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Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
NHS Trust

Cadeirydd

Chair: Colin Dennis

Prif Weithredwr

Chief Executive: Jason Killens

Swyddfa'r Prif Weithredwr a'r Cadeirydd

Chair and Chief Executive's Office

4th December 2023

Dear Colleague

WELSH AMBULANCE SERVICES NHS TRUST STAKEHOLDER BRIEFING NOTE

Building on the positive feedback from the last stakeholder briefing note that we circulated nearly a year ago, I wanted to share with you now, ahead of the winter, a new briefing note designed to update key system stakeholders across Wales on the latest "hot topics" for us here at WAST. Whilst much progress has been made over the last year with many of our internal enabling actions for sustainable improvement, we still see significant pressure across urgent and emergency care that is continuing to inhibit our ability to respond as quickly as we would like to 999 calls in our communities, despite record levels of emergency ambulance availability. In our 111 service, material improvements to call answering and abandonment rates have been delivered, particularly at weekends when the service is busier, meaning we are in a much stronger position entering winter this year than last. We have also reviewed and revised our plans for winter, building on lessons from last year amongst other actions.

All that said, winter 2023/24 will be substantially challenging for us and the wider NHS and it is with that in mind that I share this stakeholder briefing note to raise awareness of the actions we have taken, are taking and how we expect the next four to six months to unfold.

Should it be helpful to arrange a more detailed briefing I am happy to do so and would ask that you contact Estelle Hitchon our Director of Partnerships and Stakeholder Engagement at Estelle.Hitchon2@wales.nhs.uk who'll facilitate these for us.

Yours sincerely

Professor Jason Killens KAM
CHIEF EXECUTIVE

Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg, ac na fydd gohebu yn Gymraeg yn arwain at oedi

The Trust welcomes correspondence in Welsh or English, and that corresponding in Welsh will not lead to a delay

www.ambulance.wales.nhs.uk

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Chief Executives, Local Authorities

Chief Constables

Chief Fire and Rescue Officers

Chief Executives, Health Boards

Chief Ambulance Services Commissioner