

Welsh Ambulance Services University NHS Trust

A System of Partnership Working



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
University NHS Trust

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Our duty to engage

All public services in Wales have a statutory duty to engage and consult with citizens...

- **Welsh Government's 2004 policy document Making the Connections**
- **The NHS (Wales) Act 2006**
- **The Equalities Act 2010 & Public Sector Equality Duty**
- **The 2014 Lessons learned independent review into NHS Service Change**
- **The Social Services and Well Being (Wales) Act (2014)**
- **The Health & Care Standards 2015**
- **A Healthier Wales: plan for health and social care (2018)**
- **The Health and Social Care (Quality and Engagement) (Wales) Act 2020**

“Being listened to and having your views recognised and valued – even if they do not always lead to the precise outcome you would wish - are crucial stepping stones to building trust... Mechanisms need to be in place where it is normal procedure to seek out opinions and experience since the best ideas come from involved people”

Eley et al (2014) Strategic Review of Older Peoples Mental Health Services

Patient Experience & Community Involvement Team



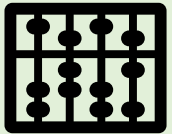
A model of continuous engagement with patients, carers and service users, organisations, stake holders and the general public across Wales.



Meeting, listening to, capturing and acting on people's experiences of using the Welsh Ambulance Service, including: Emergency Medical Services, Non-Emergency Patient Transport Services and NHS 111 Wales.



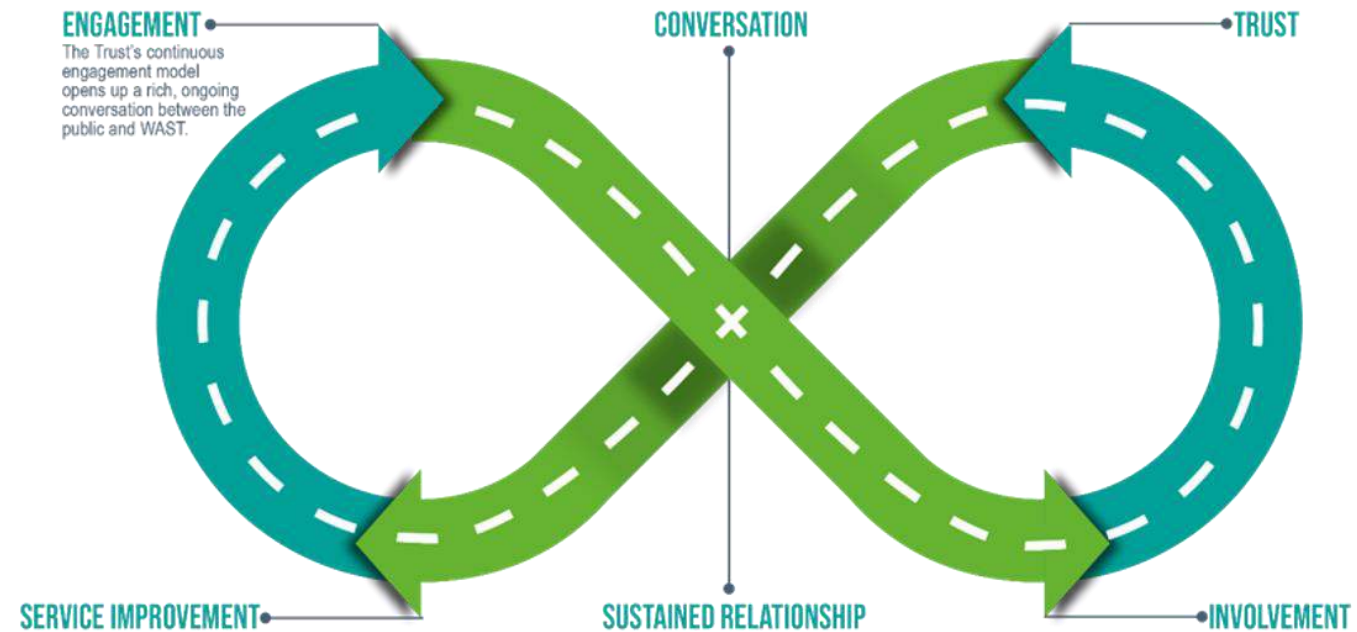
Working in partnership to develop services which are safe and appropriate, and to improve people's experiences and outcomes.



How frequently we engage with the public is one of the indicators used to monitor the Trust's performance.

