

INFORMATION BURST

Your monthly information burst
August 2023



Lucy Letby Trial

We were all shocked and saddened by the details which have been revealed at the conclusion of the Lucy Letby trial on Friday 18 August.

These unspeakable crimes have had an affect on staff across the entirety of the NHS – our front line teams join the NHS to provide comfort, relief, and care to patients, so learning that someone has abused that trust while performing their job, has a significant impact on all of us.

This incident serves as a reminder of how crucial it is for the NHS to pay close attention to the worries of patients, families, and staff. Because of this, we shall exert every effort to ensure that our mechanisms for analysing patient engagement feedback, internal governance and oversight are as rigorous as they should be.

A key part of this is ensuring that everyone feels safe and confident to speak up. If you or anyone within the communities have any questions or concerns about the care we are providing or you need to raise a safety concern regarding North West Ambulance Service, please contact the Patient Safety team via email patient.safety@nwas.nhs.uk.

Additionally, the Patient Engagement team values patient input and first-hand accounts from users of the service. Preparing bi-monthly patient stories that are shared with the board in order to make changes and improvements for patients in the future. Please contact talk.tous@nwas.nhs.uk as per below to meet and engage with us and share your experience. A member of the team will be in touch.

Our sympathies are with the victims' families, during this time, and we hope they are getting the help and support they unquestionably need.

Think 111 online during August Bank Holiday and Consultant Strike

111.nhs.uk is often the perfect alternative for those seeking advice from the NHS 111 call service, which can see increased demand over a bank holiday period, with callers waiting longer to speak to a health advisor.

Additionally, from 7am on 24 August to 7am on 26 August, hospital consultants are planning a 48-hour strike. The British Medical Association (BMA) says they will only handle emergencies during this time, similar to how they work on Christmas Day. This disruption could further add to the demand placed on the service.

The ambulance service won't be part of the strike, and the public should still call 999 for life-threatening emergencies. Urgent and emergency care services will be open; GPs and pharmacists will still be available to provide non-urgent health advice, and the symptom checker at NHS 111 online (111.nhs.uk) will be available if patients are unsure where to go.

Information about [when to call 999](#) and [when to go to A&E](#) is available via the national NHS website.

You can read the full article on 111 online [here](#).

BBC One Ambulance has returned to your screens!



We've again teamed up with documentary makers Dragonfly to give a behind-the-scenes look at the crucial work of our 999 service.

Chief Executive Daren Mochrie QAM says: "The programme is one of the BBC's most successful prime time shows with approximately four million viewers per episode and it is a great way to showcase the amazing work our staff do both on the frontline and behind the scenes."

"I want to thank everyone involved in making the series happen. Our thanks also go to the many patients who have allowed the cameras into some very private moments. I am sure we will laugh, cry and recognise the challenges and situations featured."

The first episode of the brand new series, featuring our colleagues in South Cumbria, Lancashire and Greater Manchester, was aired on Thursday 24 August at 9pm, BBC One!

Where are we in September?

We want to be as noticeable as we can be so that the general public may 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.

- Friday 15 September - Salford University Freshers Fair
- Friday 22 September - Liverpool John Moores Freshers fair
- Saturday 23 September - Cumbria Pride
- Monday 25 September - Bolton University Fresher Fair
- Thursday 28 September - UCLan Freshers Fair
- Thursday 28 September - Carribean and African Health Network (CAHN) Black History Month Event
- Saturday 30 September - Health Promotion Day

Get Involved!



Patient and Public Panel (PPP)

Our Patient and Public Panel have over 277 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, community 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