

NHS

**North West
Ambulance Service**
NHS Trust



Our Achievements.

April 2021 - March 2022



We are NIWAS



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A message from our chief executive.



Daren Mochrie QAM
CHIEF EXECUTIVE

This book of achievements celebrates North West Ambulance Service's highlights during 2021/22; a year that started in the crux of the pandemic and concluded with light at the end of the tunnel.

I am extremely proud of the trust's achievements in that time, even more so considering the challenges presented to us in the form of COVID-19. It's great to see that, although it's been a difficult time for all, we have pulled together to provide our services to our wonderful and supportive communities.

All our people, both on the frontline and behind the scenes in corporate services, worked hard to ensure we were able to continue our response to the public in a safe and effective way and support each other when times were tough.

Not only have I felt extremely proud and grateful for your continued dedication, care and compassion, but so have the North West community. On the next page and throughout this book, you will find snippets of gratitude from our patients and the public.

I have thoroughly enjoyed looking back at our key moments from 2021/22 and I hope you will too.

Patient feedback

Our website provides the opportunity for patients and the public to submit their feedback after they have received care from our frontline teams. We receive countless compliments on a weekly basis. It's evident that our people make a huge impact when they enter someone else's life for a short period of time.

My mother was covid positive and has dementia. The two gentlemen that came out to assess her were absolutely marvellous. They were so kind and made her feel at ease. She normally struggles with strangers but they had a difficult task with steep stairs and dogs locked in a room barking, plus a covid positive patient with dementia. I was so touched with how at ease they were and so reassuring with her.

Please can I say a huge thank you to both the ambulance crew and your RRV paramedic that were dispatched to my accident. They gave me such amazing care during my journey to the hospital. They were all extremely professional and fantastic at their jobs. Thank you so much for making a bad situation a hell of a lot more bearable!

I would love to be able to tell her that 'just what she does' is so amazing. It takes a special type of person to be a paramedic and be able to keep going to work each day.

I had a severe asthma attack and the paramedics that attended saved my life. I feel bad that I didn't even know their names. The young woman was particularly wonderful. The way she spoke to me was calming and reassuring and she was just so empathetic. When I said thank you she simply said "no worries, it's what we do."

From the first call to NHS 111 I was dealt with quickly went to A&E Warrington. From arriving to being seen, was very good. Completely cured all my problems. Came away with a happy smile on my face as it is the first time it has been sorted. Thank you to all at NHS 111.

They were fantastic! It was clear to see and feel how committed they were to saving my husband's life. There are not enough words to say how grateful we are although Bryan cannot remember the event itself.

Spring.



New year, new values.

Colleagues in roles across the trust came together to launch our new, simplified trust values; working together, being at our best and making a difference. To mark the launch of the new values, created with input from staff, a film was created featuring people in different roles talking about how they 'live' the values in their day-to-day work. The film supported a values toolkit produced by the Learning and Organisational Development Team to help embed the new values and behaviours that depict them within our teams.



**WORKING
TOGETHER.**



**BEING AT
OUR BEST.**



**MAKING A
DIFFERENCE.**



**Scan to
watch the
values film**

Mental health toolkit

As humans, our feelings and resilience levels may change and our mental wellbeing can be influenced by a multitude of factors both in and out of the workplace. Therefore, we introduced a Mental Health Toolkit to support our leaders to have wellbeing conversations with individuals in their teams.

The toolkit has eight templates on the themes of demands, control, relationships and more. There is also a self-assessment template for staff and an outline for a stress-reduction action plan.

The toolkit helps managers to structure conversations about mental health and wellbeing, and supports the view that behaviours managers display can make a critical difference on whether staff feel supported and whether they would come forward for help or support again in the future.



Tackling bullying and harassment in the workplace

As a result of feedback from the NHS Staff Survey, our People Directorate created the Treat Me Right toolkit to reduce workplace bullying and harassment, by promoting effective management and support for staff involved in such cases.

