

Welsh Ambulance Service News October 2020 Part 1

Welsh Ambulance Service Highlight Report

Our **Highlight Report** features all our activities over the past few months, so you can see what we have been doing during the pandemic, You can view it [here](#)

Shoctor 2020 –animation

Every year throughout October the Welsh Ambulance Service visit schools up and down the country to promote Shoctor. An annual campaign aimed at Primary schools to promote appropriate use of 999 and life-saving skills. This year is our 5th Shoctor anniversary however, as a result of Covid-19 pandemic, we've had to think differently about ways we can still promote these key messages in a safe way.

This year we have come up with something special and are proud to present an animation which sees our Trust mascot's Jack & Kim come alive. The animation, which is approximately 5 minutes long sees Catrin, age 9 a big sister to Abi, who is 4 years old and Deaf, learn about 999 emergency and how to do CPR safely (considering COVID safety measures). The animation is available in [English](#), [Welsh](#) and [British Sign Language](#) (BSL). Please share with friends, family and your networks to promote this vital information.

Restart a Heart Day (16th October 2020)

Every year in Wales, over 6,000 people will have a cardiac arrest and approximately 80% of those will happen in the home. With more people than ever now being at home, and research by YouGov survey revealing that over one third of adults in Wales don't know if during the pandemic CPR should be carried out by professionals in PPE, it is important to learn how to do CPR. Throughout the day, we promoted key messages and encouraged the public to watch a 2 minute [Resuscitation Council UK video](#) on how to safely and confidently do CPR (which does not involve mouth to mouth) as every second counts when someone is in cardiac arrest. We also shared a [story](#) about how a man's life was saved by multiple twists of fate and strangers knowing how to do CPR.

Black History Month 2020

This national celebration aims to promote and celebrate Black contributions to British society and foster a better understanding of Black history in general.

In 2020 #BlackLivesMatter protests spread around the world. These sparked commitments from many organisations, including ours, to do better when it comes to educating themselves about Black history, heritage and culture – as part of understanding racism and standing in solidarity against it. As part of WAST's recognition of Black History Month, #TeamWAST held an online workshop for staff delivered by Susan Cousins, author of 'Overcoming Everyday Racism'. Offering the opportunity for Welsh Ambulance Staff to explore the issues of identity and race in a safe space.

Easy Read Information leaflets

To ensure everyone in the community has access to up to date information, [Easy Read leaflets](#) on a variety of topics are available on the NHS 111 Wales website.

Fire Break in Wales – Easy Read

This Easy Read document explains what everyone in Wales must do from 23 October to 9 November 2020 to slow the spread of coronavirus.

https://111.wales.nhs.uk/easyreads/Docs/FireBreak%20-%20Easy%20Read%20-%20CYMRAEG_637394003119392249.pdf

Video to reassure people about why PPE is used

A video has been made by the Welsh Ambulance Service for the Learning Disability Community, explaining all about PPE, you can watch this by clicking on the link below:

<https://youtu.be/ScICgq-l3x8>

Matilda's story



We sometimes get asked why do we visit children and young people in community settings and take with us some of our equipment which we use to interact with them. As a Trust, we support and promote the United Nations Convention of the Rights of the Child (UNCRC). One of their rights is a 'right to play', which we can extend while being in our care and help make children and young people's experiences a positive one.

By visiting their environment that they feel safe and comfortable in, it allows them to familiarise themselves with our uniform and equipment and reduce any anxiety they may have, should they or a family member require our services in the future. The Patient Experience and Community Involvement Team has developed a strong foundation and process for engaging with schools, however we wanted to ensure how we included those children that were home educated. Following our first visit to the group in Swansea, we met Matilda age 9 and her mum, who shared their story with us. This film was recorded prior to the introduction of lockdown restrictions.

<https://www.youtube.com/watch?v=VGyc468EeYw>

7 Important Checks

Calling 999 and having an ambulance crew assess you can be daunting enough for an adult, let alone a child. To take that anxiety away, a child friendly pictorial resource has been developed '7 Important Checks' to help children learn about what checks our Ambulance crew do if they are ill or injured and why. You can view these below:

English: <https://www.ambulance.wales.nhs.uk/TheRoom/Default.aspx?pagelId=249&lan=en>

Welsh:

<https://www.ambulance.wales.nhs.uk/TheRoom/Default.aspx?pagelId=249&lan=cy>

The Welsh Ambulance Service Patient Experience and Community Involvement Team would like to hear from you!

We are interested to hear from you... “We’re Still Here”

Click [here](#) for Cymraeg and Click [here](#) for English to view our promotional video on how we are engaging with communities. Have you used any services delivered by the Welsh Ambulance Service during the pandemic (i.e. called 999, used Patient Transport, called 111/0845 46 47 or accessed the NHS 111 Wales website)?

You can also continue to give us your feedback as always, in the following ways:

Take part in our surveys... We have 2 surveys running at the moment:

- **NHS 111 Wales website - Experience Survey**

The experience you have on the NHS 111 Wales website is important to us. To help us continue to improve the site, we would be grateful if you could complete this [survey](#) which only take a few minutes, so that we can understand this better. The survey is completely anonymous.

- **Welsh Ambulance Services Trust Vehicle Fleet Survey:**

<https://www.smartsurvey.co.uk/s/PBL6KJ/?s=08>

- **Contact us in the usual ways outlined at the end of this Info Burst**

Health Education and Improvement Wales (HEIW) are Recruiting Service User Evaluators to help decide which universities should be awarded contracts to deliver health care education. Universities in Wales will be asked to bid for these contracts, explaining why they think they are the best education providers to train our future nurses, midwives, physiotherapists, podiatrists, audiologists, paramedics etc. This goes out to tender in October and the bid submissions will be evaluated in January and February 2021.

A fantastic opportunity to shape the future of our clinicians’ education to meet the needs of the NHS in Wales. Any queries can be addressed on Teams, in the first instance please contact: Dawn Baker Lari, email: dawn.bakerlari@wales.nhs.uk.

Public Health Wales latest statement about Covid 19

This can be read [HERE](#)

NHS COVID-19 app: an important part of our Test, Trace and Protect programme to control the spread of Covid-19.

On the 24th of September, Welsh Government and UK Government launched the NHS COVID-19 app across England and Wales. The more people who use the app the greater our chances of reducing the spread of the virus. The app is available for people to download from 24 September 2020. We would ask you to share information through your social channels, newsletters and through your networks and stakeholders, you can download the app by following this link: <https://gov.wales/nhs-covid-19-app>

Videos in British Sign Language (BSL) with audio voice over, explaining about the [Covid Tracker App](#) and the [Personal Protective Equipment](#) (PPE) we use when responding to 999 calls are also available via the Welsh Ambulance Service You Tube channel.

Contact us:

Patient Experience & Community Involvement Team

Telephone: 01792 311773

Email: Peci.team@wales.nhs.uk

Visit the Get Involved page on our website www.ambulance.nhs.uk

Twitter: [@WelshAmbPIH](https://twitter.com/WelshAmbPIH)