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

WAST Connects

MARCH 2024



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

Message from the Chief Executive

Hello, and welcome to the fourth edition of WAST Connects. February's an important month in the Welsh Ambulance Service calendar because it marks our annual [Defibuary](#) campaign. Only one in ten people survive an out-of-hospital cardiac arrest in the UK, and knowing how to give CPR and use a defibrillator could mean the difference between life and death. February was also LGBT+ History Month, the perfect opportunity to recognise and celebrate the value of a diverse workforce. The unique lived experience of our many LGBTQ+ staff and volunteers enables them to demonstrate compassion and understanding towards others who may feel isolated and misunderstood in our communities. Speaking of volunteers, we've launched a brand-new volunteering position at WAST – are you interested? Community Welfare Responders are trained by us to support the delivery of urgent care for patients in their own homes across Wales. We're thinking very differently about how we deliver ambulance services in the future and this initiative moves us closer to our ambition to provide the right care, in the right place, every time. Find out more about our vision for the future at our upcoming Board meeting on 28 March. Someone who knows a lot about the evolution of the ambulance service is Advanced Paramedic Practitioner Gwyn Griffiths who retired last month after a staggering 50 years of service. Gwyn has touched the lives of thousands of people, and he should take enormous pride in all he has done. To share your feedback on our new-look newsletter, please email WAS.Communications@wales.nhs.uk.



Jason Killens
Chief Executive
Welsh Ambulance Services
NHS Trust

Performance at a Glance

February 2024			
<p>There were 33,240 999 incidents</p>	<p>Our emergency service transported 13,685 to hospital</p>	<p>There were 88,971 calls to NHS 111 Wales</p>	<p>There were 930 incidents attended to by Volunteer Community First Responders</p>
<p>Our crews attended 4,608 immediately life-threatening red calls</p>	<p>Our Non-Emergency Patient Transport completed 46,777 journeys</p>	<p>Our Volunteer Car Service completed 3,217 journeys</p>	

Behind the Headlines



The Trust is recruiting Community Welfare Responder

Community Welfare Responders (CWRs) are trained by the ambulance service to support the delivery of urgent care for patients in their own homes across Wales. Wearing an ambulance service uniform but driving their own private vehicle, they are sent to 999 calls in their community to determine if the patient requires an ambulance response. CWRs take an initial set of observations, including heart rate and oxygen levels, the results of which are sent to clinicians in the Trust's control room who will determine the best course of action for the patient. Click [here](#) to read the story on the Trust website.

Malpas man's lifesavers a cut above the rest

When Adrian Wilkins collapsed while waiting for a haircut, it was his quick-thinking wife Sandra who started the chain of survival. Sandra delivered chest compressions to her husband on the shop floor while customers retrieved the nearest defibrillator. Sandra, a former health care support worker on a paediatric unit with 20 years' NHS service, said: "All was normal that day. "I noticed that something wasn't right and after a brief spasm, I realised he wasn't breathing. "My training kicked in and I began giving Adrian CPR immediately. Anna Ashford, a Welsh Ambulance Service call handler, guided Sandra, Ethan and the customer through CPR. Click [here](#) to read the story on the Trust website.



Paramedic retires after 50 years of saving lives

Fifty years ago, on 04 February 1974, a 23-year-old Gwyn Griffiths from Caernarfon joined the Caernarfonshire Fire and Ambulance Service. The now 73-year-old has enjoyed a varied career, both in Wales and across the border in England, until his retirement on Sunday, finishing as an Advanced Paramedic Practitioner. Gwyn originally began his career as a 'Trainee Ambulance Man' and has seen the organisation grow from a regional ambulance service to the national service it is today. He is now in the process of planning his next adventure, mountaineering in Morocco and across the Himalayas. Click [here](#) to read this story in full on the Trust website.

Trust is supporting LGBT+ History Month

LGBT+ History Month is the annual month-long observance of lesbian, gay, bisexual and transgender history. The theme for 2024 is Medicine – #UnderTheScope, which celebrates the LGBTQ+ community's contribution to the field of medicine and healthcare. The Trust employs an estimated 300 staff and volunteers from the LGBTQ+ community. Kathryn Cobley, Head of Inclusion and Engagement, said: "We recognise the value of having a diverse workforce which includes our many LGBTQ+ staff. "Their unique individual lived experience enables them to demonstrate compassion and understanding towards others who may feel isolated, minoritised and misunderstood in our communities." Click [here](#) to read this story in full on the Trust website.





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

Help shape the way we use social media in the future

Please help us by taking part in our anonymous survey to shape the way we use social media in the future. Tell us why you follow us, what you think about our social media posts and what you want to see more or less of in the future. Click [here](#) to find out more.



Join the Trust's bi-monthly board meeting

We invite you to join on Zoom to hear senior leaders discuss a packed agenda, including progress on actions to mitigate avoidable patient harm, progress on the Trust's Integrated Medium Term Plan 2024-2027 and bi-monthly reports from both the Chair and Chief Executive. Click here to find out more.



Campaign of the Month

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