Super users support new system

Our emergency operations centres recruited new educators and super users to support the rollout of a new triage system for 999 calls, called NHS Pathways. This enabled them to deliver vital training to all staff before the system went live. Well done team!



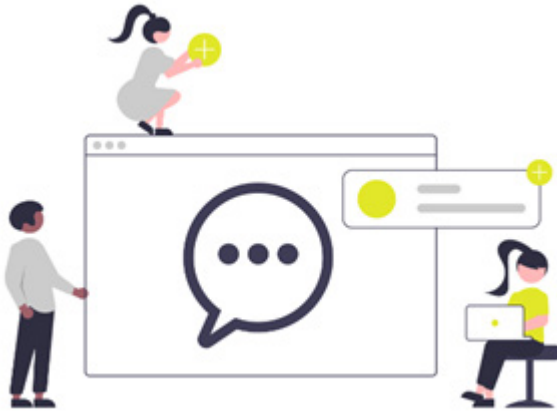
I cannot thank the ambulance service enough for their emergency response to my 2 year old son last night. They swiftly got his temperature reduced from 41.7 to 40.2 and his heart rate from 177 to 162 before our arrival at Salford Royal Panda unit.



Working to protect our frontline staff

We expanded our body-worn video cameras pilot to help protect staff from violence and aggression. The national pilot to roll out body-worn video cameras for our frontline staff saw over 900 cameras deployed across 55 ambulance stations with the highest reports of violent and aggressive behaviour towards our team.





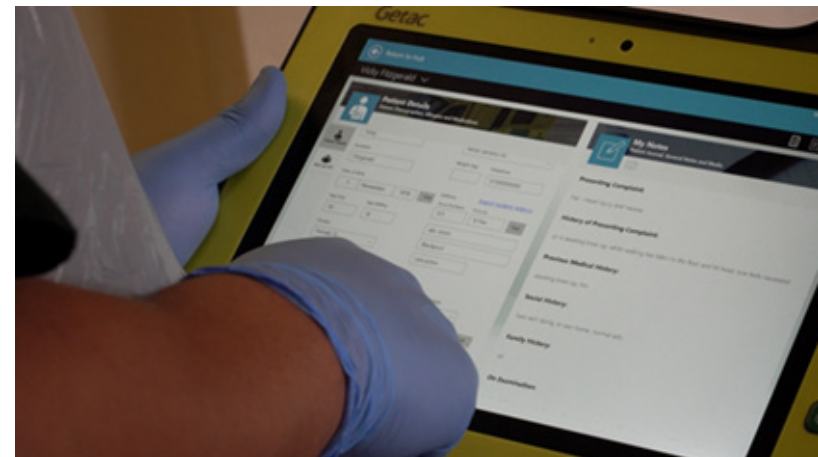
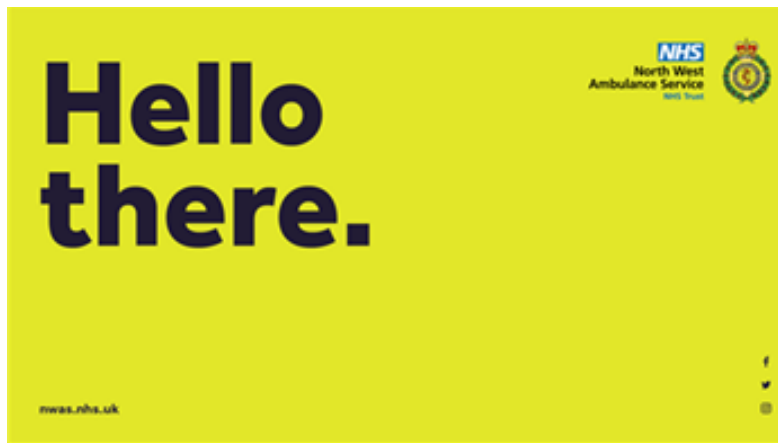
Introducing new ways of communicating

We introduced Team Talk Live, a new video update from our directors to all staff. After each board meeting, our Chief Executive Daren Mochrie and other executive team members provide a live update via Microsoft Teams and the opportunity for staff to ask questions in the moment about any subject.

