



WORKING TOGETHER.



BEING AT OUR BEST.



MAKING A DIFFERENCE.



North West Ambulance Service NHS Trust



Ambulance stakeholder news

October 2021

For further information on the below please contact communications@nwas.nhs.uk.

Plans to address ambulance pressures

UK ambulance services have experienced significant and extremely challenging pressures relating to unprecedented levels of calls in the last 12 months.

We have in place a series of mitigating actions to help us manage these pressures which include bolstering our own response capability with the use of our PTS Service and overtime resources, voluntary aid ambulance services and private ambulance providers.

We have also increased our workforce for operational and contact centre teams as well as the mobilisation of additional resources; however, the scale of the demand has been such that it has been difficult to manage within our normal response standards.



NHS England and NHS Improvement have recognised that the ambulance service is under extreme operational pressure and have recognised that the current growth in Category 1 and 2 higher acuity calls falls outside of existing work programmes and have provided the UK ambulance trusts with £55m of additional non-recurrent system allocations to help meet those pressures. The purpose of the additional funding is to :-

- Support the recruitment of 999 call handlers
- Expand capacity through additional crews on the road.
- Provide additional clinical support in control rooms.
- The retention of emergency ambulances to increase the fleet for winter

NWAS is receiving £6.2m of those funds and our teams are actively planning how to best use the funding locally to help manage the current challenging pressures and meet the needs of our patients.

Ambulance services key to NHS transformation and coping with COVID-19 long term

The Association of Ambulance Chief Executives ([AACE](#)) has published a joint report with [NHS Providers](#) which says ambulance services should play a pivotal role in helping the NHS pull through the pandemic, bear down on the care backlog and transform services for patients.

[Rapid response: the role of the ambulance sector in transforming services and coping with the long-term impact of COVID-19](#) sets out how the skills, scale and reach of ambulance services mean we can be key to planning and delivering high quality care as close to home as possible: a central ambition of the NHS Long Term Plan.



ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

Queen's Long Service and good conduct medals awarded



The Queen's medal is awarded only to those who have undertaken 20 years' emergency duties with good conduct.

It is a once in a lifetime achievements were presented to recipients by Her Majesty's local representatives, the Lord Lieutenants from across the regions.



Luckily due to the lifting of COVID-19 restrictions, the trust was able to hold three small events to ensure this amazing career milestone was celebrated with fellow recipients and they were presented their medal in person by each Lord Liuetenant.

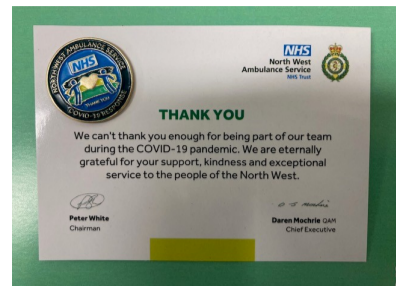
We are also holding our usually large scale long service events virtually this year throughout October. The events will mark the milestones of all staff with 20, 25, 30, 35 and 40 years' service in the NHS. There are also a couple of colleagues who have reached an incredible 45 years' service.

There are not many careers where an individual can spend their working life dedicated to one service. For many of those reaching these long service milestones, their role in the NHS is more than just a job; it's a vocation.

Appreciating our staff

500 random acts of kindness have been delivered across the trust to help spread a little positivity. Staff were chosen completely at random to receive a small gift, these included a £5 Costa voucher, a copy of The Happy Newspaper, a gratitude journal, a positivity mug and one lucky person from each service line received a winter survival kit.

Each gift was accompanied with a card asking you to pass on the positivity amongst colleagues in small ways, such as making someone a cup of tea, checking in with a quick chat or dropping someone an email to say thank you.



This was part of a week of gratitude initiatives which also included the release of our COVID-19 thank you pin badges; a small gesture for staff to keep in recognition of their support, kindness and exceptional service during the COVID-19 pandemic. The last 18 months have been the hardest and most tiring times in our service so far and we are still facing extreme pressure.

Patient and Public Panel – second anniversary

In September we celebrated the second anniversary of our Patient and Public Panel (PPP).



Despite the challenges of the pandemic, we now have more than 170 members involved in the work of the trust, supporting at learning forums, giving feedback on projects and providing their opinions on campaigns, new systems and strategies.

To mark this milestone, we have produced a PPP achievements publication to recognise and showcase the fantastic work our panel members have supported us with since it was first established in September 2019.

You can find our PPP achievements publication [on the website](#).

Northern Alliance partnership project complete

A partnership project to deliver a new fleet management system across three ambulance trusts has been completed by the Northern Ambulance Alliance.

The Tranman project, which is a fleet management system that aims to deliver more efficient data capture and analysis, is up and running across our trust and North East Ambulance Service NHS Foundation Trust and Yorkshire Ambulance Service NHS Trust. It is believed to be a first for ambulance trusts across the country.

The three trusts had the opportunity to work together through the NAA on the investment as their old systems were due for replacement and it was an opportunity to realise efficiencies and further develop strong partnership working.



Emergency Services Day



We took time to mark the annual Emergency Services Day or 999 Day as it's otherwise known. The day is celebrated across the UK and is a chance to support the heroic men and women of the NHS and emergency services, and remembers those staff who are long longer with us by observing a 2 minutes' silence.

All our main sites raised special commemorative flags; Chief Executive Daren Mochrie and Director of Operations Ged Blezard proudly raised a flag at our headquarters in Bolton.

Manchester Arena Inquiry update

The Manchester Arena public inquiry is currently hearing evidence about the experiences of the people who died. This part of the inquiry is likely to be particularly distressing for the families of the victims, and anyone involved in or affected by the Manchester Arena incident. Nwas colleagues have been giving evidence to assist the inquiry and some of this has been reported in the media.

We continue to support our staff who are witnesses and our wider workforce who may find it difficult or upsetting to see the media coverage of the inquiry. We are fully supportive of the independent public inquiry, which is a very important milestone for the families of those who sadly lost their lives, the survivors and all those involved or affected by the terrible event.”

Learning to be a lifesaver sessions

If someone is in cardiac arrest, there are a few vital minutes to save them - knowing what to do can mean the difference between life and death. This is why we have held two online sessions that were open to the public to give them the skills to save a life.

In the sessions, Nwas Blue Light Collaboration and Engagement Manager/Paramedic David McNally talked through exactly what to do in the event of a cardiac arrest, including a demonstration of how to do cardiopulmonary resuscitation (CPR) and how to use a defibrillator.

Over 300 people attended the online sessions which surpassed our expectations.



Learn how to
#RestartAHeart