



# NWAS Voices

NWAS update

**NHS**

A 'greener' NHS

Get involved



High intensity users

Find out more



Suicide prevention



## Patient and Public Panel update

178 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, 56 co-produce level members and 172 consult level members. Please note, some members are involved in two levels of involvement which explains the high number in our consult level.

Our target for year two is 190 members, so we aren't too far away! Can you help us to achieve this?

### PPP involvement activity - September

Level of involvement	Opportunity
Influence	Greater Manchester area learning forum
Influence	Cumbria and Lancashire area learning forum
Influence	Emergency Operation Centre learning forum
Lived experience	Suicide prevention work stream meeting
Influence	Cheshire and Merseyside area learning forum
Prospective PPP members	PPP virtual taster and induction evening
All PPP members	Tea & talk session
All PPP members	NWAS Annual General Meeting
Influence	Trust Board

### Upcoming involvement opportunities

Level of involvement	Opportunity
All PPP members	Increasing PPP representation
All PPP members	Mental health session
Influence	NHS 111 incident learning forum
All PPP members	High intensity users session
All PPP members	Winter planning session
Influence/Co-produce	Smart stations session (TBC)
Influence	High intensity users (HIU) group meeting
All PPP members	Community catch up sessions (TBC)

## Facilities Management are greening the way

Our Facilities Management Team (FM) has a critical role to play in meeting important environmental challenges and heavily supports our sustainability agenda.

The department is responsible for the running and management of our corporate buildings. FM consistently looks to streamline processes and functions to reduce waste and make improvements for the benefit of our trust and the environment.

Examples include the introduction of the centralised business centres at a number of sites, which ensures stock is centrally managed and that packaging is recycled. This reduces the number of deliveries to sites and prevents over ordering and excess stock holds.

In recent years, the FM team has been facilitating the reuse of furniture across the trust and curbing the waste, cost and emissions associated with disposing of and replacing items of furniture, contributing to a move towards net zero carbon and a greener NHS.

The Sustainability Team has taken the data collated by FM and applied government conversion factors to quantify the avoided costs, emissions and volumes associated with the furniture reuse scheme.

Since 2019 the scheme has achieved:

- £45,001.14 in avoided procurement costs
- 7.29 tonnes of CO2 avoided supply chain emissions
- £2,286 in avoided waste disposal costs
- 7.62 tonnes of waste avoided
- 162.72 tonnes of CO2 avoided from waste processing



This is a huge achievement and a great example of a team which has been quietly working towards our sustainability objectives. The figures were collated before the introduction of agile working so will have increased significantly.

In October 2020, the NHS became the first in the world to commit to delivering a net zero national health system. This means improving healthcare while reducing harmful carbon emissions, and investing in efforts that remove greenhouse gases from the atmosphere.

NWAS has created a Green Plan to ensure that as one of the larger ambulance services in the UK, we act and commit to the delivery of a sustainable healthcare system. A sustainable health and care system reduces inequalities, environmental impacts and preventable diseases whilst enabling environmental improvements, independence and wellbeing and the creation of strong social assets - you can find the Green Plan [here](#).



# NWAS Suicide Prevention Toolkit

Friday 10 September marked World Suicide Prevention Day and to mark the awareness day, we launched our new suicide prevention toolkit.

As with other NHS healthcare workers, our staff have been pushed above and beyond their limits due to the coronavirus pandemic. The associated challenge on our resources and vehicles has increased the emotional burden and stress for many people.

Nationally it is very clear suicide rates are rising within our communities. Data published by the Office for National Statistics (ONS) on 1 September showed that in 2019, the suicide rate among men and boys was 16.9 deaths per 100 000, the highest since 2000 and slightly above the 2018 rate of 16.2 per 100 000. The suicide rate among women and girls was 5.3 deaths per 100 000 in 2019, up from 5.0 per 100 000 in 2018 and the highest since 2004. The ONS have also concluded recently that male paramedics are 75% more likely to take their own life than any other health care professionals.

This toolkit is designed to help, support and educate staff around the risks of suicide within the workplace, promoting good practice, and encouraging healthy conversation to remove the stigma often associated with mental health problems and suicide.

Dan Stears, PPP member who sits on the Suicide Prevention Workstream also helped contribute his ideas and thoughts about the toolkit.



The toolkit was shared with members of the suicide prevention and self harm work stream. Dan contributed feedback on several occasions and as a panel member with lived experience, his feedback on the language within the toolkit, particularly the title was beneficial.



These harrowing statistics demonstrate why this work is more important than ever and we hope that the toolkit can be used to make a difference.

Our Suicide Prevention Lead Craig Hayden, has been an integral part of this essential programme of work and on Thursday 9 September, he joined a meeting with The Duke of Cambridge and other emergency responders at Kensington Palace to speak about suicide prevention within the emergency services community.

We plan to host a session led by Craig Hayden and colleague Lesley Jones around mental health and suicide prevention, management and postvention in October. Look in the get involved opportunities section to find out more.

# Improving care for patients by achieving 999 performance

When the ambulance response programme (ARP) standards were introduced nationally in August 2017, there were changes to how our paramedic emergency service (PES) performance was measured, including new response time targets.

ARP aims to improve patient care and make sure the best, most appropriate response is provided to patients, first time.

Since then, our performance against ARP has varied. There have been periods in which we have met the response times but it has been a challenge to achieve the standards consistently, despite everyone's best efforts. This is not a true reflection of the high quality care our patients receive or the hard work and dedication our staff put in every day, so we want to change this position and make sure we're up there with the best performing trusts, knowing this means the very best outcomes for our patients.

This summer, we began a review to determine the best operating model for our service going forward. Starting with detailed modelling work based on 999 demand predictions, alongside a review to understand how our existing operational model contributes to performance and the impact that alternative models may have on overall resource availability.

