



April 2021 Info-Burst

Welsh Ambulance Service News



Welsh Ambulance Service – In the News

New emergency service is brought to the homes of Cardiff and Vale residents: [HERE](#)

Tribute to His Royal Highness The Duke of Edinburgh: [HERE](#)

Ambulance choir raising charity funds with latest release: [HERE](#)

Community First Responder recognised for contribution to her community: [HERE](#)

Covid Courtesy – short video, what it means to you:

The Welsh Ambulance Service Trust Covid Courtesy Group asked their staff what demonstrating positive and respectful practices meant to them. This short film sets out the results and acts as a timely reminder that things are getting better, but we still much do the basics to beat this virus and remember, HANDS – FACE-SPACE. You can watch the video [HERE](#)



People & Community Network Press Release

The Welsh Ambulance Service is launching the new People & Community Network! A new feature in the coming weeks which will enable people to be more involved with the Welsh Ambulance Service. We will be reaching out to everyone in the community, using digital platforms and more traditional physical formats too, for those who do not have digital access, ensuring all voices can be captured. Our People & Community Network will be publicised through social media including Facebook, Twitter and Instagram, in order to cast a wide net to members of all communities. In turn we hope to build a more representative network of today's Welsh public, enabling people from all backgrounds to contribute their knowledge, experience and influence, for our Trust services to support the needs of the community they represent. We have recognised that the world, especially Wales, is ever-changing,



so this new venture will help us harness that and adapt as necessary, enabling us to engage with people we may not have had the chance to before. We are excited that it is now coming into fruition and the reason it will be called the People & Community Network is because it represents what we want the network to achieve

- Inclusivity of People & Communities
- Innovation of ideas by including People & Communities
- Influencing our decisions and actions
- Involvement of as many people as possible across as many Communities

If you would like to join the People & Community Network and become a member you can do so by clicking this link:

<https://bit.ly/3cdznEE>



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

Quality is at the heart of everything we do. It's an important factor in making sure our services meet your expectations.

We care about your experience, and your feedback is vital in improving the quality of the care we provide. It helps us to see what is working well and what needs further improvement in the way we deliver services.

We really want to deliver the best possible care, and your feedback will help us to keep striving to make the Welsh Ambulance Service the best it can be.

We want to hear from you if you have used any services delivered by the Welsh Ambulance Service (i.e. called 999, used Patient Transport, called 111/0845 46 47 or accessed the NHS 111 Wales website)? We are promoting 2 surveys at the moment:



NHS 111 Wales website - Experience Survey

We are always looking at ways to improve the site. With the recent redesign of the homepage, we are keen to hear about your experience on the NHS 111 Wales website. To help us continue to improve the site, we would love to hear your [feedback](#). The feedback you give us is completely anonymous.



SURVEYS BEING CARRIED OUT BY OTHER ORGANISATIONS IN WALES

Healthcare Inspectorate Wales:

Welsh Ambulance Service Trust Review of Patient Safety, Privacy, Dignity and Experience whilst Waiting in Ambulances during Delayed Handover

Healthcare Inspectorate Wales (HIW) is undertaking a local review of the Welsh Ambulance Service Trust, and will consider the impact of ambulance waits outside Emergency Departments, on patient safety, privacy, dignity and overall experience during the COVID-19 pandemic. As part of the review, we are interested in people's experiences of using the Welsh Ambulance Service. **If you, someone you care for, or a family member have had an unplanned journey to hospital in an ambulance within the last year, please complete our [patient survey](#).**

The survey can also be printed and returned to us at:
Inspection Team Freepost RTGG-UCZG-ZCSS
Healthcare Inspectorate Wales,
Welsh Government,
Rhydycar Business Park,
Merthyr Tydfil,
CF48 1UZ

Alternatively you may complete the survey by phone, by calling 0300 062 8163. Please feel free to share this survey to others, and also engage with us on [social media](#) to help us make a difference. Find out more [HERE](#)

Children in Wales Survey

Children in Wales is running a Survey on access to children's services (for 11-18 year olds) during the Covid-19 pandemic. The survey runs from 26th April to 21st May 2021. Please share the survey links below with your children and young people panels and any other similar networks. The links are as follows:

English: <https://forms.office.com/r/4yYqrYNgCW>

Welsh: <https://forms.office.com/r/cXaLHyFJQc>



NHS 111 WALES WEBSITE

Symptom checkers:

Our online symptom checkers allows you to check your symptoms at your convenience and advises you what to do next. With over 30 symptom checkers to choose from including generally unwell, vomiting, rash and dental pain visit the symptom checker for more information.

