



Save the Date for Lancashire and Merseyside – Ambulance Awareness Day



We are delighted to confirm the dates for our final two in the series of Ambulance Awareness events:

Thursday 27 February - Lancashire - Impact Conference Centre, Burnley
Thursday 03 April - Merseyside - (Venue to be confirmed)

The remaining two events promise to give you the opportunity to learn more about our ambulance service, have the chance to learn important life saving skills and find out about careers and volunteering.

We will share more details with you very soon and look forward to seeing you there!

CPR training and Chinese New Year: a life-saving connection

We have made a positive and strong relationship with the Liverpool Chinese Students and Scholars Association (LCSSA) since we first engaged with the group last November to deliver a Cardiopulmonary Resuscitation (CPR) training session to them to help them learn vital life saving skills.

We have recently met again with Yuchen, a member of the LCSSA who spoke to us about how this training has helped equip the students for every day life. Yuchen told us that the most valuable take away from the session was “the confidence it gave us. Even though we’re not medical professionals, we now feel capable of doing something to help in an emergency. The confidence is the most important takeaway – knowing that we can make a difference if something happens”.



Yuchen also shared how she plans to celebrate Chinese New Year, which will include watching the National Spring Festival Gala, this is tradition to watch every year.

You can read our interview with Yuchen and find out more about CPR training and how you can learn these important skills on our [website here](#).

If you are interested in arranging a CPR training session for your group, please contact us at talk.tous@nwas.nhs.uk and we can discuss setting this up for you.

Supporting positive mental health within our communities

If you follow our social media channels, you may have seen that our January winter focus has been mental health awareness.

Mental health conditions were among the top 10 reasons for 999 calls over the past three winters, specifically in the 18-30 age bracket. Based on these statistics and the audience profile of our social media followers, we took a digital approach to sharing our messages.

We featured staff who partake in unique hobbies, such as gliding, 3D printing, horse boarding, and dressage, as we felt this would be interesting to the public. They shared tips on how their hobbies helped to support their mental well-being. These case studies were in the form of Reels, written posts, and web articles that were used on our social media pages and website. We also shared a very inspirational story of Newly Qualified Paramedic Laura Pilling and how she turned a childhood tragedy into a positive achievement by becoming a paramedic. If you would like to watch or read any of these stories, you can do via our website news section and Facebook or Instagram page.



Please remember, if you are struggling or feeling low, here’s a reminder of some important numbers that could help you:

- Samaritans - Call: 116 123 - 24/7
- Text Shout to 85258 - 24/7
- CALM - Call: 0800 58 58 58 - web chat 5pm to midnight every day
- PAPYRUS Hopeline247 - Call: 0800 068 4141 or text: 88247 - 24/7
- Mind Infoline – Call: 0300 123 3393 - 9am to 6pm, Monday to Friday (except for bank holidays)

If you are in a mental health crisis, you can ring 111 and press option two. By calling NHS 111 and selecting option two, you can access round-the-clock support from a mental health professional in your area anytime you’re facing a mental health crisis. Please note that this number is not for repeat prescriptions regarding mental health; you will need to contact your GP practice or prescriber for this. If someone’s life is at immediate risk, for example, they have seriously injured themselves or taken an overdose, call 999 or go to A&E.

*(49.2% of our 21.3k followers on our Instagram page were in the 18-24 and 25-34 age brackets).

You said, we did January

During a previous NWAS Community Listening event, we had the pleasure of meeting colleagues from the Lancashire Council of Mosques. They approached us with the suggestion of booking a CPR training session for their groups.

We are currently scheduling dates with the lead of Lancashire Council of Mosques to deliver these CPR training sessions within various mosques across Lancashire.

If your group is interested in taking part in a CPR session and learning these life-saving skills in an engaging and interactive environment, please don’t hesitate to contact us at: talk.tous@nwas.nhs.uk.



Where are we in February?

We want to be as visible as we can be so that the general public can locate us and tell us about their experiences. In the North West, you can find us at the following pop-up events and informational days.

- Friday 14 February - Bolton Fibrosis Group**
- Wednesday 19 February - Chinese Well being Group**
- Thursday 27 February - Lancashire Ambulance Awareness Day at Impact Conferencing Centre, Burnley.**

Get involved!



Patient and Public Panel (PPP)

Our Patient and Public Panel have over 346 volunteers already supporting improvements at NWAS. If you would like to contribute by sharing your lived experiences to help improve our ambulance service and become a member of our Patient and Public Panel, please do not hesitate to get in touch: Patient.Panel@nwas.nhs.uk

Patient stories

If you or your family have any feedback or experience that you would like to share, we would like to hear from you! Please get in touch: Talk.tous@nwas.nhs.uk

Patient Engagement Team

Just a reminder that the Patient Engagement Team are always happy to come and speak to your organisation, group or forum to share NWAS updates. This can be done virtually on MS Teams, Zoom, or in person. If you would like a visit, please do not hesitate to contact us at: Talk.tous@nwas.nhs.uk