

**May 2017  
Info Burst**

**Welsh Ambulance Services News**

**Welsh Ambulance Service shortlisted for NHS Wales Award – read all about it [HERE](#)**

**Help shape Welsh Ambulance Service’s Staff Awards - find out how [HERE](#)**

**Great grandfather thanks ambulance crew who saved his life after suffering heart attack - read about it [HERE](#)**

**Welsh Ambulance Service wins award for innovative app to help patients who are Deaf - find out more [HERE](#) and [HERE](#)**

**Tribute to Llanfechain ambulance technician - [HERE](#)**

**Warning after Lily Baxandall's death following A&E wait- [HERE](#)**

**Coroner to take action over ambulance delay – [HERE](#)**

**New defibrillators for Bridgend –[HERE](#)**

**Children & Young People - ‘Promises for Young People’.**

We have started working with children and young people to get their feedback on what they expect when they use our services, supporting the UN Convention on the Rights of the Child, which include the ‘Right to be heard’.

Over the next few months, we will be speaking to a variety of children and young people in schools, groups and clubs across Wales to get their views to help develop a list of ‘Promises’. The ‘Promises to Children & Young People’ will then be shared with our staff so they understand what is important to children and young people when using our services.

If you work with or represent children and young people and are able to capture their views on our behalf, please contact [Fiona.Maclean@wales.nhs.uk](mailto:Fiona.Maclean@wales.nhs.uk) for more information.

### **Are you deaf or hard of hearing?**

Register for the free [emergency SMS texting](#) service to enable you to text 999 if you have a health emergency. Find out more about other ways we can help you if you are deaf or hard of hearing by looking at our website [HERE](#)

### **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).

### **National Highlight Report – involving people in our work**

Find out about how we have been listening to people who have used our services, and involving different communities between January and March 2017 in our report - [HERE](#)

### **Welsh Ambulance Services Trust Board**

Click [HERE](#) to see all of the documents and information discussed at our Trust Board in March 2017

### **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**

Should exercise be compulsory at work? - Find out more [HERE](#)  
Find out more about the European Health Insurance Card - [HERE](#)  
Outbreak of Hepatitis A investigated in Rhyl - read about it [HERE](#)

Statement from Public Health Wales on the Public Health (Wales) Bill - [HERE](#)

10 steps to a healthy weight - [HERE](#)

### **Ageing Well in Wales**

See the five new Ageing Well in Wales pocket guides:

- [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](#)

See more information here: [www.olderpeoplewales.com](http://www.olderpeoplewales.com)

## **Looking ahead**

Diabetes Week 12<sup>th</sup> - 17<sup>th</sup> June - [HERE](#)

Men's Health Week 12<sup>th</sup> - 18<sup>th</sup> June - [HERE](#)