

# Welsh Ambulance Service response



Welsh Ambulance Services NHS Trust

Our commitment to providing inclusive, engaged services  
providing positive experiences for Disabled People



## Developing an inclusive Welsh Ambulance Service

In September 2015, Disability Wales launched their 'Disabled People's Manifesto for Wales'. The manifesto called for the enabling of disabled people as citizens to experience their rights, equality and independence and contribute fully to social and economic success.

The Welsh Ambulance Service fully supports the manifesto and are committed to ensuring equitable access to care, treatment, working collaboratively, identifying and addressing inequalities.

We have and are continuing to work with patients, communities and organisations representing the rights and needs of disabled people. This is their ambulance service to shape, influence and design so that all patients receive positive experiences of access, care and treatment.

This is our pledge in providing an enabling ambulance service that is fully inclusive where disabled patients can access and contribute to all services provided by the Welsh Ambulance Service.

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## •Promoting the rights of disabled people

We believe in promoting positive attitudes and encouraging people to fully participate in engagement activities. Community engagement events are undertaken that provide opportunities for disabled people to participate in sharing experiences, stories and suggesting improvements.

*“When you’re talking about making new ambulances ... get the disabled to design them”*  
- Damien



## •Tackling Disability Hate Crime

The Trust has been and continues to actively encourage staff to report incidents of hate crime through dialling 101. We believe that we have a duty of care to protect the most vulnerable members of our community. Hate Crime is Wrong. Report it!



## •Promoting positive attitudes

With the involvement of local community groups and patients with learning disabilities we have developed a range of materials to support peoples access to our many services. A programme to encourage people to be local champions and be positive role models for their contribution to partnership working.



Community Champion for People with Learning Disabilities, Swansea - Darren Murugasan

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## •Improving access to information through Co production

It is clear from the Social Services and Well –being (Wales ) Act that disabled people had a distinct input with the result that service users needs have been truly recognised.

The Welsh Ambulance Service has developed long standing relationships with disability organisations throughout Wales and worked in partnership and consulted with many of them .Working closely together we have produced a number of resources to help those who have learning disabilities access the healthcare services that they require and navigate what can be a complex healthcare system.



**“This leaflet is the first one developed with the Ambulance Service specifically for people with learning disabilities and it has been a very positive partnership. We look forward to working together in the future” - Project Coordinator Swansea People First**

**“The use of simple vocabulary, short sentence length and additional symbol prompts is excellent” - Therapies Lead (Learning Disabilities) Hywel Dda Health Board**



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## Supporting people to access the right services

Welsh Government's Choose Well campaign encourages the public to make the most appropriate choice when seeking healthcare, to ensure that they get the best treatment. We have developed a number of quizzes to help support people with learning disabilities make the right choices of healthcare for their need.

The screenshot shows the NHS Direct Wales homepage with a blue header featuring the logo 'NHS Direct Wales' and the phone number '0845 46 47'. Below the header, there are links for 'Home', 'News', 'About Us', 'Contact Us', 'Site Map', 'Cymraeg', and 'Need Medical Help Now?'. A navigation bar at the bottom includes 'Encyclopaedia', 'Local Services', 'Lifestyle & Wellbeing', 'Ask us your Health Question', 'Health Events', and 'Looking after Yourself'. The main content area has a heading 'Choose Well' and a sub-heading 'Big Accident Little Accident'. It features a cartoon character of a nurse giving a thumbs up. Text on the right says 'Correct – This is a little health problem' and 'Well Done!'. It provides advice for Jill, mentioning the flu or a bad cold, and suggests using the 'cold and flu checker'. A link to 'information on the flu jab' is also provided. At the bottom, there are 'Next' and 'Share' buttons, along with social media sharing icons.

We continue to work in partnership with communities and organisations and currently have a number of projects in development including the design of an easy read pictorial leaflet which explains what other health services are available should you become ill.

