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

WAST Connects

SEPTEMBER 2024



To Support.
To Serve.
To Save.

Message from the Chief Executive

Hello, and welcome to September's edition of WAST Connects. Our ambitious new plans for the next three years have been approved by the Cabinet Secretary for Health and Social Care. At the heart of our [Integrated Medium-Term Plan](#) is a recognition that we need a radical transformation of the way we deliver services by working with health board partners to develop, agree and implement a new clinical response model that will provide patients with the right advice and care, in the right place, every time. Read more about how we propose to do this, as well as improve the workplace experience for our people, on our website. While the priority is very much the vision for the future, it's also important to reflect on achievements to date. Our Annual General Meeting later this month will allow us to do just that, and I'd invite you to join us via [Zoom](#) for a series of presentations about the fantastic initiatives we've introduced in 2023/24. I'd like to extend congratulations to Nigel Rees, Assistant Director of Research and Innovation, on his honorary professorship at the University of Warwick, which is testament to his ability to lead world-class research which is making a real difference to people's lives. You'll recall that we were awarded [University Trust status](#) by Welsh Government in April for our commitment to develop our workforce and drive research and innovation, which is Nigel personified. Congratulations Professor Rees. We've had more than 300 nominations for our annual [WAST Awards](#), which are an opportunity to recognise, celebrate and applaud our staff and volunteers. We need your help to choose the winners, so read on for details about how to cast a vote. As we ready ourselves for the busy winter period, I remain extremely proud of the role that #TeamWAST staff and volunteers play in helping to provide the best possible care to the people of Wales, despite an incredibly challenging set of circumstances. Thank you to them, and also to you for your ongoing support.



Jason Killens
Chief Executive
Welsh Ambulance Services
University NHS Trust

Performance at a Glance

August 2024			
<p>There were 34,554 999 incidents</p>	<p>Our emergency service transported 14,378 to hospital</p>	<p>Our Non-Emergency Patient Transport completed 46,835 journeys</p>	<p>There were 64,992 calls to NHS 111 Wales</p>
<p>Our crews attended 4,808 immediately life-threatening red calls</p>			<p>There were 717 incidents attended to by Volunteer Community First Responders</p>
			<p>Our Volunteer Car Service completed 3,632 journeys</p>

Behind the Headlines



Parents thank ambulance crew for saving their baby's life

Postal worker Danny, 33, and teacher Natalie, 32, had no idea how drastically events would deteriorate just one day before their son Jackson was due to celebrate his first birthday. Natalie said: "On the morning before Jackson's first birthday, he seemed a little lethargic and had a bit of a temperature but otherwise seemed fine. "I'd been over to visit my mother and then later in the afternoon, had gone to the shopping park to get a birthday card and some other bits ready for his birthday. "While I was in the card shop, Jackson became very sleepy and by the time we got back to the car, he had begun having a seizure." Jackson had never had a seizure before, and it was very scary to see him like that, so I immediately called 999 and explained what was happening." Ian Binnington, an Advanced Paramedic Practitioner based at the Ambulance and Fire Services Resource Centre in Wrexham, arrived on scene just five minutes after the initial 999 call. Click [here](#) to read more.

Welsh Ambulance Service paramedic awarded honorary professorship

Nigel Rees, the Trust's Assistant Director of Research and Innovation, was inaugurated as an honorary professor at the University of Warwick Medical School's Clinical Trials Unit. Honorary titles are bestowed by universities to those who make a significant contribution to academic business, usually through research collaboration, clinical teaching or both. Professor Gavin Perkins, Dean of Warwick Medical School, said: "Warwick Medical School is delighted to welcome Professor Nigel Rees to its honorary professoriate. "His appointment recognises his significant and sustained contribution to research which has been vital in providing the evidence the NHS needs to transform services and improve outcomes for patients and their families. "We look forward to a long-lasting collaboration with Nigel and the Welsh Ambulance Service." Click [here](#) to read more.



Voting open for WAST Awards 2024

Voting is open in four categories in the WAST Awards 2024, including Team of the Year, Inspiring Others, Great Listener and People's Choice. Professor Jason Killens, Chief Executive at the Welsh Ambulance Service, said: "The Trust is full of amazing people, doing extraordinary things every day. "Without their hard work, care and desire to help the people of Wales, the service simply would not function. "Therefore, it's really important that we recognise, celebrate and applaud our staff and volunteers. "Working for the ambulance service is not just any job – it's a job that makes a real difference, so the WAST Awards are an opportunity to pause and reflect on their achievements and say a big thank you. "Team WAST is made up of over 4,000 people and while they all contribute in their own unique ways, this is the public's chance to tell us who they think should get some extra special recognition. Click [here](#) to read more.

Why we're staying on X

We're aware there's currently some public debate about the appropriateness of continuing to use X, formerly Twitter. We acknowledge that, in recent times, the prevalence of unpleasant and, at worst, inflammatory voices has made it very difficult for those individuals and organisations who continue to use social media as a force for good. Sadly, this has meant some people and organisations, including from the NHS, have chosen to leave the platform. As the national ambulance service for Wales and a category one responder with a duty to warn, inform and advise the public in an emergency, it's essential that we can reach the public using a variety of methods, including social media. Our continued presence on X is not an endorsement of toxic behaviour, nor will we tolerate such behaviours directed towards us, or our people. Click [here](#) to read more.

Why we're staying on X

Jason Killens
Chief Executive



Social Stats



Total followers: 71,933

Total messages: 535



Total link clicks: 1,093

Total reach: 265,225

Get Involved

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.



Join the Trust's Annual General Meeting

We invite you to join on Zoom to learn more about the Trust's achievements over the past year, including the new rapid response service enabling palliative care paramedics to better support terminally ill patients and the initiatives helping people in a mental health crisis. Click [here](#) to find out more.



Campaign of the Month

**TIME TO
ACT ON
DEMENTIA.**

**WORLD
ALZHEIMER'S
MONTH**

#TimeToActOnDementia
#TimeToActOnAlzheimer
#WorldAlzheimersMonth
www.worldalzmonth.org