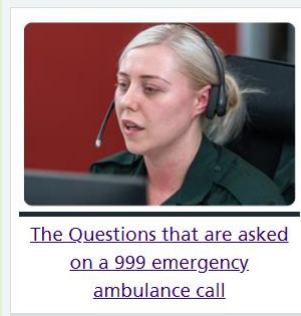
WAST's Continuous Engagement Model

- Proactively engaging with people and communities across Wales by attending community events, open days, visiting schools and other forums forms a central part of our continuous engagement model.
- This face-to-face engagement with people allows us to have meaningful conversations with people about using the services we provide; helping communities to feel listened to and empowered to drive change.
- Whilst it is difficult to demonstrate an immediate impact or outcomes to this engagement; it is through this ongoing engagement cycle that we are able to build trust and sustained relationships with people and communities.



Welcome Pack

- Building trust with the community & understanding barriers
- Helping people understand our services
- Reducing fear and anxiety
- Producing accessible information
- Improving staff awareness and communication



Using Patient Stories

- Understand the impact our service, people and processes have on patients, their family, and carers
- Turning lived experience into insights and intelligence
- Identify quality learning opportunities
- 'Story Trackers' ensure continued learning, accountability and that quality improvement takes place



People & Community Network

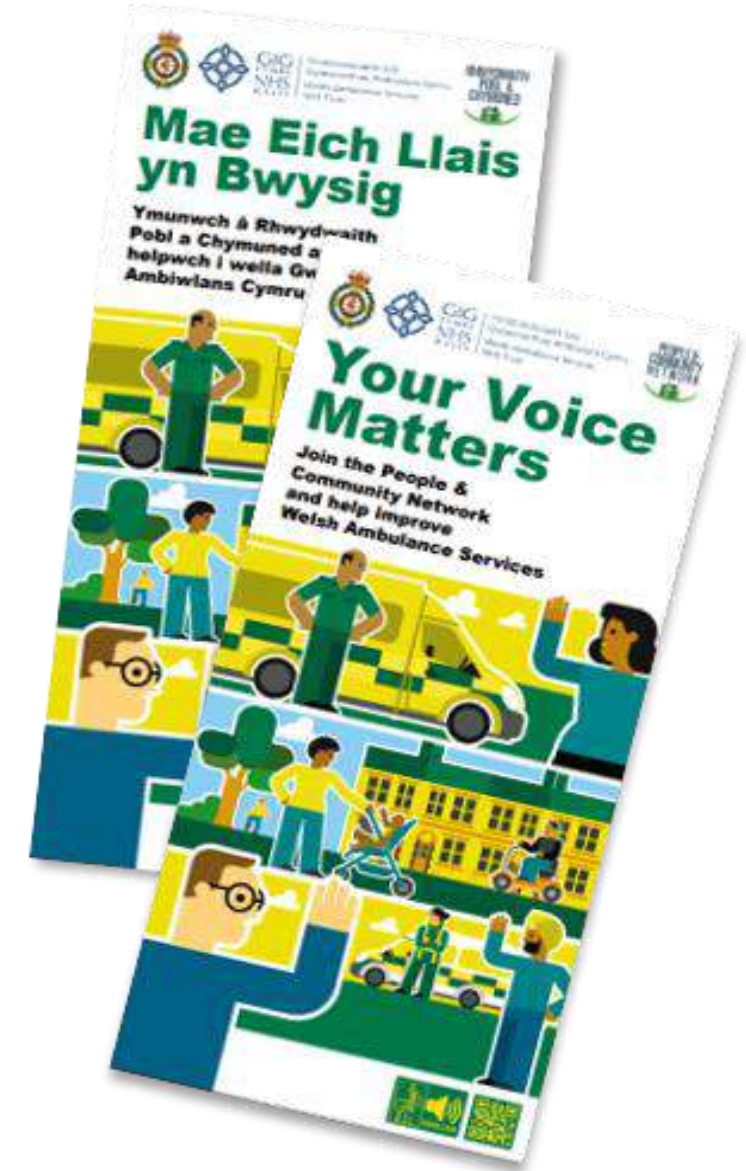
What is the People & Community Network?

- Launched in 2023
- Aligned to our Quality Strategy
- Informed by the Health and Social Care (Quality & Engagement) (Wales) Act 2020

The People & Community Network is a group of people with a shared goal: to help develop and improve the services provided by Welsh Ambulance Services NHS Trust.

The Network represents the voices and opinions of patients, service users, carers, staff and wider stakeholders from across Wales, in respect of services we provide.

We will work with Llais, formerly Community Health Councils, to support the continuous improvement of person-centred services.





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Diolch am wrando

Thank you for listening

Cysylltwch â mi / Contact me:

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