


Message from the Chief Executive

Hello, and welcome to the second in the series of WAST Connects. I hope you had a wonderful Christmas and New Year and are entering 2024 feeling rested and recharged. I want to start by extending a huge thanks to the #TeamWAST staff and volunteers who worked over the festive period. Being a 24/7 service also means working Christmas day, and I know the sacrifice that takes. Secondly, I want to thank the pubs, hotels and restaurants across Wales who generously prepared Christmas lunch for the 700 staff and volunteers working on 25 December. Like our partners across health and social care, our ambulance service is extremely busy. Pent up demand from the Christmas and New Year period, coupled with the seasonal illnesses we see at this time of year, means there are lots of people across Wales trying to access health services currently. When hospitals are at full capacity, it means ambulances can't admit their patients, and while they're tied up at Emergency Departments, other patients in the community are waiting a long time for our help, for which we're very sorry. We're working really hard as a system to deliver the best care to patients, and we'd like to thank the public and our partners for their patience and continued support as we work as quickly as possible to reach as many patients as possible. To share your feedback on our new-look newsletter, email WAS.Communications@wales.nhs.uk.



Jason Killens
Chief Executive
Welsh Ambulance Services
NHS Trust

Performance at a Glance



There were

37,841


999 incidents



Our crews attended

5,413


immediately life-threatening red calls



Our emergency service transported

15,252

to hospital




Our Non-Emergency Patient Transport completed

44,272

journeys

December 2024



There were


111,442

calls to NHS 111 Wales

There were

979


incidents attended to by Volunteer Community First Responders



Our Volunteer Car Service completed

2,895

journeys



Behind the Headlines



Triage team improving experience and reducing pressure on emergency departments

The Trust's clinical triage team has helped safely prevent thousands of ambulance journeys to hospital, Health Minister Eluned Morgan has revealed. More than one in ten of 999 patient calls made over the last year have been triaged by WAST's Integrated Care Team and saw alternative care provided instead of the patient being transported to hospital. Click [here](#) for more.

Medical Director retires after decades of service

Our Executive Director of Medical and Clinical Services is retiring after a career which has spanned five decades. Dr Brendan Lloyd joined the Trust in August 2014 having led a career as a GP, which started at a teaching practice in Swansea in the 1980s. In 2003, he completed his MSc in Diabetes and held posts as an Honorary Lecturer at Cardiff University's School of Medicine and as an Honorary Clinical Research Fellow at Swansea University Medical School. Brendan was Medical Director for local health boards in Cardiff (2004 – 2009) and Powys (2009 – 2014) before joining the Welsh Ambulance Service. Click [here](#) for the full story.



Christmas dinner for Welsh Ambulance Services staff and volunteers

Twenty-four pubs, hotels and restaurants from across Wales generously agreed to prepare a delicious Christmas lunch for over 700 members of staff and volunteers as a goodwill gesture for those working on December 25. Colleagues and volunteers from across more than 80 ambulance stations, clinical contact centres and other environments working a day shift got to enjoy a lunch, some of which have been provided completely free of charge. Click [here](#) for the full story.

Trio of colleagues recognised in New Year Honours

Wendy Herbert, the Trust's Assistant Director of Quality and Nursing, has been awarded the King's Ambulance Service Medal (KAM) for distinguished service. Community First Responder Gerry Adams has been appointed a Member of the Most Excellent Order of the British Empire (MBE) for voluntary services to the community in Barry. And Linda Williams, Volunteer Support Administrator, has been awarded a British Empire Medal (BEM) for services to the Community First Responder scheme in north Wales. Congratulations to Wendy, Gerry and Linda. Click [here](#) for the full story.





Welsh Ambulance Service celebrates International Volunteer Day

We paid tribute to its volunteers as part of International Volunteer Day. International Volunteer Day (05 December) is an annual celebration of the contribution that millions of people across the globe make through volunteering. Almost 600 volunteers give up their time to support the ambulance service in Wales, including 460 Community First Responders and 110 Volunteer Car Service Drivers. Click [here](#) to read the full story.

Get Involved

Have your heard about StayWise Cymru?

StayWise Cymru is a free online library packed with emergency and safety resources, linked to the new Welsh teaching curriculum. You can find trusted material to help keep children safe. Whether you are an educator looking to enhance your teaching and learning or a member of a blue light or safety-focused organisation looking for prevention content, StayWise Cymru has resources for you. Click [here](#) to find out more.



Shape our new Strategic Equality Plan

We're inviting stakeholders, service users and staff to share their views about how we can make the Welsh Ambulance Service more inclusive. Click [here](#) to read our draft Strategic Equality Plan and have your say.



Campaign of the Month

I'm someone's mum. By hurting me, you're hurting my family.

Work with me,
not against me.

Assaulting our emergency workers is unacceptable.



www.ambulance.nhs.wales



Welsh Ambulance Service



[welshambulance](https://twitter.com/welshambulance)



[welshambulanceservice](https://www.instagram.com/welshambulanceservice)