

## April 2017 Info Burst

### Welsh Ambulance Services News

**Learning Disability Champions celebrated at Welsh Ambulance Service event**  
Find out more [HERE](#)

**Sports groups win lifesaving defibrillators as part of Welsh Ambulance Service campaign**  
Find out more [HERE](#)

**Bridgend communities receive six new lifesaving defibrillators**  
Find out more [HERE](#)

**Mother-of-three thanks paramedic who helped to save her life after identifying signs of sepsis**  
Find out more [HERE](#)

**Welsh Ambulance Service app for patients with additional communication needs nominated for two awards**  
Find out more [HERE](#)

**New 111 Wales Service for Carmarthenshire**  
What is 111 and how it's moving to Carmarthenshire. Find out more [HERE](#)

**A Response Model update**  
Our new Clinical Response Model is now permanent. See a Welsh Government [written statement](#) here recommending the continuation and development of the model, which was first introduced in October 2015.

**Compliments**  
We received a total of 59 compliments during March. Here are some quotes from what people told us:

“Thank you so much to the Paramedics and the Welsh Ambulance Service for attending and treating my 12 year old son who was involved in a traffic collision when his bike crashed into a minibus on a rural road above Trefriw. Thank you for all you did for him at the scene and working with the Wales Air Ambulance to get him transferred quickly to Alder Hey hospital. I know the quick response on the day has made a big difference to his outcome and he is now home and recovering well.”

“I would just like to convey sincere thanks on behalf of my family to the team who attended my mother. I would be grateful if you could convey our thanks to all concerned; from WAST call operator for supporting my mother's neighbour to carry

out CPR and the paramedics who were on scene within about 4/5 minutes. Mum was gravely ill and went into cardiac arrest twice on that day I believe. I had only spoken to my mum at 9.10am and by 9.50am I had received multiple phone calls to inform me of what had happened. Mum's life was saved by all concerned for which we are all very grateful. Mum was placed in the very capable hands of Professor G at UHW and has now had an ICD and large stent inserted.”

### **Mental Health Survey, get involved and have your say for Welsh Ambulance Services Trust Mental Health Improvement Plan.**

We have visited many Community Groups supporting individuals with mental health and wellbeing concerns as well as their carers, so a survey has been developed to gather more information about what is important to these groups to enable us to improve on what we do. The survey is available [HERE](#).

We would now also like the opportunity to spend time talking to people affected by mental health and wellbeing as we would appreciate your help to enable us to further develop our services as part of our Mental Health Improvement Plan. If you or your organisation are happy to take part in any of these focus groups, please contact Isobel Jones Patient Experience and Community Involvement Coordinator on 01792 776252 Ext. 45444 or email: [isobel.jones@wales.nhs.uk](mailto:isobel.jones@wales.nhs.uk).

### **Social Media**

Keep up to date with everything the Welsh Ambulance Service is up to! You can follow the Welsh Ambulance Service's Patient Experience and Community Involvement Team on Twitter. We now have over 3,000 followers! Help us to reach 4000 by clicking [HERE](#) to view our profile page and follow us @WelshAmbPIH Thank you!

## **Other news**

### **Outbreak of Hepatitis A investigated in Rhyl**

Find out more [HERE](#)

### **Launch of the 2016 NHS Annual Quality Statement for the NHS in Wales**

The good work of the Welsh Ambulance Service has been celebrated in Welsh Government's Annual Quality Statement.

The document, introduced by Andrew Goodall, Chief Executive of NHS Wales, is an overview of all the work going on within NHS organisations to improve the quality of care in NHS Wales.

Featured is the Trust's popular Defibuary campaign (p12) as well as the work we're doing across Wales to help elderly people who have fallen (p20), plus many more examples of our work.

See the document in English [HERE](#) and in Welsh [HERE](#)

### **Ageing Well in Wales**

In June, a new Ageing Well in Wales's publication will be launched to celebrate some of the key achievements made to date. The publication will be launched to coincide with the Commissioner's annual report launch in the Senedd, and will

showcase some of the good practice and achievements across the programme. Also they now have five Ageing Well in Wales pocket guides in place:

- [Making Wales a nation of age-friendly communities: A practical guide to creating change in your community](#)
- [A guide to being an age-friendly business](#)
- [A pocket guide to being dementia supportive](#)
- [Making a Difference: A pocket guide to help you deal with loneliness](#)
- [A guide to setting up a community learning club](#)

Welsh language versions/Fersiynau Cymraeg:

- [Gwneud Cymru yn genedl o gymunedau sy'n ystyriol o oedran: Canllaw ymarferol i greu newid yn eich cymuned](#)
- [Canllaw ynghylch bod yn fusnes oed gyfeillgar](#)
- [Canllaw cryno ar gyfer cefnogi pobl â dementia](#)
- [Gwneud Gwahaniaeth: Canllaw cryno i'ch helpu ymdrin ag unigrwydd](#)
- [Canllaw i sefydlu clwb dysgu cymunedol](#)

Should you need further information please get in touch with Iwan Williams [Tel / Ffôn: \(029\) 2044 5045](tel:02920445045) - [Fax / Ffacs: 08442 640680](tel:08442640680) or via email on: [iwan.williams@olderpeoplewales.com](mailto:iwan.williams@olderpeoplewales.com)

[www.olderpeoplewales.com](http://www.olderpeoplewales.com)

- **Know the signs of Sepsis** it could save your life - find out more [HERE](#)
- **Look out! New Symptom Checker on Wounds** on our NHS Direct Wales website: [HERE](#)
- **An Introduction to the Evaluation of Healthy Lifestyles Initiatives:** [HERE](#)

## Looking ahead

Mental Health Awareness week 8<sup>th</sup> - 12<sup>th</sup> May [HERE](#)

Deaf Awareness Week 15<sup>th</sup> - 21<sup>st</sup> May [HERE](#)

Dementia Awareness Week 15<sup>th</sup> - 20<sup>th</sup> May [HERE](#)