Post Covid 19 Syndrome/Long Covid

For some people who have had Covid, they may continue to suffer with ongoing symptoms, often referred to as Long COVID or even Post COVID-19 Syndrome. There is at this point no medical definition or list of expected symptoms, two people with long COVID can have very different experiences. For information on how to aid you through your recovery visit the [NHS 111 Wales website](#).

111 Wales: how to keep a well-stocked [First aid kit](#) and [Medicine cabinet](#)

Welsh Government Consultations:

Race Equality Action Plan: An Anti-racist Wales [HERE](#)
National framework for bereavement care [HERE](#)

Arthritis and long-term musculoskeletal conditions in adults [HERE](#)

COVID-19 INFORMATION

New Welsh Government information about vaccines for people over 16 who live with individuals with severely weakened immune systems:

Adults who are immunosuppressed have a weaker immune system to fight infections naturally and are more likely to have poorer outcomes



following COVID-19 infection. There is growing evidence that the COVID-19 vaccines may reduce the chance of someone who has been vaccinated passing the virus on. Vaccinating household contacts will help limit the spread of the virus to these vulnerable adults.

Consequently the JCVI has advised that people over 16 who live with individuals with severely weakened immune systems should be offered COVID-19 vaccination as a priority. The Welsh Government, like the other UK nations, has accepted this [advice](#) and there will be a [form online](#) this week for individuals who are household contacts of someone who is immunosuppressed to complete.” Find out more by clicking on the link below:

<https://gov.wales/covid-19-vaccination-programme-weekly-update-27-april-2021>

Screening and COVID-19:

In response to the COVID-19 pandemic, some of the NHS screening services were paused. As services are re-instated, Public Health Wales’ Screening Engagement and Vaccination Teams are reviewing the way in which community engagement is carried out. As an organisation working with communities, they would like to know how you have adapted your services at this time. They would also like to find out how people feel about accessing the NHS screening and vaccination programmes at this time. Please complete this short [survey](#) which will inform the development of their community engagement plans to help raise awareness of screening and vaccinations.

Public Health Wales latest statement about Covid 19:

This can be read [HERE](#)

COVID-19 vaccination information: [HERE](#)

Information about Covid -19 vaccines in Accessible Formats, British Sign language (BSL) and Minority Languages:

Public Health Wales also has a series of information leaflets in various minority languages which can be accessed through this link:



<https://phw.nhs.wales/topics/immunisation-and-vaccines/covid-19-vaccination-information/accessible-information/>

COVID-19 Easy Share Resources

Public Health Wales have developed some short, easy to share messages that you can share via a chosen messaging platform (WhatsApp, Facebook, Text) or over the telephone. Whether you're an organisation or an individual, this is a great way to show someone that support is available and that they are not alone, here are the links:

<https://phw.nhs.wales/topics/covid-19-easy-share-resources/?fbclid=IwAR2JFdCGKkQoLZudCe4w7g3dwbOGwlpf1TyYKyDTPHYVJJsGmv8kCPpbEXs>

Access the latest COVID-19 Vaccination materials to share with your audience:

<https://en-gb.padlet.com/phwccovid19comms/a8xy79qgufe8wnse>

Access the latest COVID-19 materials to share with your audience:

<https://en-gb.padlet.com/phwccovid19comms/z9xg74pluc9y94qh>

Easy Share Resources Mental Health

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/how-are-you-doing/sources-of-support/easy-share-resources/>

Covid Vaccine Q&A Webinar in other languages – here is a link to view videos of webinar sessions from Muslim Doctors Cymru in multiple languages [HERE](#)

COVID-19 vaccine prioritisation

Welsh Government have issued further guidance on vaccination for carers and people with learning disabilities and mental illness:

<https://gov.wales/covid-19-vaccination-and-unpaid-carers>

<https://gov.wales/covid-19-vaccinations-prioritisation-individuals-learning-disability-or-severe-mental-illness>



New Report Confirms People with Learning Disabilities at Increased Risk of Death from CORONAVIRUS: [HERE](#)

National Project to Help People who are Vulnerable

‘Get there together’ is a national project to help people who are vulnerable and those who have been shielding understand the changes in society because of Covid-19 measures. The project has made simple videos of local places like GP surgeries, shops, attending hospital appointments etc. to show what changes that are in place such as wearing masks, hand sanitation stations, queuing and one way systems. The aim is to make people less anxious and bring back their independence by getting them back out and about into their community, safely. The videos are on the Dewis Cymru website and are available in English and Welsh.

English: <https://rb.gy/lkzstg> **Welsh:** <https://rb.gy/yrggle>

Learning Disability Community

The Paul Ridd Foundation new website launch

The Paul Ridd Foundation was created to support people with a learning disability, their families and carers and to make a difference for people with a learning disability by raising general awareness of the issues they face when accessing health care.