We also launched the Ideas Room - an interactive messaging board hosted on the staff intranet site - which brings people together to share ideas, constructively debate them and find solutions to current challenges.

Brand refresh

Our corporate image got a new look and feel, helping to provide our communications with a clean, consistent and professional identity. Vibrant backgrounds for Teams meetings were a hit with corporate staff!



Patient records go digital

After many months, the rollout of electronic patient records (EPR) was complete. The EPR team work extremely hard to get to this place, moving away from paper records of patient care; bringing improvements in clinical safety, audit, quality and patient experience.

Summer.





"I was worried that I'll have to wait over the weekend to see GP but I am so glad I rang 111. I was quickly assessed over the phone and had call from out of hours GP in two hours. During this pandemic, I wasn't sure the service would be so good but I can't fault it.



Back on our TV screens

Ambulance series seven aired on BBC One in the summer. Filmed with our crews in Merseyside and Lancashire during the height of the pandemic, episodes showed the impact of COVID-19 both personally and professionally for our contact centre staff and frontline clinicians. The new episodes of Ambulance received widespread praise.



Growing Team NWAS

Throughout the year, the Education Team in our emergency operations centres delivered 26 emergency call handling courses for agency staff. This was to increase the EOC workforce to support the ongoing efforts of the pandemic and in preparation for winter pressures. We're happy to report that the agency staff have since become permanent members of the NWAS family!

Hospital handover project a hit

Our Every Minute Matters hospital handover collaborative was shortlisted for the Patient Safety Award at the Health Service Journal Awards 2021, recognising the team's outstanding contribution to healthcare.



Improving care for pre-term babies and their families

Following the introduction of a consultant midwife to the trust, ambulances are now equipped with snuggle pods for pre-term babies, born too early for resuscitation, so they can travel to hospital with dignity. The soft knitted pockets are designed to hold babies comfortably whilst they are transported to hospital. Each pack is sealed and contains two embroidered hearts, one for the parents to keep and one to stay with the baby. The aim is to ensure bereaved families and their babies are treated with compassion and dignity.

Unified communications complete

The unified communications programme successfully brought the organisation onto one telephony platform. By introducing standardised equipment, staff can work across all services seamlessly. No mean feat for our ICT team!

Play on!

Not only are we there for the public when they need us most, we're also on hand for sports teams too. We have excellent relationships with many professional clubs across the North West. This year, we provided medical cover to fans and footballers at Bolton Wanderers, Manchester United, Liverpool FC, Everton FC, Tranmere Rovers FC and many more.



Autumn.



Upskilling staff in the patient transport service

Once again, our fantastic patient transport service (PTS) care assistants supported emergency service colleagues. Taking on additional training and blue-light driving courses, they helped to increase our frontline resources so we could reach more patients in emergencies. Clinical practice trainers delivered several courses to PTS and urgent care staff to get them ready for life on the frontline of emergency care - this was critical during the pandemic.

Preventing suicide

Our suicide prevention toolkit launched to help, support and educate everyone in the organisation about 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.

Within the same week of the launch, our Suicide Prevention Lead Craig Hayden joined a meeting with The Duke of Cambridge and other emergency responders at Kensington Palace to speak about how we can help to support suicide prevention within the emergency services community.

