



NWAS VOICES.



999 student diaries.



UK disability history month



Important news.

Patient and Public Panel update.

195 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 190 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 look out for new members. If you know someone who may be interested, please ask them to get involved.

PPP involvement activity - November	
Level of involvement	Opportunity
Influence	Greater Manchester area learning forum
Influence	NHS 111 incident learning forum
All PPP members	Community catch up sessions (ongoing)
All PPP members	High intensity users session
Influence/Co-produce	Right Care Strategy session
Influence	Influence Q&A session
All PPP members	Patient experience text feedback survey
Influence	Trust Board
Influence	Cumbria and Lancashire area learning forum
Influence	Greater Manchester area learning forum
All PPP members	Winter booklet feedback

Upcoming involvement opportunities	
Level of involvement	Opportunity
All PPP members	Increasing PPP representation
All PPP members	High intensity users (HIU) group meeting
Influence/Co-produce	Digital design forum session.
Influence	Cheshire and Merseyside area learning forum
All PPP members	Intergrated Care System session

We currently have over 25 students who have joined us as emergency medical technician (EMT1) from the University of Limerick in Ireland, who are working across Greater Manchester, Fylde and East Lancashire.

The students, who range between 19 and 40, are in the middle of completing a four-year paramedic degree course in Ireland, with one of those years including a placement with us for 12 months.

Danny Cox is one of those students. He shares his first diary edition capturing his time with us in the North West so far.

“Hi my name is Danny and as part of year two on my course, I, along with the rest of my peers on my course, hopped across the pond to the UK to work with NWAS.

“I am based in Sharston in South Manchester along with six of my peers from university and as EMT1s, we work alongside a paramedic assisting with clinical interventions, driving, patient reports and hospital handovers.

“So far I have settled into living in the UK fantastically. I think this is because I knew people coming over with me, as well as some of the guys from my university that were here the year before. It is taking me a little while to get used to the lingo over here such as calling tea, a “brew”, calling a sandwich a “butty” or a “bam” (still don’t know the difference) and the obsession with pies!

“The UK is far busier than where I come from back in Ireland. I think in my county there is one set of traffic lights and the road markings are the grass growing up from the middle of it once you leave the towns. A far cry from three-lane roundabouts and busy motorways! This was something that definitely challenged me during the early days of my driver training.

“My last couple of weeks of being out on the job have been very enjoyable. I am finding it really rewarding to work in such a busy place like Manchester and meet people with such different backgrounds and diversities. I’m really enjoying being kept on my toes and that every day is a learning day. The call volumes we are receiving mean I am seeing a lot more variety of cases from cardiac and respiratory issues, to mental health, to safeguarding, to paediatrics, to active labour, to trauma and many more just to keep me occupied.



“My colleagues from my university are definitely helping me to settle in so fast, they’ll tell you the same thing too. It has made moving to such a big place like Manchester so much easier. At work all the crews have been more than welcoming to us and are always so happy to take time to explain things; this is something I’m very much grateful for.

“I can’t wait to keep you updated with the next year in NWAS and hopefully I can have some exciting stories for next time.”

Good luck Danny!

Self-care for life and help the NHS to help you.

In November we recognised self-care week and we want to remind the public that self-care doesn't just mean do it yourself.

As main health service providers such as GPs, walk-in centres and A&E are busier than ever, the best way to help avoid long waits is to prevent health and wellbeing issues from getting to the point of needing medical help. Self-care is the term used to describe just that, but it doesn't mean you have to do all the work yourself.

Medical Director, Doctor Chris Grant said: "Being able to self-care for common illnesses like earache, sore throats and upset stomachs is really important. Symptoms of these illnesses usually go away in a few days and can be treated with medicine which is available over the counter from most supermarkets and pharmacies.

"We want to empower and help people take charge of their own health. Everyone can make small changes to their lifestyle to help improve their physical health and mental wellbeing, such as maintaining an active lifestyle, eating a well-balanced diet, drinking less alcohol and quitting smoking."

All NHS teams across the North West are backing the national 'Help us Help You' campaign which aims to help direct people to the most appropriate health service for their needs.

