

Welsh Ambulance Service News

November

Highlight Report

Our new Highlight report is out now, showing all the activities the Patient Experience and Community Involvement Team have been doing over this past few months, you can view it [HERE](#)

Sensory Loss

November was Sensory Loss Awareness Month, find out more information [HERE](#). To support the campaign, we carried out a range of activities across the service. We worked with from Deafblind Cymru who provided us with specialist equipment allowing different staff across the service to simulate what it feels like to live with sensory loss.

We also invited members from the Centre for Sign, Sight & Sound (previously North Wales Deaf Association) to come and visit the Clinical Contact Centre in Llanfairfechan to learn more about how we deal with our 999 calls. The members who visited the Clinical Contact Centre had the opportunity to see how calls come in, how callers are questioned & triaged, what advice is given, and how we communicate with other health care services. The group found their visit really informative and went away with a much better understanding of how the Welsh Ambulance Service works.

Have you downloaded our new Pre Hospital Communication App?

The App is a tool to help communicate with those who have additional communication needs including:

- ✓ People who are Deaf or hard of hearing
- ✓ People for whom English is not their first language
- ✓ People with learning disabilities
- ✓ People whose illness or injury affects their communication

A person may use a mixture of speech, gesture and pictures to communicate. The App uses images and a small amount of text to help you find out important information about someone or what has happened if they have had an accident.

Find out more about it and how to get it [HERE](#).

Mental Health Survey

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](#).

Compliments

We received a total of 61 compliments during November. Here are some quotes:

“I would like to say a big thank you to the ambulance staff who took me to Royal Glamorgan hospital on Wednesday night. The response time after contacting NHS Direct Wales for advice until a first responder arrived was 10 minutes, closely followed by a paramedic who was great and then the ambulance arrived shortly after. The two ambulance men were brilliant and praise needs to be given to them for their outstanding service and the way they put me at ease. Everyone is quick to have a go at the Ambulance service but praise should be given when it is deserved. Thank you so much.”

“Many, many thanks for all your help when you were called out last Sunday evening to help my mother. We are so grateful for such excellent professional assessment and care and also for reassuring us all that all was fine ... and you managed all that with a smile and a sense of humour despite the fact we'd held you up from finishing your shift. You and your colleagues have such a challenging and vital job to do, and we really do appreciate special people like yourself. Many thanks again and best wishes.”

Choose Well this Winter

The Welsh Government winter campaign is well underway, aimed at families - particularly older people and their carers and parents of young children. Lots of resources are on the Choose Well website [HERE](#).

Our 'Promises' to Older People

Thank you to the hundreds of people who were involved in the consultation on the Welsh Ambulance Services Trust's Promises for older people. See the Promises [HERE](#). The promises were launched to coincide with International Day of Older Persons on the 1st October, and includes promises to treat older people with dignity and respect, provide good information and communication if a patient has sensory loss and to recognise the signs of people with dementia.

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 3000 followers! Help us to reach 4000 by clicking [HERE](#) to view our profile page and follow us @WelshAmbPIH
Thank you!

Other News:

Plan to drink wisely this Christmas find out more [HERE](#)

Winter's just arrived, had your Flu Jab? Click [HERE](#)

Keep an eye on your health this winter with our Symptom Checkers [HERE](#)

Wales is the only UK nation to see an improvement in the time it takes ambulances to reach the most critical 999 calls, new BBC research has found. [HERE](#)

A killer condition Sepsis linked to 1,500 deaths every year in Wales is not always being treated in the same way in Welsh hospitals, new research claims. [HERE](#)

Carbon Monoxide Awareness Week was 21st – 27th November, an opportunity to remind us to get that boiler serviced, chimney swept and carbon monoxide detector firmly in place, to ensure that nice, cosy, warm (A&E-free) winter that we've all been looking forward to! Learn about Carbon Monoxide Poisoning [HERE](#)

Diabetic Retinopathy screening could save your sight find out more [HERE](#)

Recollections from Welsh Ambulance Service armed forces veterans for remembrance Week [HERE](#)

Emergency Services Carol Services Annual Event [HERE](#)

New 111 Service Wales Pilot starts in Swansea [HERE](#)

Welsh Ambulance Service honours colleagues at Staff Awards Ceremony 2016 [HERE](#)

Coming up in December find out about:

World Aids Day [HERE](#)

Human Rights Day [HERE](#)

International Day of Persons with Disabilities [HERE](#)