The review outcomes will give us the information we need to decide on the next steps – we'll share more details with the panel in due course.

## Acronym Log

We know what it's like working in the NHS, there are a lot of abbreviations and acronyms that we sometimes struggle with!

PPP member, Joe Loughran along with other members of the Influence level have highlighted the number of abbreviations used internally and Joe has worked hard to create a more detailed acronym list in addition to the one we provided at your induction.

You can find the acronym list attached to the email.

Our aim is to add this information to the PPP web area where you will find the most up to date copy for your reference, therefore we would encourage all PPP member to sign up and access the panel members area of the website. If anyone would like more information about this please email [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk)



## Mental Health session

The 10 October is World Mental Health Day, which aims to raise awareness of mental health issues around the world.

Dr Lesley Jones (Mental Health and Dementia Lead) and Craig Hayden (Advanced Practitioner/ Suicide Prevention and Self-harm Lead) would like to host a session with PPP members to discuss their role within the organisation, the challenges currently being encountered in relation to mental health and opportunities and developments.

Following the initial session, Craig and Lesley would like to actively involve PPP members in working groups, especially those with lived experience of Mental Health – more information will be shared following this session.

The first session is due to take place on Friday 8 October, 10:00am-11:00am via Microsoft Teams. If you are interested in getting involved, please email [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk) and we will share the joining information closer to the time.

## High Intensity Users session

Identifying and helping those who call 999 an unusually high amount.

Sometimes we find that a person has called 999 an unusually high amount of times which highlights to us that they may be at risk, vulnerable or accessing the incorrect healthcare for their needs.

To make sure these people are receiving the right care, we have a dedicated team that identifies and supports them by working with them and their family or carers. This helps us to understand if there are unmet health or social care needs that may be contributing to the calls and concerns.

We are looking to host a session with PPP members in November. If you are interested in joining this session please email [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk) and we will share the relevant information with you.

## Reminder: Panel member's area

Thank you for signing up to access the Patient and Public Panel member's area.

We would like to encourage as many people as possible to use this area, sharing any sessions you have been involved in and what you found interesting, any ideas of topics you would like to get involved in or even any good news you would like to share with everyone.

Within the members area there are discussion forums where you can network with each other and keep up to date on the latest announcements from other members.

If anyone is struggling to gain access or would like a demo session to talk through this, please email [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk) and we will be in touch - we can also provide a step by step guide to subscribe.

## NHS 111 online

NHS 111 online allows patients to get urgent healthcare online. It also helps to manage increasing demand on 111 telephone services.

To access the online service, simply visit [111.nhs.uk](https://111.nhs.uk), where the system will ask you questions about your age, sex, postcode and main symptom which will then lead to a series of questions about your health problem.

The online service can:

- Help find out how to get the right healthcare in your area, including whether you need to see a GP or seek urgent care.
- Support with advice on self-care.
- Provide a call back from a nurse, doctor or other trained health professional if you need it.

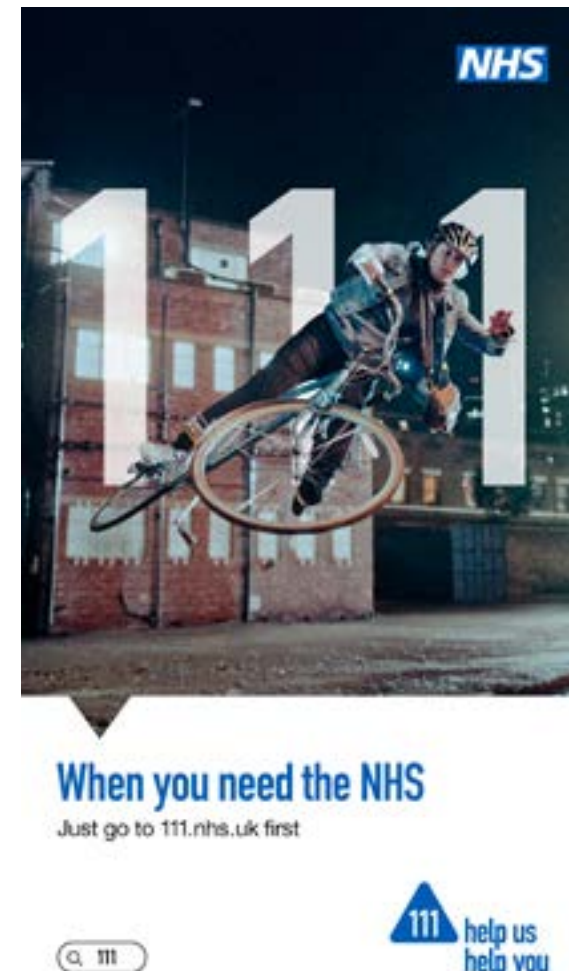
The benefits are that it is a fast and convenient alternative to the 111 phone service and provides an option for people who want to access 111 digitally.

It is one of several digital NHS services that are empowering people to manage their own health and care.

Always remember to use 111 online first. If you have an urgent but not life-threatening medical need, contact NHS 111 rather than going straight to A&E. If you do need urgent care, then NHS 111 can now book you in to be seen quickly and safely in your local A&E. As well as this, NHS 111 is also able to direct book an appointment at urgent treatment centres, GP surgeries, pharmacies, emergency dental services and walk-in clinics.

Contacting 111 first will also help the NHS keep you and your family safe by maintaining social distancing and ensuring that you receive the right care in the right place, in a more timely and safe way.

If you are involved in a community/health group and would like information about 111, please don't hesitate to get in touch and a member of our team would be more than happy to do a session with you, please email [patient.panel@nwas.nhs.uk](mailto:patient.panel@nwas.nhs.uk) for more details.



## 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)

