



## Join us at our Ambulance Awareness Day in Preston, Lancashire



We're excited to invite you to our Ambulance Awareness Day in Preston, Lancashire, taking place on Wednesday 17 September 2025 from 10am to 1pm at Crossgate Church, St Mary's Street North, PR1 5LG.

This free event is open to everyone. Whether you're exploring career options, a parent or guardian, or simply curious about the ambulance service, there's something for you. The day is split into two parts – our Annual General Meeting (AGM) and an interactive Ambulance Awareness Event – and you're welcome to attend either or both sessions depending on what suits you best.

### AGM: 10-11am

This will include a presentation of our annual report and accounts, along with updates on our progress and plans for the year ahead.

### Interactive Event: 11am-1pm

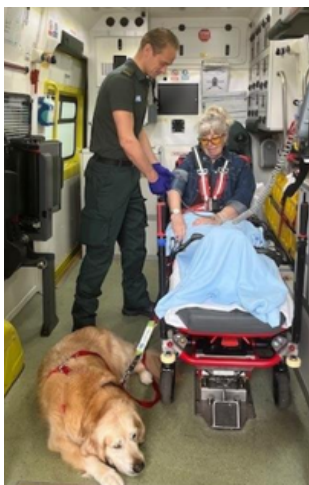
Enjoy a hands-on experience where you can:

- Meet ambulance staff and partner services
- Learn about career pathways, volunteering, and apprenticeships
- Access self-help and wellbeing resources
- Take part in live CPR and first aid demonstrations
- Take home some ambulance-themed giveaways

Free refreshments and lunch will be provided on the day while stocks last. Please note that parking at the venue is limited, so we encourage car sharing if possible.

Please register your attendance through [Eventbrite](#) or by emailing [talk.tous@nwas.nhs.uk](mailto:talk.tous@nwas.nhs.uk)

## Supporting patients with assistance dogs : putting new guidance into action



In May, new national ambulance service guiding principles were launched to help ambulance staff support patients who have assistance dogs. We are pleased to share how we've been putting these principles into practice at Nwas.

Back in 2020, we worked with Guide Dogs UK to create our first set of guidance. This was designed to help keep patients and their assistance dogs together during urgent and emergency transport. We have now updated that guidance, using the national PAWS principles shared by the Association of Ambulance Chief Executives (AACE). The guidance now gives clearer steps on how to safely transport assistance dogs and what to do if the dog can't travel with the patient. It also explains who to contact if a dog needs temporary care in an emergency.

Christine and her dog Ruby (pictured left) are members of our Patient and Public Panel (PPP) and have been a great help with the review of the guidance.

This work is a great example of inclusive co-design with accessing ambulance services for our patients with assistance dogs. It shows how much stronger improvements can be when staff, patients, and partners work together.

## You said, we did July

We recently met with members of the Chinese community at an event which was held in conjunction with both Nwas and the Chinese Health Information Centre (CHIC) in Manchester. Members of the community requested the opportunity to visit our emergency and planned care operational centres, known as the ICC.

We are pleased to say we were able to facilitate this attendance with Broughton ICC for members of the Chinese community from CHIC. They were able to listen in to some of the calls that came into the ICC and learn more about the ambulance service and the different types of calls that come in, both emergency and planned care.

**You said,  
we did!**



## Where are we this summer?

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.

**Thursday 07 August - Emergency Services Day at Manchester Trafford Centre**  
**Saturday 23 August - Preston City Mela**  
**Saturday 30 August - Southport African Caribbean Heritage 'Community and Cohesion fair'**

## Get involved!



### Patient and Public Panel (PPP)

Our Patient and Public Panel have 220 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](mailto: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](mailto: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](mailto:Talk.tous@nwas.nhs.uk)