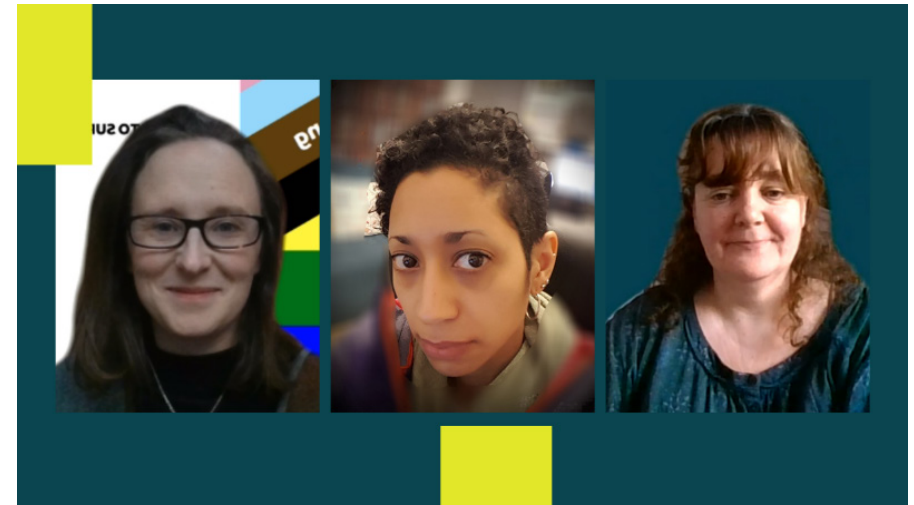


Random acts of kindness

To mark the UK's official 999 Day in September, we issued 500 small gifts to randomly selected members of staff in a surprise random act of kindness. Each gift included a call to action to pass on the positivity and spread thanks throughout the service. In addition, all staff, volunteers and students were issued with a keepsake COVID-19 pin badge with thanks from our chair and chief executive.



I made a 999 call as Bryan suffered a heart attack and cardiac arrest at home following an afternoon bike ride. I performed initial CPR until the ambulance team arrived. 4 ambulance staff used all their skills to eventually restart Bryan's heart and safely and quickly get him out of the house and to Royal Oldham Hospital.



Leading the way in embedding public health

We are the first and only ambulance service in the UK to embed public health professionals into our service. In September, we welcomed Public Health Registrar (PHR) Kate Shethwood. Kate joined our other PHR Christine Camacho who started with us in 2020. Since then, we have also welcomed Cath Morgan to the team. Our PHRs are funded by Health Education England (HEE) to show us how public health approaches can improve patient experiences, tackle inequalities and challenge the demands placed on us by preventable causes.



Industry recognition for the Communications Team

Our stakeholder magazine, Your Call, proudly took home a gold award at the Chartered Institute of Public Relations regional PRide awards, held virtually in October. Check out our website to read previous editions.

Introducing a new network

A new support network for staff was launched during Disability History Month. The Disability Network promotes equality across the trust and aims to open up conversations about the barriers facing people with disabilities.

The network is made up of staff from all areas of the trust and works closely with the National Ambulance Disability Network to share best practice around supporting staff with disabilities and guide the ambulance sector on disability related issues.

To improve inclusivity, the trust supports a number of networks and forums including LGBT, race, armed forces and religion.



Tackling current issues

During Black History Month, we held our first-ever round table discussion on race and racism. Host and Director of Strategy, Partnerships and Transformation Salman Desai, asked various questions of the staff who attended, including 'would you be brave enough to confront racism if you heard it at work?' and 'what is the difference between 'not racist' and 'anti-racist'?'

Guests openly talked about the words used when they were growing up and how some of those words are no longer acceptable. Language is constantly changing, so the group talked about whether it is right to say black, BAME and ethnic minority. People and organisations will not always get it right, but having these conversations and being open to understanding and learning is what will help all of us become more culturally aware.

DISABILITY NETWORK LAUNCH



Adam Rigby, Co -Chair



Francesca Balon, Vice Chair



NHS 111 boosts team of mental health ambassadors

On World Mental Health Day in October, the NHS 111 team made a pledge to increase its team of mental health first aiders. What started as nine mental health first aiders within the service is now a team of 66.

The mental health first aiders are employees who volunteer to support their colleagues. They have additional training to spot the signs and symptoms of a range of mental health conditions, provide support to someone experiencing an issue or crisis, and listen and hold supportive conversations.

