



North West Ambulance Service

Our plan for making our service even better



2022 to 2025

Who we are



We are the **North West Ambulance Service**. We call ourselves **NWAS** for short.

We have services like:



- answering 999 phone calls . This is the number you phone in an **emergency**.

An **emergency** is when someone is seriously ill or has had a very bad accident.



We send ambulances to emergencies.



- answering 111 phone calls. You can phone this number if someone is ill, but it is not an emergency



When you phone 111 you can get help from a doctor or nurse on the phone.

They make sure you get the care and support you need.



- patient transport. This is when we drive some patients to hospital and back to their home

This could be for an appointment with the doctor or if they have been in hospital.



About our staff

More than 6 thousand, 700 people work for us.



Some of the people who work for us are volunteers.

This means they give their time for free to help others.



Some of our volunteers help people in an emergency.



Some of our volunteers drive people to and from hospital appointments.

How we work



We work together as a team.
Everyone is important to us.



We give the best service possible. We
always look for ways to make what we
do even better.



We are kind and caring. We do the
right thing for everyone.



We think about the things we have to
do everyday in our jobs.

We try to make sure we always get
these things right.



What we want to happen

We have a plan to make our service even better.

To do this, we will think about the needs of:



— patients



— staff



— other organisations we work with

and



— communities and people from different backgrounds.

About our plan

We want to make sure that we:



- give the best care to all patients every time they use our services

This will help patients feel like they are being listened to and treated fairly.



- help people who need it as quickly as possible



We will try not to leave patients waiting too long for:

- an ambulance in an emergency

or



- patient transport to take them to a hospital appointment or back home afterwards



- help people get the care they need in the place that is best for them

This might be getting help from services closer to your home, instead of going to hospital.



This will mean that hospitals are not too full and people get the best care for them.

Doing these things will help us make sure that:

- our patients get the best help and care when they need us

and

- our staff and the other organisations we work with can help patients in the best way



How we will make our plan happen



By 2025 we will make sure that we:

- keep learning more about the patients and communities we help



This will help us make our services more **accessible**.

Accessible means that everyone has the chance to do something.



To make services more accessible we can do things like:

- giving you an interpreter if you speak another language

or



- making changes for people who might find it harder to use services. Things like having more time for appointments or information in easy read.



We will:

- keep looking after our staff and giving them the best training and support

We want our staff to feel happy and safe at work and enjoy working for us.



- work together more with staff, patients, communities and other organisations.

This will help us understand more about everyone's needs.



Thinking about the future

We will work in a way that means we can carry on helping people for a long time.



We will think about:

- how to use our money in the best way

and



- how to make sure we do more to look after the **environment** in our work



The **environment** is the world we live in and the air we breathe.



How to find out more

If you would like to know more you can contact us:



Online:
nwas.nhs.uk



On Facebook:
nwasofficial



Instagram:
nwasofficial



X Twitter:
@NWAmbulance