



INFORMATION BURST

Your monthly information burst
February edition



Could your child's eggceptional creation be the star of our Easter greeting this year?

We're inviting children of the North West to get creative this Easter and paint/decorate your eggs to the theme of the ambulance service. We have a panel of eggsperts who will choose the eggstra special winning design which will become our Easter greeting on our social media channels. The winner will also win a goody bag of ambulance service giveaways.

Whether it is an ambulance, ambulance crew, a call handler or ambulance care assistant, feel free to use your imagination. Our Ambulance Academy is an excellent place to start if you are looking for inspiration. Below are some eggexamples, feel free to poach these ideas.



Please email us some pictures of your children's egg creations from different angles, along with their first name, age and the area you are based ie, Blackpool, Liverpool, Carlisle etc to communications@nwas.nhs.uk by Friday 15 March. If you can, please email us a picture of your child with their egg creation. Please note, this picture may be used on our social media so please only send a picture of your children if you are comfortable with this.

Do you know about the What3words app?

In an unknown location and lost? Use 'What3words', when it is hard to describe where you are in an emergency, you only need to read out three words given on the app for the call handler to know exactly where to find the incident.

North West Ambulance Service (NWS) and other emergency services have always advocated the 'What3words' app which is available on the App Store and Google Play to download, to help specifically locate any members of the public. This is whether you are in the city, at home, visiting friends or relatives, at the beach or on the hillside. The app helps to better locate an individual faster in an emergency if you are unsure of your exact location potentially saving vital minutes.

NWAS Community Listening event - Cumbria

We held our fourth community listening event on Thursday 22 February 2024, at Morton Community Centre in Carlisle. There was an excellent turnout from members of the public with various feedback and questions raised around improving hospital handovers, supporting mental health patients, on-going work to support autistic patients, and how local NHS organisations can work with us to improve patient care within Cumbria.

Our final remaining community listening event is to be held on Tuesday 05 March 2024 in Cheshire. We still have places available so if you are interested in attending you can [register your free place here](#) for you and your colleagues, friends and family. We look forward to hopefully seeing you at this event.

Once we have hosted all our events for 2023/24, we will produce a summary report containing all the feedback shared by attendees and next steps. Thank you for your continued support.

Where are we in March?

We want to be as visible as we can be so that the general public can locate us and tell us about their experiences. In the North West, you can find us at the following pop-up events and informational days.

- NWAS Community Listening event in Cheshire - Tuesday 05 March 10.30am-2.30pm - Northwich Memorial Court, Chesterway, Northwich, CW9 5QJ
- Blackburn college event - Tuesday 12 March 12-3pm - Feilden St, Blackburn BB2 1LH

Get involved!

Patient and Public Panel (PPP)

Our Patient and Public Panel have over 289 volunteers already supporting improvements at NWAS. If you would like to contribute by sharing your lived experiences to help improve our ambulance service and become a member of our Patient and Public Panel, please do not hesitate to get in touch: Patient.Panel@nwas.nhs.uk

Patient stories

If you or your family have any feedback or experience that you would like to share, we would like to hear from you! Please get in touch, Talk.tous@nwas.nhs.uk

Patient Engagement Team

Just a reminder that the Patient Engagement Team are always happy to come and speak to your organisation, group or forum to share NWAS updates. This can be done virtually on MS Teams, Zoom, or in person. If you would like a visit, please do not hesitate to contact us at Talk.tous@nwas.nhs.uk

