

Liverpool city centre incident

North West Ambulance Service is deeply shocked and saddened by the distressing events that occurred during what should have been a day of celebration in Liverpool.

Our thoughts are with all those affected, particularly those who sustained injuries and those who witnessed the incident. We extend our sincere gratitude to Merseyside Fire and Rescue Service, Merseyside Police, NHS colleagues, and members of the public who provided assistance.

To the people of Liverpool, please know that you are in our thoughts during this difficult time.

To read the full press conference statement please click here: [Press conference statement - Monday 26 May 2025](#)

Ambulance awareness day summary report



Our 2024/25 Ambulance Awareness Series, held across Cheshire, Greater Manchester, Cumbria, Lancashire, and Merseyside, has now come to a close. We're excited to share a summary report from all five events, highlighting key themes, valuable feedback, and the improvements we plan to implement moving forward.

For those interested in more detailed insights, the full evaluation report is available on our website. It's fully accessible and can be read online here: [Evaluation of Five Ambulance Awareness Days 2024-25](#).

Planning for our next series of events is already underway, and we'd love to welcome you at one of them. Be sure to follow our social media channels and keep an eye on your inbox for updates about when we'll be coming to your area next.

NHS Big Tea – Saturday 5 July 2025 (or the weeks around that date)



The NHS Big Tea event is back for another year and we'd love you to join us in raising a brew to our incredible NHS colleagues who do amazing things for communities and patients of the North West Ambulance Service NHS Trust.

Hold your tea party, bake sale or other activities on or around the 5th July, whenever works for you. Whether you get together with colleagues in the office, friends and family at home, at school or in your local community, it's something everyone can get involved with. We'll be there to support you, one cuppa at a time with a whole heap of resources and guidance to help you in your planning and for the day itself.

The best thing about this is event it that you join in a way which suits you and however you choose to support, you'll be participating in something very special along with hundreds of other people across the nation – all in aid of our fantastic NHS colleagues. All funds raised will help us in the work we do for communities and to support staff with vital projects to benefit their health and wellbeing.

So, what are you waiting for? Be a char-i-tea legend today and sign up for your fundraising resource pack today – [North West Ambulance Charity – NHS Big Tea 2025](#)

If you are unable to take part in a tea party but would like to donate in support, you can do so here [NHS Big Tea 2025 \(NWAS\) – JustGiving](#)

CFRs achieve new qualification

A brand-new cohort of Community First Responders (CFRs) participated in two learning sessions and an exam as part of the course last month.

Our CFRs operate across the whole of the North West of England in both rural and urban areas and are a crucial part of the Chain of Survival. Volunteers attend appropriate emergency calls and provide immediate medical treatment to a patient before an ambulance arrives.

While we have always trained CFRs before they're deployed, the new qualification provides a new standardised curriculum and brings us in line with a number of other ambulance trusts.

Participants will receive an FAQ Level 3 Award for First Responders on the Scene. It is specifically designed for people who intend to work as community responders. The course covers the principles of ambulance service first responder care. Providing the knowledge and skills relating to scene safety and patient assessment, life-threatening emergencies, illnesses, medical conditions and injuries.

Mark Evans, NWAS Community Engagement Lead, says, "The qualification allows us to apply a consistent approach to the curriculum, in line with an agreed national standard. It also allows our volunteers to prove their skills and use them elsewhere if they wish. Previously, training was not transferable, and volunteers would have to undergo fresh instruction before taking on similar roles."

The new training scheme will initially focus on new recruits before being offered to existing CFRs in the coming months.



You said, we did May

We recently visited Manchester's Chinese Health Information Centre (CHIC), where we gained valuable insight into some of the challenges faced by members of the local community—and how we can help.

Many of the centre's visitors told us they don't feel confident contacting our services. The main reasons included language barriers, uncertainty about what to expect, and difficulties communicating with staff.

In response, we've translated our key information leaflets into Cantonese and Traditional Chinese. These are now available on CHIC's website and within their centres, helping to make our services more accessible to everyone.

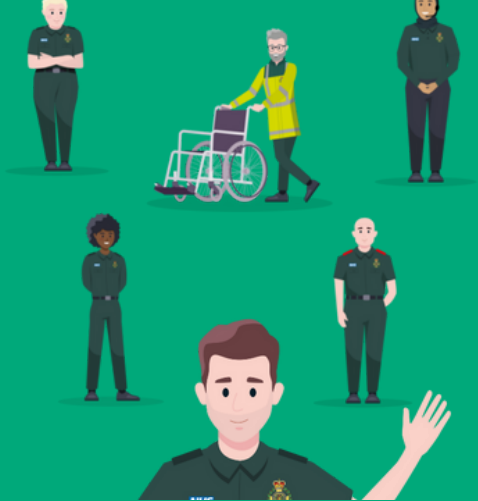


Where are we this summer?

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.

- Emergency Services day, Wirral - Friday 13 June
- NWAS Positive Action Engagement Team Careers Event, Preston – Thursday 26 June, 4-7pm
- Chinese Health Information Centre (CHIC) Community event, Greater Manchester – Saturday 28 June
- The National Transgender Charity 'Sparkle' event, Greater Manchester – Sunday 29 June

Get involved!



Patient and Public Panel (PPP)
Our Patient and Public Panel have over 344 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