They have recently launched their new website which includes specific resource pages for families, carers and NHS staff, lots of downloadable information, an eLearning package, news, and lots more. For further information, please visit www.paulriddfoundation.org

Once for Wales Health Profile is a new digital campaign from Improvement Cymru. The aim of the campaign is to encourage people with a learning disability to have and use a Health Profile, and for their families and carers to support them in using it when needed. The Health Profile contains information about the person’s health, care, support and communication needs and any reasonable adjustments a person may need. People with a learning disability can complete their own Health Profile and take to all health care appointments, such as the GP, dentist, hospital or any in-patient admissions. The adverts are in both Welsh and English and can be found here: <http://improvementcymru.net/health-profile>



You can tweet about it by clicking here (Click to Tweet)

<https://ctt.ac/nPcAq>

Carers:



The Welsh Ambulance Service is preparing for Carers Week 2021

Carers Week 2021 (7th-13th June 2021) is fast approaching and the Welsh Ambulance Service Patient Experience and Community Involvement team are preparing a varied programme of online events for the week, which will explore ways to help **Make Caring Visible and Valued**. So watch this space!

'As I walk the last mile of the way' Report -

Diverse Cymru are proud to release this important report, a collection of interviews from families, carers and people who are affected by dementia from the Black, Asian and minority ethnic communities in Wales and you can see the report here -

<https://www.diversecymru.org.uk/as-i-walk-the-last-mile-of-the-way-dementia-report/>

Dementia:

'Some early signs of dementia' and 'Dementia prevention' Posters are available by following the link below:

https://www.diversecymru.org.uk/wp-content/uploads/J18528-Diverse-Cymru-A4-Flyer_v2.pdf

Barod Cwm Taf Drug and Alcohol Service Training Programme

April 2021 – March 2022: Free training for all professionals working and living in the Cwm Taf area. All training is conducted over Zoom and is free of charge. Please feel free to contact Denise Johnstone Prevention Worker Cwm Taf, if you have any questions. If as an organization, you have 6 or more participants then a training session can be delivered to your team at a time convenient for you.

Phone: 01685 880090 /M: 07785928129 Website: www.barod.cymru

Social Care Wales: Understanding the role and impact of the third sector

–are seeking to map organisations who provide care or support to adults. This may include emotional, as well as physical, care and support. Types of care and support services and activities could include



help with home adaptations, re-ablement and enablement, self-care, befriending and activities that support efforts to delay and reduce the need for care and support. This survey should take 5-10 minutes to complete, and you can complete it by following the link [HERE](#)

Betsi Cadwalader University Health Board Engagement with patient, carers and service users is essential to quality, planning, improvement and assurance. Please share your experience of engagement with BCUHB'. BCU.PALS@wales.nhs.uk



Mental Health

Why is the Welsh Ambulance Service Interested in Mental Health?

In an interview with Cardiff and the Vale Mental Health Forum, Isobel Jones talks about her role within the Patient Experience and Community Involvement Team, explaining why it's so important to be engaging with communities. Isobel goes on to explore her commitment to mental health, outlining our Mental Health and Dementia Plan moving forward, why it is so crucial for members of the public to share their experiences with us and then encourages people to get involved with the Ambulance Service by joining our People and Community Network. You can access this interview by clicking on the following link:

<https://www.spreaker.com/user/cavamh/cavamhcast-no-5-isobel-jones-from-welsh->

Looking after your health and wellbeing:

How are you doing? Are you staying physically well, looking after your mental health, keeping connected and helping others? Visit the Public Health Wales website.

The Welsh Ambulance Service Mental Health Support leaflet can also signpost you to a number of excellent helplines, you can find the leaflet Welsh version [HERE](#) English version [HERE](#)

Live Fear Free: Contact advisors free of charge by phone, online chat, text or email [link](#)

Looking forward to May and June



Deaf Awareness Week: 3rd – 9th May 2021 – ‘Coming Though it Together’

Mental health Awareness Week: 10th-16th May

Dementia Action Week: 17th-23rd May - Stand up for your loved ones

International Day against Homophobia, Bi-phobia and Transphobia: 17th May and BiFest

National Smile month: 18th-31st May

Carers Week: 2021 7th-13th June 2021- Make Caring Visible and Valued.

Diabetes Week: 8th-13th June

Learning Disability Week: 14th to 20th June

Men’s health week: 15th-20th June

Contact us:

Patient Experience & Community Involvement Team (PECI)

*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)

**This number will soon change, all interim calls will be diverted to a member of the Peci Team.*