

## Community Conversations Engagement Events

We re-sign our Armed  
Forces Covenant

Turn off the blues podcast



# A new look

**Our NWAS Voices newsletter is back, and we have refreshed the design making it easier to read stories featured. We hope you like the refresh and would really appreciate your thoughts on the new look.**

253 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 43 influence level members, 57 co-produce level members and 253 consult level members.

Please note, some members are involved in two levels of involvement which explains the high number in our consult level.

If you know someone who may be interested in joining the panel, please ask them to get in touch by emailing [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk).

## PPP involvement activity - January 2023

Level of involvement	Opportunity
All levels	NHS Pathways update

## Upcoming involvement opportunities

Level of involvement	Opportunity
All levels	PPP handbook development
All levels	Community materials review
All levels	Mental Health awareness
All levels	Blood pressure measurement in cardiac arrest survey review
All levels	NWAS Charity development
Influence	North West Handover Improvement review events (following previous three events)

In every NWAS Voices we share, we give you a brief outline of what you have been involved in each quarter and what is coming up in the future months.

From trust Board to online surveys, you have contributed towards a number of meetings and projects since the last 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 the new financial year in April 2023, please don't hesitate to get in touch via [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk).



# Trust News

## Turn off the Blues podcast

In September 2022, we started doing our very own podcasts with our podcast channel 'Turn off the Blues' bringing together experiences of staff members and health-related stories.

Our podcasts involve various staff members across the trust for staff and their families in the hope of reminding them that they're not alone and encouraging them to seek help if in need.

Each episode features health-related stories and experiences from staff members who have suffered both mental and physical health problems. Some episodes will also feature our Consultant Psychologist Dr Rosey Tattersall who provides statistics, signposts to support and offers advice for our listeners.



We have done three podcasts since September 2022 with staff members sharing personal experiences with post-natal depression, cancer, and menopause.

Our podcasts are around 40 minutes long and can listened to via our website.

## We re-sign our Armed Forces Covenant

We are committed to supporting the armed forces community, both internally and externally.

Earlier this year we achieved the revalidation of the Ministry of Defence Employer Recognition Scheme Gold Award.

This is the highest accolade for employers and shows that we pledge, demonstrate and advocate support to the defence and armed forces community, and that we align our values with the Armed Forces Covenant.

Lisa Ward pictured (pictured, right) attended the North West Gold Awards Association Conference to re-sign the covenant.

We initially signed the Armed Forces Covenant in 2014 and following review of our pledges to further demonstrate our commitment to honour the Armed Forces Covenant, support the armed



forces community and that we recognise serving personnel. Regular reservists, cadet force, adult volunteers, veterans and military families contribute to our service and community.

The North West Gold Award Association works closely with the Ministry of Defence to promote the Armed Forces Covenant, champion Armed Forces engagement with employers, share best practice and provide an informed and influential stakeholder sounding board for new initiatives that build on the good work already achieved.

# Engagement events - Back to Basics

We have now held two out of five 'Back to Basics' engagement events and have had the pleasure of meeting with and interacting with PPP members, patient user groups, voluntary sector organisations and Healthwatch colleagues to mention a few.

We are holding these events to engage with communities across the North West to educate them about their local ambulance service and how we get the basics right. Attendees had the opportunity to ask any questions they had, address any concerns about any news they may have seen within their area or to even speak with our career advisors.

Feedback from the event suggested that all attendees thoroughly enjoyed listening to speakers from our paramedic emergency services, patient transport service and NHS 111 to understand each service line in greater detail. This was followed by highly enjoyable small group tabletop exercises to generate conversations.

An example of the positive feedback received from the Engagement Manager at Manchester Integrated Care Partnerships was: "I attended the NWAS event in Trafford last week. It was well organised, and I would recommend it to those living in other areas. There was open and honest discussion about difficulties the service is facing. The organisers definitely wanted to hear our views and they outlined actions they are exploring with partners across the services".

Please see below for upcoming dates, timings, and venues still available in other areas:

- Thursday 16 February 2023, 1 - 4pm: Northwich Memorial Court, Chesterway, Northwich, CW9 5QJ.
- Tuesday 28 February 2023, 1 - 4pm: The Florrie, 377 Mill Street, Liverpool, L8 4RF.
- Thursday 13th April 2023, 1- 4pm: Harraby Community Campus, Edgehill Road, Carlisle, CA1 3SN.

You can find more information about these upcoming events along with to book your FREE place on our website. You are more than welcome to bring guests along to the event with you and we encourage you to share the event with your community.



# Get Involved

## Use of gender and non-gender specific pronouns

We sent a survey out to all PPP members asking for your thoughts on the use of the use of gender and non-gender specific pronouns, after seeing the use of gender and non-gender specific pronouns by parts of the NHS and other organisations.

You She He  
Him Them I  
They We Her

We received over fifty completed surveys and shared the results with our Director of Strategy, Planning and Transformation and Deputy CEO, Salman Desai to help us ensure our gender diverse community to feel accepted, visible, and respected. There was a mixture of feedback from PPP members with some interested in seeing the introduction of pronouns, some felt it added no benefit to care and others had no strong view on them.