Dr Grant added: "We'd like to encourage people to talk to their local high-street pharmacy or go online to find health advice via 111 online. It is really important to remember the ambulance service is here for those who need our help in serious medical emergencies."

Feature your pets in our internal Christmas calendar.

Each day in December, up until Christmas Day, we will be unveiling a different pet on our staff Facebook page and weekly bulletin.

We need you to send in your photos of your pet in something Christmassy. It could be an outfit, a tinsel necklace or just a cute photo by the Christmas tree.

French Bulldog Louie pictured, belongs to Communications Assistant Elena Winstanley, who said: "He loves taking the baubles off the Christmas tree and playing with them like a ball."



Send your photos to patient.panel@nwas.nhs.uk with the name of your pet, their age and a fun fact about them and we will share them!

Get involved.

On this page you will find internal and external opportunities for involvement across all three levels.

Winter booklet review feedback.

Thank you to all those members who took the time to review the 999 information booklet and complete the questionnaire. The comments and suggestions made were really useful to the Communications Team.

Although they were unable to take on board every suggestion made, they have used your feedback to improve the information contained within it, for example:

- The inclusion of contact information for requests for the booklet in alternative formats/languages.
- Balance of gender split in the images.
- The removal of 'ask my GP' as this is not a service accessible to everyone.
- The addition of mental health and other support contact numbers.
- The change of language in some sections to make it simpler to understand.
- Widening the distribution.

Once the final version is complete and printed, copies will be available for anyone who wishes to distribute to their group or local community.

Again, thank you for taking the time to review this important booklet.

Digital design forum session.

The digital design forum aims to lead the way, supporting teams and individuals to bring innovative ideas to reality.

We recognise the diverse multitude of career pathways which have led to staff choosing to work for NWAS. The digital design forum aims to tap into this wealth of information by facilitating collaboration with the relevant departments and individuals that can support bringing innovative ideas to reality. Often, it is the small ideas that can improve our everyday working lives and improve patient care. These ideas have the potential to grow into the largest innovation success stories with the right support network.

Matt Dugdale, Head of Clinical & Digital Innovation would like to host a session with PPP members from our influence and co-produce levels to talk about the work they have achieved so far from this forum and most importantly, your thoughts.

The session is due to take place on Wednesday 8 December between 1pm-2:30pm via Microsoft Teams. Please email patient.panel@nwas.nhs.uk and we will share the joining link with you.

Spotlight on.

UK Disability History Month.

UK Disability History Month (UKDHM) is an annual event creating a platform to focus on the history of disabled people's struggle for equality and human rights.

First running in 2010, UKDHM has become a huge success, running events, providing resources, and giving a voice to people across the UK.

At NWS, we have a number of networks and forums for staff to get involved in, one being a focus on disability within the trust. The soon to be network promotes equality across the trust and aims to open up conversations about the barriers facing people with disabilities, to give staff a voice to improve understanding of disabilities, raises awareness more generally and provides the opportunity to influence organisational change.

We have recently appointed Adam Rigby, Special Operations Project Support Officer, as co-chair and our very own Francesca Balon, Patient and Public Panel Administrator, as vice chair of the disability forum.

Adam Rigby, who shares his role with Mark Lewis, Operations Manager, said: "I am honoured and privileged to have been given the opportunity to co-chair our Disability Network. My vision is that the network will bring together disabled people from all backgrounds and impairments working together in collaboration to make NWS a more equal place for disabled people to work. We will do this by always listening and talking to disabled people making sure that in our work we are reflecting what disabled people tell us are their issues and priorities."



Fran added: "It's great to be involved in establishing the forum into a network. I see it as a positive step forward for the trust. I'm acutely aware of how a disability and long-term health condition can impact day-to-day life for each of us differently, and I hope to work with the network to make the trust a more inclusive environment for staff and patients living with disabilities and long term health conditions."



The network launch is due to take place on the 14 December to staff, with the aim to then host a session with interested PPP members in the new year once Adam and Fran have settled into their roles.

Good luck Adam and Fran!

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