



Learning Disability and Autism Plan 2023 to 2026

Easy Read Version





We are North West Ambulance Service (NWAS). We serve more than seven million people across Cumbria, Lancashire, Greater Manchester, Merseyside, Cheshire and Glossop (Derbyshire).



We want to be better at helping people with learning disabilities and autistic people.



Some people may find it hard to access our services and as a result, become more unwell. We want to change this.



We have made a learning disability and autism plan co-produced with our patients and health care professionals that will help improve our care and services.



People with learning disabilities and autistic people told us they want NWAS to focus on their conditions as they have felt ignored in the past.



We employ someone whose main job is to help people with learning disabilities and/or autism and their families/carers get the best service.



Our patients have told us they would like us to have more awareness of their conditions.



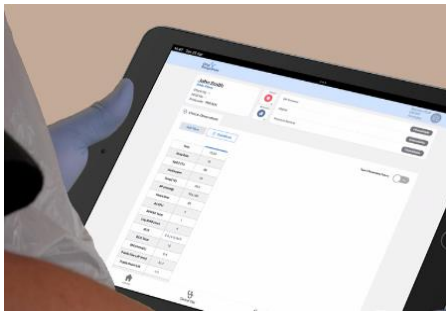
We will make sure our staff get extra training on learning disabilities and autism.



Our patients would like us to talk and listen better, and they would like to get to know more about what we do, and what we can offer.



We will make sure all our public facing information is available to everyone and give our staff improved ways to communicate.



We want our staff to recognise everyone's individual needs, and to make reasonable adjustments when they can.



We also want to help our neurodivergent colleagues do their jobs in NWS by supporting them more.



We are so pleased that we can use this plan to provide an improved service. We will continue to speak with our patients to make sure we are doing things right.



We want feedback to continue to improve, and we would like to hear from you. You, or someone on your behalf can, contact us in different ways which are listed below.

Contact Details:

General enquiries – 0345 112 0999 or communications@nwas.nhs.uk
Press office – press.office@nwas.nhs.uk (or 0345 155 0335 for outside of office hours)
Recruitment – 0345 112 2018 or nwas.recruitment@nwas.nhs.uk
Safeguarding – 01204 498400 or 01228 403000

Our address:

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You can also keep up to date with NWAS news on social media:

Facebook: [nwasofficial](#)

X (Twitter): [@NWAmbulance](#)

Instagram: [nwasofficial](#)

Linked In: [North West Ambulance Service](#)

Website: www.nwas.nhs.uk

The North West Ambulance Service would like to thank their partners and patients who helped co-produce and develop this plan:

NHSE North Regions LD&A Long Term Planning Bid Team
Pathways Associates
The Cheshire and Wirral Partnership Foundation Trust
NWAS Patient and Public Panel