



## Ambulance Awareness Day, Merseyside

Our next Ambulance Awareness Day in Merseyside will be an interactive, marketplace-style event aimed at students and young people. It will showcase roles across NWS and partner organisations, offering insight into career pathways, volunteering and apprenticeship opportunities.

Do you want to learn CPR, explore careers, or find out what really happens behind the scenes of what we do?

Why not register to attend our event where you will have the chance to meet teams from across the service, get involved in CPR and first-aid demonstrations, and learn more about careers and wellbeing support. You can also enjoy free giveaways and refreshments.

This event is one of five being delivered across our county areas as part of the Patient Engagement Team's annual programme. Following successful events in Lancashire and Cheshire, we're looking forward to bringing the event to Merseyside. Please see details below :

**Date : Tuesday 24 February**  
**Time : 11.00am-13.00pm**  
**Venue : Aintree Racecourse, Ormskirk Road, Aintree, L9 5AS**

Please register your attendance through [Eventbrite](https://www.eventbrite.co.uk) or you can email our team on [talk.tous@nwas.nhs.uk](mailto:talk.tous@nwas.nhs.uk)



## We're here for you this winter

We have updated our '[We are here for you this winter](#)' leaflet to help you understand when to call 999, what alternatives are available such as pharmacies, NHS 111, GPs and urgent treatment centres, and how to access the right care at the right time.

The leaflet also includes clear guidance on staying well over winter, advice on vaccinations, and what to expect when contacting emergency services, helping people feel informed and supported during the colder months.

Winter can be a challenging time for both patients and health services. This updated leaflet is designed to reassure our communities that we are here to help, while also supporting people to access the right care at the right time. By using the most appropriate service, we can make sure our emergency response is there for those who need it most.

## Slips, trips and falls: all you need to know this winter

Falls account for about 1 in 10 calls to the ambulance service, and this increases in the winter when we see shorter days and people spending more time indoors. While some falls are one-off accidents, many can have serious, long-term consequences. Sector Clinical Lead Sara Harris says :

"Most of us will have experienced a fall at some point. Having a fall will be nothing more than a bit embarrassing for many, however, a fall can be startling, upsetting and life-changing, especially as we get older. There are several reasons why people fall which can all intertwine. This can be down to personal risk factors such as weak muscles, sensory issues, poor balance and walking difficulties. It can also be down to chronic medical conditions, medication side effects, delirium and fall hazards around the home."

To help reduce the risk, we have a [one-page guide](#) with practical advice on preventing falls, managing medicines safely, and accessing local support services.

The guide offers simple tips such as clearing clutter, removing loose rugs, improving lighting, arranging furniture safely, and checking medications that may affect balance. It also explains what to do if a fall happens and how to get help safely. Falls can have life-changing effects, particularly for older or vulnerable people. This guide gives practical steps anyone can take to make their home safer and reduce their risk of falling.

You can access our [guide](#) for more information, or speak to your GP or healthcare professional about local falls prevention services and support available in your area.



## The things you never knew you needed to know

This winter, we're giving the public an inside look at what really happens when they dial 999. In a new series of short reels, our people talk to the public about their roles, from when a call is answered to the dispatch of an ambulance and the care that follows.

The videos explain that calling 999 doesn't always mean an ambulance will be sent. Advanced practitioners may follow up with callers categorised as low priority, providing advice or referring them to other services. And when an ambulance is on its way, crews may occasionally be diverted to patients in more urgent need.

The reels aim to take 999 messaging back to basics, showing the public the steps involved, why each one matters, and how staff work tirelessly to ensure everyone receives the best possible care, especially during the busy winter months. You can watch the short reels on our [website](#) and by checking our social media pages where we have been sharing reels in December and January.

Please feel free to share these reels with friends and family, and remember to make the right call this winter.

## "You said, we did" - December

Following an engagement session with Sahara, one of our community groups in Preston who attended our Ambulance Awareness Day in Lancashire , we have been working towards fulfilling a request from the group, which was to have a defibrillator installed in their property. We advised the group about the availability of a loan defibrillator as a temporary plan whilst they save up funds to purchase a defibrillator.

We arranged for members of our Community Resuscitation team to visit the group this month to deliver the loan defibrillator and show them a demonstration of how to use it in an emergency situation.

**You said,  
we did!**



## Get involved!



### Patient and Public Panel (PPP)

Our Patient and Public Panel have 244 volunteers already supporting improvements at NWS. 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 NWS 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)