



INFORMATION BURST

Your monthly information burst
October 2023



We launch NWS in the Community and you can get involved!

We have planned a charitable walk around Manchester which is open to our staff and the public and it is taking place on Thursday 19 October. This initiative comes as part of our responsibility to contribute to communities in need across the region, as well as demonstrate our commitment to social value.

On the day, participants will walk a maximum distance of six to seven miles starting off from Manchester City Football Club, Etihad Stadium M11 3DU (Blue Car Park G). The route will include a stop at two of the charities we are supporting where you will learn more about their organisations and the work they do. There will also be refreshments available.

It costs £20 (plus admin fee) to take part which includes refreshments and a personalised event hoodie. All funds raised via our [JustGiving](#) page are going to four chosen charities: North West Ambulance Service Charity, Coffee 4 Craig Charity, Church on the Street Charity and Manchester Central Foodbank.

To find out more about the day, the charities we are supporting and to sign up, visit [Eventbrite](#).

NWAS IN THE COMMUNITY DAY

OUR CHOSEN CHARITIES

- NORTH WEST AMBULANCE CHARITY
- COFFEE 4 CRAIG
- CHURCH ON THE STREET
- Manchester Central foodbank

SCAN HERE TO JOIN

SCAN HERE TO DONATE

Participation costs £20 (plus admin fee) - includes refreshments and a personalised event hoodie. You will also be asked to fundraise through our JustGiving page.

Our visit to the Salford Deaf Community group



The Patient Engagement team recently met with the Salford Deaf Community, where we provided them with an update on our services and asked them how they feel about accessing our services as a deaf user. The group told us they would like to see an improvement with the text relay service for NHS111, but generally are happy with the translation services we provide and current work NWAS are undertaking.

There was interest in CPR training from the group, so we are looking at arranging a training session for them as soon as we can. If you would like us to visit your group, provide updates and training, please do not hesitate to contact us.

Easy read guides on our core services

Our Communications and Engagement Team have produced easy read format guides on our Patient Transport Service (PTS) and 999 service, to help support those with learning disabilities to understand how our core services work. These guides have also been co-designed with People First Merseyside.

We are currently working with NHS England colleagues who are updating an existing easy read guide on NHS 111. We hope this will be available to share with you all soon, once it is ready to view on our website, we will email you to let you know. Our [PTS easy read guide](#) and [999 easy read guide](#) are both now available to view on our website. Please feel free to share these with your networks.

Where are we in October?

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.

Thursday 05 October - Preston Community Hub Winter Health and Engagement event.

Tuesday 10 October - Bolton University and Manchester Metropolitan University Volunteers fair.

Get Involved!



Patient and Public Panel (PPP)

Our Patient and Public Panel have over 276 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