



NWAS VOICES



Winter messaging.



Season's greetings.



Welcome.

Important news.

Patient and Public Panel update.

198 Patient and Public Panel (PPP) members are now involved in the work of the trust. Thank you all for your support!

To date, we have 32 influence level members, 55 co-produce level members and 195 consult level members. Please note, some members are involved in two levels of involvement which explains the high number in our consult level.

We are delighted to have hit our target of 190 for this year however we are always on the lookout for new members. If you know someone who may be interested, please ask them to get involved.

PPP involvement activity - December	
Level of involvement	Opportunity
Influence	Greater Manchester area learning forum
All PPP members	Digital design forum session
Influence	High intensity users (HIU) group meeting
All PPP members	Intergrated Care System session
Influence	Cumbria and Lancashire area learning forum
Influence	Cheshire and Merseyside area learning forum
All PPP members	Community catch up sessions (ongoing)
Influence	NHS 111 incident learning forum

In every NWAS Voices bulletin we share, we give you a brief outline of what you have been involved in each month which are usually found on this page.

From trust board to online surveys, you have contributed towards a number of meetings and projects since the previous financial year.

If you have any comments/suggestions about what you would like to get involved in as we head into the new year and then new financial year in April 2022, please don't hesitate to get in touch via patient.panel@nwas.nhs.uk and let us know.

Thank you for your support and suggestions as always!



PPP work plan update.

We would like to thank you for your brilliant contributions at our PPP work plan development sessions that took place across the past month.

Your feedback will help us to co-produce the work plan for the third year and we thought it would be good to share the key themes that we have identified before the work plan is shared with you as a draft format.

Involvement opportunities: We had some great feedback around involvement, and you told us that you feel you have had the opportunity to get involved in opportunities we have shared. It was great to hear that you are also happy to increase this number heading into the panel's third year. Where some of you haven't been involved as much as you would have liked, you told us this was due to a preference around engaging virtually and COVID pressures with work etc.



Information sharing: In the sessions we found mixed responses, most enjoyed the information we shared and this encouraged us to keep this up, however a suggestion was made to send out a weekly roundup email with key information and upcoming opportunities to reduce email traffic - watch this space!

Support and development: We found from feedback that you are happy with the development opportunities to date, and welcome more of these opportunities going forward whilst we are working virtually. We are aware several you wish to visit our trust sites to have an opportunity to speak to operational staff in various roles. We would like to arrange this once it is safe to do so.

Increasing our representation: In the work plan sessions, we also discussed the PPPs current representation which identified a couple of gaps that we need to make improvements on.

You said that you would be happy to help support us to increase these numbers and would share messages on how to get involved via community groups and social media hubs about the panel to encourage uptake in different communities.

What we plan to do with your ideas.

All comments and feedback from the sessions are now being collated, themed, and fed into the draft work plan which we would like to share with you before we make this live. This will be shared with you as we head into the new year.

Please remember if you have any additional ideas or feedback on what should be included in the PPP work plan, please email patient.panel@nwas.nhs.uk

A big thank you again for your support in helping us to co-produce the PPP work plan for year three.



NWAS community calendar.

Our annual community calendar is back, and thanks to your feedback it's bigger and better than ever.

The calendar celebrates our diversity and inclusivity marking various religious celebrations as well as a number of special inclusion dates. Photographs of our diverse workforce are included in each month along with quotes from staff from all areas of the organisation.

There is a separate page for each month, more space to write notes and it can be easily hung on the wall.

[A digital copy is available on our website](#) and we have a limited number of printed copies available on a first come, first served basis. If you would like to request a printed copy to be posted out to you, please complete this [online form](#).



New greener ambulances join our fleet this winter.

Fifty-five new emergency ambulances will take to the North West's roads before the end of January 2022, replacing older vehicles in our fleet.

The emergency vehicles are greener and more efficient than their predecessors. Built to Euro 6 standards, they produce fewer harmful pollutants, particularly nitrogen oxides, carbon monoxide, hydrocarbons, and particulate matter.

Converted from Fiat Ducato vans – the most reliable and fuel-efficient vehicle in its class – the new ambulances are replacements for existing vehicles over seven years old. But we're keeping hold of 45 of the best ones until the end of winter to help maximise our fleet at the busiest time of year, thanks to a funding boost we have received to help with winter pressures.

Stations in Greater Manchester will get 29 new ambulances and 17 retained, Cumbria and Lancashire will get 24 new and 13 retained, and Cheshire and Merseyside will get two new vehicles and retain 15 existing ambulances.

It takes approximately 400 hours to convert a standard Fiat Ducato van into a high-specification emergency ambulance. This involves installing electricity, creating windows in the side panels, fitting the blue lights and sirens, and applying livery to make them instantly recognisable as ambulances.



Got family or friends offline this winter?

We've launched a one stop shop, useful 999 information booklet which contains key information about accessing the ambulance service via 999.

It includes details on the types of calls we class as needing a priority response, the different ways we manage 999 calls, what alternatives to calling 999 there are, and the importance of letting us know when an ambulance is no longer required.

We are conscious that many of our public messages are managed via our social media platforms and through engagement with our community groups and are aware that these messages may not reach those people who don't access social media on a regular basis, if at all.

We will be distributing hard copies of the booklet to local Healthwatch organisations and a downloadable version you can print is also [available](#).

If you think the booklet may be useful for somebody you know this winter, copies can be requested via communications@nwas.nhs.uk.



Get involved.

External opportunities.

Accessing primary care survey.

The NHS in Lancashire and South Cumbria want to understand people's experiences of accessing appointments at their GP surgery throughout the ongoing pandemic. The survey can be found on the Clinical Commissioning Group [website](#).

The purpose of this survey is to identify what has worked well to date, what hasn't worked so well and what could be changed for the better. The data from this survey will help us to listen to patients experiences and to develop improved ways to support people to get the right care when they need it.

The survey will close on 03 January 2022 and is open to anyone who lives or works on the Fylde Coast, please note they are looking for both patients and colleagues to contribute

Please feel free to share with any friends, family or colleagues in the Fylde area to complete the survey. If anyone is struggling to gain access, please do get in touch.

Spotlight on.

Season's greetings from NWAS.

Please click on the card below to reveal our season's greetings.



[You can view the card online](#) if you are unable to click on the image above.

Wishing you a safe and happy Christmas.

We would like to thank you for your continued commitment to the PPP during another difficult year.

We look forward to working with you in 2022 and hopefully at some point we can all meet face to face.

Look after yourself, family, and friends.

From Jenna, Francesca and our little helper Sean!



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