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

WAST Connects

NOVEMBER 2024



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

Message from the Chief Executive

Hello, and welcome to November's WAST Connects. In last month's edition, I talked about our brand-new Digital Plan, and this month, we're seeing it in action. We've introduced new technology to deliver care closer to a patient's home in the shape of the Luscii app. The app captures a patient's vital signs, and data is sent in real-time to our ambulance control room, where remote care clinicians determine the appropriate next steps. That could be a referral to the patient's GP, self-care advice or sending an ambulance, if necessary. It's hoped the technology will help fulfil our ambition of providing the right care or advice, in the right place, every time, and I'm enormously proud of the cross-team collaboration to progress this. In other news, we've just appointed our first Head of Charity. The WAST charity has been 'ticking along' nicely for many years, receiving gifts when people want to thank the service for the help they were given. But now, Trustees have set an ambitious course for the charity; one which fulfils its potential to grow its fundraising capacity in line with a more strategic purpose and to use these funds to have a positive impact for our people and the communities we serve. David Hopkins comes with a wealth of experience in the charity and arts sectors, and I'm delighted we've been able to secure his services as we enter this new and exciting phase in the charity's development. October was a chance to pay tribute to the incredible work of our control room colleagues as part of International Control Room Week. When people think about the ambulance service, it's often those who work on the road who get the recognition. What they might not appreciate is that we've got a huge team of unsung heroes behind the scenes, working just as hard to triage calls, co-ordinate our response and deliver care remotely. The nature of this work is challenging and rewarding in equal measure, and I'd like to extend a huge and heartfelt thanks to WAST's control room colleagues for their hard work and commitment.



Jason Killens

Chief Executive

Welsh Ambulance Services

University NHS Trust

Performance at a Glance





The technology enabling the ambulance service to deliver care closer to home

The 'Luscii' app captures a patient's vital signs, including heart rate and blood oxygen levels, and data is sent in real-time to the ambulance control room, where remote care clinicians determine the appropriate next steps in care planning. That could be a referral to the patient's GP, self-care advice or dispatching an ambulance resource, if necessary. It is hoped the technology will help fulfil the Trust's ambition of providing the right care or advice, in the right place, every time. The Trust is working with the Small Business Research Initiative (SBRI) Centre of Excellence and Betsi Cadwaladr University Health Board to pilot the Luscii technology in a small number of care homes in north Wales. In the coming months, the Trust will expand the pilot to other parts of Wales and seek to train its volunteer Community Welfare Responders to support patients and service users in using the app when responding to calls in their community. Click [here](#) to read more.

Welsh Ambulance Service joins forces with St John Ambulance Cymru on life-saving new initiative
Volunteer Alternative Responders are trained by St John Ambulance Cymru to respond to medical emergencies in their community. Calls are triaged by the Welsh Ambulance Service to on-call volunteers nearby who draw upon their skillset to provide life-saving care in the minutes before an ambulance arrives. Judith Bryce, Assistant Director of Operations said: "We're delighted to be working with St John Ambulance Cymru once again on another initiative with the potential to save lives. "Volunteering at the Welsh Ambulance Service has come a long way in the last two decades, and the Volunteer Alternative Responder scheme is the latest in a series of new and exciting plans to further embrace our volunteers and make communities across Wales safer for all. Click [here](#) to read more.



Welsh Ambulance Service appoints first Head of Charity

David Hopkins, from Cardiff, joins the service from National Youth Arts Wales, where he was Fundraising and Development Manager. David will be responsible for the day-to-day management of the Trust's charity, including the generation of income and compliance with its regulatory and governance obligations. He will be the organisation's expert on charity matters and will also be charged with recruiting and developing a small team to support the charity's fundraising activities. David's past roles include Sustainability and Growth Manager at Newport Mind and Marketing and Communications Executive at the BBC National Orchestra of Wales. Of his appointment, David said: "I'm delighted to be joining the Welsh Ambulance Service as Head of Charity. "Thanks to donations from the public, the Welsh Ambulance Service Charity is already benefiting patients, staff and local communities through innovative projects. "In this new post, I believe there is huge potential to expand upon this - and I can't wait to get started." Click [here](#) to read more.

Welsh Ambulance Service volunteer retires after more than three decades of service
Ted Chambers of Glan Conwy, north Wales, has finally decided that the time is right to step back from his role as a Volunteer Car Service Driver, something he has been doing since 1991. Ted, 77, who is originally from Sheffield, began offering his services in the early 1990s after starting a taxi firm on the Isle of Anglesey. Ted, who is a grandfather-of-13 and who is married to Lysette, 65, said: "There would be times during the week when I had a couple of cars at my taxi firm sat idle doing nothing, and I thought it was such a waste. "After a short time, I began transporting patients and sometimes I would be asked to pick up surgeons and donated organs from Valley airport on Anglesey and transport them to where they needed to be." Ted continued to offer the use of his vehicles and services until 1998 when he sold the taxi firm. However, he enjoyed volunteering so much that he continued to offer his services for the next 26 years, transporting patients all over the country. Click [here](#) to read more.



Social Stats



Total followers: 72,246

Total messages: 511



Total link clicks: 878

Total reach: 251,676

Get Involved

We're joining forces with police and fire colleagues to host our popular Christmas carol concerts.

- Thursday 05 December, 7.00pm – Llandaff Cathedral, Cardiff. To reserve your place, click [here](#).
- Monday 09 December 2024, 7.30pm – St Asaph Cathedral, Denbighshire. Admission is free; no need to pre-register your attendance.



Campaign of the Month



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Get vaccinated against flu