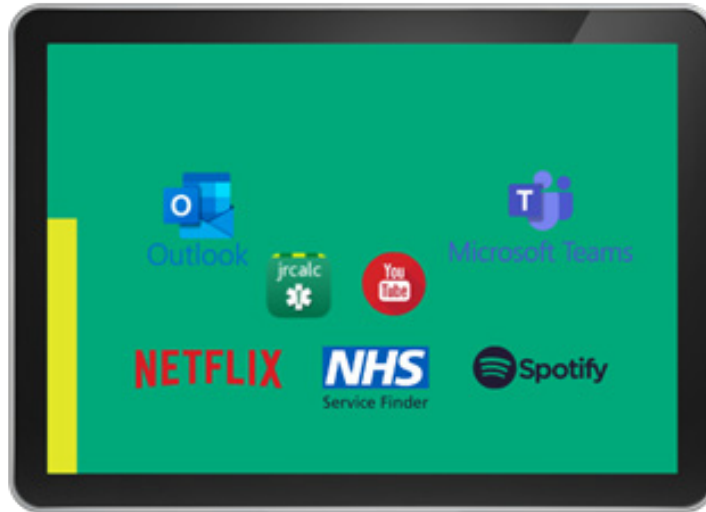
New kit at the HART of infectious disease response

The specially trained paramedics in our Hazardous Areas Response Team (more commonly known as HART) are always ready to respond to high-risk and complex emergency situations. In support of HART's response to high-consequence infectious diseases, a new piece of kit called the EpiShuttle was introduced. The device is designed to be used when transferring patients known or suspected to be highly infectious. It keeps the patient fully isolated, protecting both the medical professionals caring for them and the surrounding environment.



Winter.





Improving accessibility on the frontline

As part of significant investment from NHS England to digitise frontline NHS services, operational staff were issued with iPads. The devices will be used in the near future to record patient care and access care records, plus much more.

111 champions success in boosting staff morale

Many staff in our 111 service have volunteered to become workplace champions to make improvements to health and wellbeing within their teams. Since their introduction, they've organised fun days, a 'FRIENDS' themed day, Wear it Pink Day (raising over £180), Diwali celebrations, Movember, own clothes days, Halloween, Christmas and Eid celebrations. In a survey of NHS 111 staff, 63% agreed that the champions have made 111 a much better place to work.



What a fabulous service. Went first to pharmacy, advised to call 111 at 10:30am. Spoke to an excellent doctor at 12:30pm, they were very clear and thorough. Had antibiotics in my hand by 2.00pm. What more could you ask for?



A first for the trust

Shortly following the launch of our Disability Network, we were awarded the highest possible disability confident status by the Department of Work and Pensions; Level 3 Disability Confident Leader. Our journey to become a disability confident leader shows our commitment to recruit, retain and develop our staff who are disabled and have long-term health conditions.



Employer of the year

We scooped the Macro Employer of the Year Award at the Apprenticeships Regional Awards 2021 thanks to the fantastic work and dedication of our Education Team. The event is staged each year by the Education and Skills Funding Agency to recognise and reward exceptional apprenticeships, apprenticeship champions and apprenticeship employers.



Welcoming back the military

At the start of 2022, around 170 military personnel partnered with our clinicians on the road, supporting us to respond to emergencies. The Education Team delivered a three-day course to set them up for life on the road. After 12 weeks and more than 12,000 incidents responded to across the North West by our military colleagues, we bid them farewell.

Beat the Burnout programme

Our Beat The Burnout programme was introduced to help improve resilience in staff experiencing the symptoms of burnout. The programme gave people practical tips including breathing techniques and recipes. Evaluation showed positive results in improving lifestyles; leading to improved energy, better sleep and better mental health.



Community calendar

We released our annual community calendar to mark the New Year and celebrate our diversity and inclusivity. The calendar marks various religious celebrations and many special inclusion dates. Photographs of our workforce are included each month and quotes from staff across the organisation.