Following helpful and insightful feedback from our PPP members, the trust procured new name badges for its staff. The new badges can be personalised by staff including use of pronouns if they wish as well as pronunciation of their name.

## Share your thoughts on our community materials

As winter is our quietest period for community engagement, we haven't done any face-to-face engagement and we would like to use this time to review our materials and giveaways which we take along to our events. We have various banners and leaflets containing information on first aid, lifesaving skills, general information about your ambulance service, information on our Ambulance Academy, PPP, and various ambulance related giveaways such as car air fresheners, trolley coins and pens.

Our patient engagement team attend various types of events including Windrush events, PRIDE events, Disability Awareness Days and Health Melas all across the North West.

We would like our PPP members to give their feedback on our information leaflets and giveaways to ensure we are providing the relevant information, so we know what members of the public from different communities will be interested in to ensure our materials are suitable for all. We want to ensure that our stall is appealing and the information we are providing is beneficial.

We would also like to ensure we are attending a wide range of events across the region and would appreciate it if PPP members could let us know about any community groups or events in their area.

We will be sending a survey out this month and would really appreciate your feedback to help us improve.



# Spotlight on

## Ongoing involvement with Quality Improvement Team

We have had involvement and have been continuously supported by our Quality Improvement (QI) team since the PPP was established back in September 2019.

Our biggest aim is to always let our PPP members know what has happened as a result of them sharing feedback with us and how this has influenced change.

Our QI team delivered a session to PPP members on the work you have supported over the past financial year and next steps in terms of projects for the year ahead along with other pilots PPP members can support with. Most recently, we have offered seven PPP members the opportunity to attend North West handover improvement collaborative events.

Our QI team has also hosted a network session that focused on the PPP as to it works, how it has supported the trust and how it can support with projects. The session also included having two guest speakers from the PPP to give an insight to network members as to why they joined the PPP and their involvement as a PPP member.

The PPP became a finalist earlier this year at the North West Coast Research Awards for PPP involvement in Right Care at Home (RCAH) scheme to ensure patients who do not need to go to hospital for emergency treatment receive the right care closer to home. PPP members also supported with the development of the new Quality Strategy 2021-24 to capture and ensure patient priorities were represented throughout.

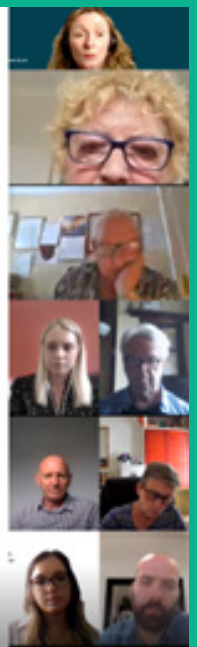
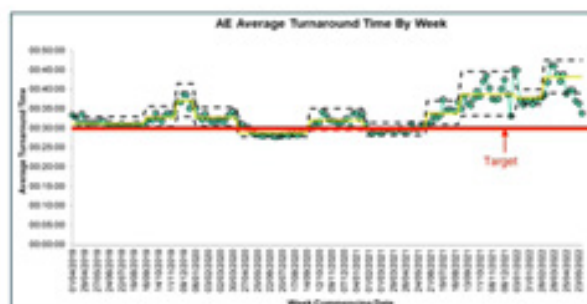
Senior Improvement Manager, Adele Markland said: "The PPP are an amazing asset to the organisation. They have a wealth of lived experience, drive, and passion to make a difference to patient care in their communities and across NWAS.

"The QI team have worked with PPP members to design and deliver successful sessions to both clinicians and other PPP members. They have helped to shape the trust and quality strategies through their experiences and describing what matters to patients and carers.

"They have also been involved in developing case studies and videos as part of educational training material on hospital handover. I would personally advocate the benefit of working with PPP members and having them as an integral part of your project delivery team."

## Handover improvement update

- Reducing harm and handover delays
- Shortlisted: HSJ Award 2021
- New handover module
- Learning from patient safety incidents
- Escalation action card



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## Contact information:

### Trust Headquarters:

Ladybridge Hall,  
Chorley New Road,  
Bolton, BL1 5DD

Tel: 01204 498428

Email: [Patient.Panel@nwas.nhs.uk](mailto:Patient.Panel@nwas.nhs.uk)

# Have your say!

## Want to join the Patient and Public Panel?

We're looking for volunteers from local communities, interest groups, voluntary sectors and partner organisations to help influence improvements in our emergency, patient transport and 111 services.

## Who can join

We encourage applications from people of all backgrounds, beliefs, cultures and circumstances. You must be over 16 and live in Cheshire, Cumbria, Glossop, Greater Manchester, Lancashire or Merseyside.

## How do I apply

Find out more and apply via:



[patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk)



01204 498428

You can find out more information on the Patient and Public Panel on our website [www.nwas.nhs.uk/panel](http://www.nwas.nhs.uk/panel), alternatively you can scan the QR code below.

## Scan me

