



Your monthly information burst October 2023

Communicating with our patients with new app roll out.

We have been trialling a translation service app called Insight app following an extensive review of translation services at the trust and have now successfully rolled out the app across both our Paramedic Emergency Service (PES) and Patient Transport Service (PTS) for staff to access. The Insight app will allow both PES and PTS crews to speak with patients who do not speak English with audio interpreting available in various languages and video interpreting for basic sign language interpretation support. The app is available for staff to access on their iPads which allows them to easily access this service when necessary.

NWAS Winter Campaign - Every Second Counts This Winter

Every year, we face increasing demand for our service during the colder months. It's important to us that when you need us the most, we are there for you. Last year, we launched our winter campaign 'Every Second Counts' to support and inform our public on which service best suits your medical needs. The options to support you when you are unwell or injured are there, and this helps emergency services, A&E departments, and minor injury units to get you the right care, when you need it the most. So, before you ring 999...think...is there a threat to life? If not...think 111 online using this link [here](#)

That way we can answer and help those that need us most, faster. Help us save more lives. You can watch our 'Every Second Counts' video on our website [here](#)

Educating and listening to the communities we serve through community conversation events.

On Thursday 26 October 2023, our Patient Engagement Team delivered its first community conversation event in Merseyside. Our first event went very well, with an excellent turnout of members from the public with various feedback and questions raised around careers, accessing services and delays calling NHS 111, improving health and wellbeing, not just staff but for patients, and what NWAS vision is on improving mental health services in the area. Our events are free to attend with free lunch and refreshments served and a great opportunity to find out more about our 999, 111 and patient transport services, meet local managers from our different service lines and to share your feedback and experiences with us. We will be holding community conversation events in Cumbria, Lancashire, Greater Manchester and Cheshire and you can find more details about our community conversation events and how to book your free places for each event on our [website](#)

Where are we in November?

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.

University of Bolton Careers Fair - Thursday 16 November, 11-2pm.

NWAS Community Listening event in Lancashire - Thursday 23 November, 1-4pm

Culture Bazaar West, Cumbria - Sunday 26 November, 12-5pm

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