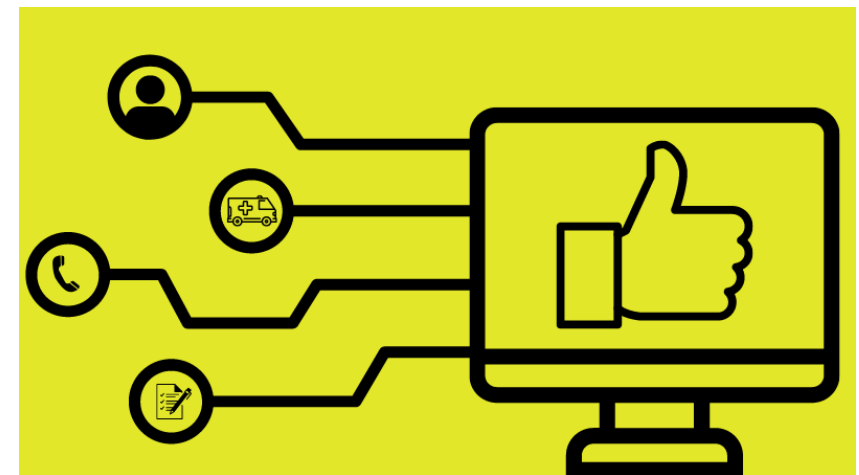
Senior clinicians review 999 calls to ease pressure

Our emergency operations centres introduced a new process whereby clinicians review 999 calls in categories 3, 4 and 5 for patients with 'urgent' rather than 'emergency' needs. They decide whether or not the patient could benefit from a telephone assessment by a specialist practitioner in the Clinical Hub.

The process is known as 'clinical validation', and it allows us to identify more patients who could benefit from telephone triage or referral to another service before we send an ambulance. This means we only send emergency ambulances to category 1 and 2 emergencies and calls that a clinician has reviewed.

Leading the way

Our Research and Development Team was recognised in the 'Trailblazers in COVID-19 research response' at the NIHR Clinical Research Network Greater Manchester Evening of Excellence. Chief Clinical Information Officer Sam English, 111 Head of Service Jackie Bell, and Research Paramedic Betty Pennington, were acknowledged as the research team who made a significant and important impact in response to the pandemic, contributing to national, urgent public health research which helped turn the tide on COVID-19. Well done team!



Introducing new digital infrastructures

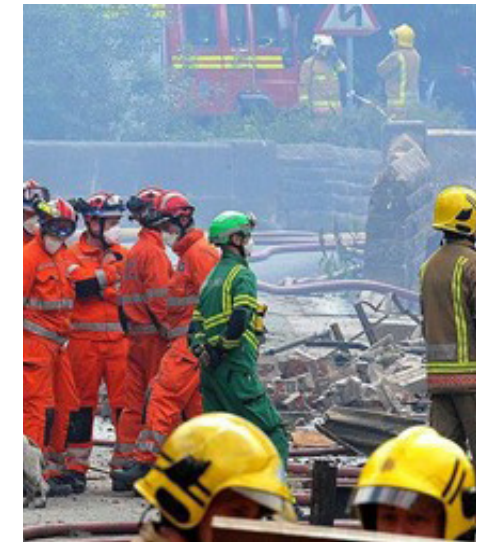
In winter we introduced the AVAYA telephony system to enable better integration between external providers and our NHS 111 service. Our ICT team rose to the challenge; a full replacement of the network and telephone switching was required within the data centres, along with introducing a standardised telephony system across the trust, with associated tools for our contact centres. By introducing standardised equipment, staff are able to work across all services with seamless ease for both internal efficiency and effective patient care.

Working to protect our staff

Throughout the pandemic, our Infection Prevention Control Team was instrumental in setting up asymptomatic testing across the trust. In response to the increase in positive cases and difficulty obtaining PCR tests, the team helped open a mobile testing unit. This unit supported rapid detection and isolation of COVID-positive cases and staff could get their results within several hours of the specimen being received at the site.

