise and signpost patients to the most appropriate pathway of care, which might be a call-back from a paramedic or nurse, a call back or a visit to a GP or pharmacist or self-care at home. Dr Mike Brady, Assistant Clinical Director for Remote Clinical Care, said: "This is an incredibly exciting time for NHS 111 Wales, and this new system will drastically improve and modernise the way we deliver care to patients." "Combining clinical evidence, modern technology and opportunities for interoperability means that patients are getting the right care, from the right person, first time, and ensures that we work effectively within the wider integrated urgent care environment in Wales." Click [here](#) to read more.





Welsh Ambulance Service donates medical supplies to African based charity

When student midwife Charlie Rennie attended a conference in 2017 and first heard of the work being undertaken by the charity Life for African Mothers (LFAM), she knew straight away that it was something that she wanted to support. Charlie, now 26 and a fully qualified midwife with Hywel Dda University Health Board since 2020, has since gone on to make several trips to Africa, helping to deliver training, education and supplies to Tanzania, Uganda and most recently, Sierra Leone. Charlie's cousin Bobby Williams-Jasper, a 30-year-old fleet technical assistant for the Welsh Ambulance Service based in Merthyr Tydfil heard about the need for medical supplies and approached her colleagues to see if anything could be done to help. Bobby was delighted to hear that a number of items which would normally be disposed of due to being out of date were available and ready to be donated to LFAM. Click [here](#) to read the story in full.

Get Involved

#TeamWAST with Pride

Work, volunteer or study with the Welsh Ambulance Service? Join colleagues across Wales at Pride Cymru (Cardiff).

For more information on how to get involved, email Amb_lgbtstaffnetwork@wales.nhs.uk or follow the National Ambulance LGBT+ Network on X [here](#).



999 Emergency Services Day at Caldicot Castle

Join the Welsh Ambulance Service and emergency service partners on 07 July, from 10:00-17:00 in the grounds of Caldicot Castle. Enjoy learning about the service, watching CPR demonstrations and talking to staff and volunteers about the experience of working at the Welsh Ambulance Service Click [here](#) to find out more.



Campaign of the Month



Pride Month 2024

www.ambulance.nhs.wales Welsh Ambulance Service [welshambulance](#) [welshambulanceservice](#)