



'You said We Did'

- Core Group members were interested in finding out how the ambulances were deep cleaned so visited our Fleetcare team to watch the process.
- LINKs members were concerned that they didn't interact with other LINKs team enough. NWAS put on a LINKs event which allowed all different teams to meet up.
- Core Group members were instrumental in suggesting and developing an ambulance quiz for young people which was used at the 2008 Trust Open Day in Liverpool.
- Lancashire area office entrance and reception area was improved and made more accessible.
- Core Group members suggested a series of questions which were included on a survey to be promoted by the Older People's Network.
- Many members of the public reported problems with accessing the PTS phonenumber, therefore the Trust is now tendering for a new PTS phonenumber provider, as a result of feedback. - Actioned September 2008
- Media partners asked for regular access to new information on incidents of public interest, we established an online press area on the website. - Actioned July 2008
- Various equality and diversity groups that NWAS has consulted with wanted board commitment to equality and diversity - this has resulted in the introduction of a non-executive associate director for Equality & Diversity
- Feedback from the community in Audlem on concerns around ambulance performance in rural areas, resulted in the Trust establishing a CFR scheme in that area - January 2008.
- The Somalian community in Liverpool told us they felt there were a number of perceived barriers to employment with NWAS. The Trust worked with community representatives to identify, challenge and overcome these perceived barriers. This has resulted in the successful recruitment process of two members of the Somali community within the Patient Transport Service.

- Lancashire Council of Mosques advised the Trust that they would like to know more about the first aid training options available for its Muslim communities. The Trust worked with the Council and other Mosques across the North West to see how it would be able to help provide training. The Trust's Community Response and Resuscitation team has now installed defibrillators in Mosques across the region and has provided training on how to use the life saving equipment to their communities. NWAS is currently installing defibrillators in an extra 24 Mosques across the North West.

- Members of the Hindu community in Bolton told us there was a need for first aid information. NWAS is now working with community representatives and is planning training sessions for the Hindu community in Bolton.

- The Polish community in Cheshire told us they felt that members of their community did not know about the services the Trust provides. NWAS worked closely with Cheshire East Council and representatives of the Polish community to publish an article about Trust services in its Polish newsletter. The Trust is continuing to work with the council and the Polish community and will be providing information on a regular basis through the newsletter and other channels

- The Deafness Support network in Manchester told us they felt that deaf people experience a number of issues when accessing 999. NWAS worked with the support network to identify, challenge and overcome these issues. This has resulted in the Trust trialing a new national Government-led system which allows people who cannot make voice calls to contact the emergency services by texting 999 (the trial will continue until the end of March 2010)

- Members of the Chinese community in Liverpool told the Trust that they were not aware of how NWAS caters for people who speak different languages including Chinese. The Trust worked with representatives of the community group to identify the barriers they felt existed. This resulted in the Trust inviting representatives of the community group to visit the control centre in Elm House, Anfield. A talk was given to the community group on how Language Line is used and in addition, the Trust reviewed its Language Line Service Level Agreement.