Going green

We were named a 2021 Climate Champion by Health Care without Harm and received four awards in the Health Care Climate Challenge. This comes as we have been working on a number of initiatives to reduce our carbon footprint and support our Green Plan.



Strengthening our response to serious incidents

To strengthen our response to some of the most serious threats faced in the UK, around 270 staff volunteers joined our Specialist Operations Response Team (SORT). These staff provide an extra layer of specialist response to major incidents alongside HART.

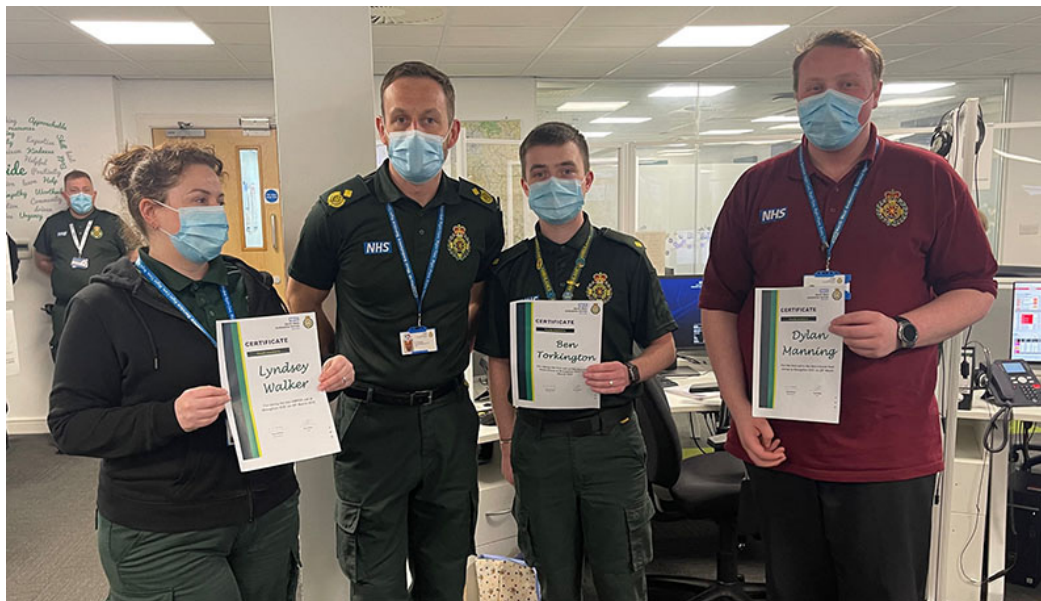
Trained to respond to incidents such as a chemical, biological, radiological, nuclear, and high yield explosive (CBRNe) attack, or a marauding terrorist attack (MTA), they will also support non-terror related major incidents such as those involving rail or aircraft as well as accidental release of hazardous materials.

Success for our Patient and Public Panel

Our Patient and Public Panel celebrated its second anniversary and hit a milestone of 200 members. We established the panel to give our patients and the public a voice and opportunity to influence the development of their local ambulance service.

Armed Forces Network launch

Our Armed Forces Network launched so that staff have space where they can share experiences, get advice and ask for support. Membership is open to all staff interested in the armed forces community, including veterans, members of the reserve forces and cadet force adult volunteers, along with their families.



NHS Pathways go-live

Broughton was the first of our emergency operations centres to switch to NHS Pathways for 999 call triage, replacing the Medical Priority Dispatch System. NHS Pathways is a clinical tool for assessing and triaging patients and is the system we use in NHS 111. The staff pictured were given certificates from Head of EOCs Dan Ainsworth for being the first to answer calls using the new system. Estuary Point and Parkway EOCs will follow soon.

Adjusting to life after COVID-19

In response to the COVID-19 pandemic, large numbers of corporate staff were asked to work from home. After the success of homeworking, we introduced a hybrid approach for eligible employees to work on an agile basis forever.





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nwasofficial 

NWAmbulance 

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nwas.nhs.uk