



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

WAST Connects

OCTOBER 2024



To Support.
To Serve.
To Save.

Message from the Chief Executive

Hello, and welcome to October's edition of WAST Connects. It is with great pride that we unveil our new [Digital Plan](#) for 2024-29. Digital systems are the backbone of healthcare delivery and in a rapidly evolving digital landscape, there's an exciting opportunity to harness technology to improve the service we deliver to the people of Wales. At the heart of this plan is a commitment to excellence. We're investing in cutting-edge technology – from advanced dispatch systems to enhanced telehealth services – ensuring our teams are equipped with the best tools to do their jobs effectively. Together, we're building a future where the Welsh Ambulance Service is synonymous with digital excellence in healthcare. Do check out the plan if you have a moment. I'm pleased to report that we've appointed a new Director of People. Carl Kneeshaw joins us in November and comes with a wealth of experience in strategic HR management and organisational leadership having held senior leadership positions at Avon and Wiltshire Mental Health Partnership NHS Trust, HM Prison Service and the Ministry of Justice. Meanwhile, I've been appointed as the new chair of the [Association of Ambulance Chief Executives](#). This is an 'extra-curricular' role that I've graciously accepted having been voted in by my peers at AACE and which I'll balance with my Chief Executive responsibilities here at WAST. To be entrusted with the chair role is a proud moment for me, both personally and professionally. It also raises WAST's profile on the national stage and supports our ability to influence national sector strategy and policy, drawing upon our local approaches here in Wales. With Halloween and Bonfire Night around the corner, we'll be reminding the public to have a 'spooktacular' but safe time, but to look after themselves and others, use NHS services appropriately and respect emergency workers. Take care. Jason Killens, Chief Executive, Welsh Ambulance Services University NHS Trust.



Jason Killens

Chief Executive

Welsh Ambulance Services
University NHS Trust

Performance at a Glance

September 2024



There were
34,311
999 incidents



Our emergency
service
transported
13,434
to hospital

Our Non-Emergency
Patient Transport
completed

46,053
journeys



There were
69,877
calls to NHS 111
Wales

There were

758

incidents attended to
by Volunteer
Community First
Responders



Our crews attended
5,267
immediately life-
threatening red calls

Our Volunteer Car
Service completed

3,680
journeys



Behind the Headlines



Welsh Ambulance Service launches maternity 'red phone' initiative

The 'red phone' initiative enables ambulance crews to forewarn maternity units about time-critical obstetric emergencies so that receiving teams are prepared for the patient's arrival. The clinician-to-clinician conversations via a dedicated phone line are designed to streamline communication between ambulance crews and hospital staff and further improve the patient's care. Bethan Jones, Perinatal Safety Champion and Midwife at the Welsh Ambulance Service, said: "Every second counts in an emergency, so the more information we can relay to the maternity unit, the better they can prepare by calling in the right clinicians and organising everything they need to deliver emergency care. "The red phone enables us to do just that, acting as a single point of access to obstetric units, improving communication which in turn will enable us to deliver high-quality and timely care for the patient and their baby." [Click here to read more.](#)

Concert-goer thanks lifesavers after cardiac arrest

Alwyn Williams, 76, collapsed suddenly and stopped breathing after attending a Katherine Jenkins concert at the Llangollen International Musical Eisteddfod in July. Event medics MediEvent quickly moved Alwyn from his car, where he was slumped over the wheel, and administered life-saving treatment defibrillating him and restarting his heart before the arrival of Community First Responders Emma Lawrenson and Richard Witheridge. Community First Responders are trained by the Welsh Ambulance Service to administer life-saving treatment and support in the precious minutes before an ambulance arrives. The newly qualified volunteers arrived on scene within minutes of a 999 call being made and worked under the direction of the on-site medical staff from MediEvent to stabilise the grandfather-of-eight and take him to hospital. [Click here to read more.](#)



Association of Ambulance Chief Executives welcomes new chair Jason Killens

The appointment follows the imminent departure of Daren Mochrie QAM, who has been AACE chair since August 2020. Anna Parry, Managing Director of AACE said: "Today's publication of Lord Darzi's review of the NHS underlines what an important and challenging time this is for the UK NHS ambulance sector. "I am confident that with Jason Killens as our new chair we will benefit from a continuation of the strong leadership and vision that we have enjoyed for the past four years during Daren Mochrie's tenure. "On behalf of the ambulance sector, Daren has been key in creating and maintaining working relationships at the highest levels among key stakeholders, decision makers and opinion formers, something we know that Jason will continue while also focusing on accelerating our collective activity on ambulance workplace culture, ensuring that all our people are safe and working in compassionate, inclusive teams." [Click here to read more.](#)

Welsh Ambulance Service appoints new Director of People

Carl Kneeshaw, Deputy Director for People at Avon and Wiltshire Mental Health Partnership NHS Trust, will join the service on 01 November. Carl comes with a wealth of experience in strategic HR management and organisational leadership having held senior leadership positions at HM Prison Service, the Ministry of Justice and the Department for Work and Pensions. Of his appointment, Carl said: "I feel privileged to be joining an organisation so dedicated to its people and patients. "In my role, my focus will be on ensuring that colleagues are equipped with the skills and resources they need, investing in our people to create a strong foundation for WAST's future success. "I'm really looking forward to working with Angela in her new role as Director of Culture Change and contributing to the transformational journey WAST is on." [Click here to read more.](#)



Social Stats



Total followers: 72,246

Total messages: 511



Total link clicks: 878

Total reach: 251,676

Get Involved

Get involved with Restart a Heart Day

Restart a Heart Day takes place on and around 16 October each year. More than 30,000 out-of-hospital cardiac arrests happen every year in the UK. Sadly, less than 1 in 10 people survive. Early CPR and defibrillation can more than double the chances of survival, which is why it is so crucial to learn. Click [here](#) to find out more.



Campaign of the Month

