



INFORMATION BURST



**Your monthly information burst
April 2023**

Stress awareness month

April is recognised as National Stress Awareness Month. Stress awareness month has been held every April since 1992 to increase public awareness about the causes and cures for our modern stress epidemic. According to the Mental Health Foundation in 2021 74% of UK adults have felt so stressed at some point they felt overwhelmed or unable to cope.

Stress is your body's fight-or-flight response. You may feel extra energy surge through your body if you are in an emergency situation. You may also feel this energy if you are worried or anxious about something.

For helpful information on how to manage stress and anxiety, please check out the information on our website [here](#).

Think 111 online this bank holiday



Sally Rose, NHS 111 Head of Service in the North West, recommends the public try the online service first at www.111.nhs.uk to get urgent health advice over the course of the next bank holidays.

The online service works the same as over the phone and is already popular with people who want quick advice about the best options for getting the care they need. These can include getting a call back from a trained clinician or nurse, booking them an appointment in A&E, or providing advice.

NHS England North West regional medical director, Dr Michael Gregory, said: "We are extremely grateful to the dedicated teams across the NHS in the North West who will be working hard over the coming bank holiday weekends and the days after to ensure all those that need care receive it. The NHS 111 online service is definitely convenient for those who can use it. *Please note NHS111 Online is not suitable for under 5's.

111.nhs.uk can help you with:

- Where to get help for your symptoms, if you're not sure what to do.
- How to find general health information and advice.
- Where to get an emergency supply of your prescribed medicine.
- How to get a repeat prescription.
- Get an emergency dental appointment.

You should still ring 999 if you experience:

- Signs of a heart attack like pain like a heavy weight in the centre of your chest.
- Signs of stroke such as your face dropping on one side.
- Difficulty breathing.
- Heavy bleeding that won't stop
- Seizures
- Or sudden and rapid swelling of the eyes, lips, throat or tongue

Meet student paramedic Laura

Fast forward almost three years and Laura is in her first year of studying paramedic science at Liverpool John Moores University while working shifts for our patient transport service (PTS).

Laura says: "I've always wanted to be a paramedic from a young age, I've always wanted to help people. While working out my options and applying to do a degree, I decided joining the PTS would be a great first step to

learning about the ambulance service as a whole. The PTS provided fantastic training that helped me progress with my driving, first aid skills and so much more."



Now Laura is a student paramedic, she makes a point of picking up shifts within our PTS whenever she is not in university. You can read Laura's full story [here](#).

Accessibility to our services

999 BSL Emergency Video Relay Service allows a deaf person to use their various endpoints (smart phone via an app or, tablets / laptops web-based) to initiate a call to the emergency authority, through a remote British Sign Language (BSL) interpreter appearing on their screen. A hearing operator will then receive a call from the remote BSL interpreter, who then relays the conversation by seeing and communicating with the d/deaf individual on the screen. There are no requirements or register to use this service, and it enables d/deaf communities to call when there is an emergency, and in need of assistance from, Ambulance, Police, Fire or Coastguard.

For further information on the BSL 999 EVRS please click [here](#).



Get Involved

Patient and Public Panel (PPP)

Our Patient and Public Panel have over 269 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 virtually on MS Teams, Zoom, and in person to share NWAS updates verbally. If you would like the PE Team to attend your meetings, please do not hesitate to contact us at Talk.tous@nwas.nhs.uk