We continue to visit disability organisations throughout Wales to gather people's experiences about what it is like to use our services and how we can collaboratively develop our services to best meet peoples needs.

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## The Welsh Ambulance Service NHS Trust

You can learn more about how we engage with local disability groups by visiting the Trust website. You can also follow our engagement activities, news and developments through our social media channels.

### Websites

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

[www.NHSDirect.Wales.nhs.uk](http://www.NHSDirect.Wales.nhs.uk)



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

[www.facebook/NHSDirectWales](https://www.facebook.com/NHSDirectWales)

### How was your experience with us?



If you would like to give feedback on this document or any aspect of your experience of using the Welsh Ambulance Service email us at [ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk) or visit the "Have your say" section on the website <http://bit.ly/1EpUR93>



Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru  
Ein hymrwymiad i ddarparu gwasanaethau cynhwysol gan  
ddarparu profiadau cadarnhaol ar gyfer Pobl Anabl



## Datblygu Gwasanaethau Ambiwlans Cymru sy'n gynhwysol

Ym mis Medi 2015, lansiodd Anabledd Cymru ei 'Maniffesto Pobl Anabl ar gyfer Cymru'. Mae'r maniffesto yn galw am alluogi pobl anabl fel dinasyddion i brofi eu hawliau, cydraddoldeb ac annibyniaeth a chyfrannu'n llawn at lwyddiant cymdeithasol ac economaidd.

Mae'r Gwasanaeth Ambiwlans Cymru yn cefnogi'r maniffesto yn llwyr ac yn ymrwymedig i sicrhau mynediad teg at ofal, triniaeth, cydweithio, nodi a delio ag anghydraddoldebau.

Rydym yn parhau i weithio gyda chleifion, cymunedau a sefydliadau sy'n cynrychioli hawliau ac anghenion pobl anabl ar gyfer dylanwadu a dylunio'r gwasanaeth ambienlans fel bod pob claf yn derbyn profiadau cadarnhaol o ran mynediad, gofal a thriniaeth.

Hyn yw ein haddewid i ddarparu gwasanaeth ambienlans sy'n gwbl gynhwysol lle gall cleifion anabl gael mynediad a chyfrannu at yr holl wasanaethau a ddarperir gan y Wasanaeth Ambiwlans.

## •Hyrwyddo hawliau pobl anabl

Rydym yn credu mewn hyrwyddo agweddau cadarnhaol ac annog pobl i gymryd rhan llawn mewn gweithgareddau ymgysylltu. Mae digwyddiadau ymgysylltu cymunedol yn cael eu cynnal i rhoi cyfleoedd i bobl anabl i rhannu eu profiadau, storiau a chynnig gwelliannau.

*“Pan rydych yn sôn am wneud ambiwlansys  
newydd...gall yr anabl eu dylunio nhw”*  
- Damien



## •Delio â Throseddau Casineb Anabledd

Mae'r Ymddiriedolaeth yn parhau i fynd ati, i annog staff i roi gwybod am achosion o droseddau casineb drwy ffonio 101.

Rydym yn credu bod gennym ddyletswydd gofal i ofalu am aelodau mwyaf bregus ein cymuned. Nid yw trosedd casineb yn iawn. Riportiwr ef!



## •Hyrwyddo agweddau cadarnhaol

Gyda chyfranogiad grwpiau cymunedol lleol a chleifion sydd ag anableddau dysgu, rydym wedi datblygu ystod o ddeunyddiau i gefnogi mynediad pobl at ein gwasanaethau. Mae yna raglen i annog pobl i fod yn hyrwyddwyr lleol ac i ddatblybu agwedd cadarnhaol i weithio mewn partneriaeth.



Hyrwyddwr Cymunedol ar gyfer Pobl  
ag Anableddau dysgu, Abertawe -  
Darren Murugasan

## •**Gwella mynediad at wybodaeth trwy weithio gyda'n gilydd**

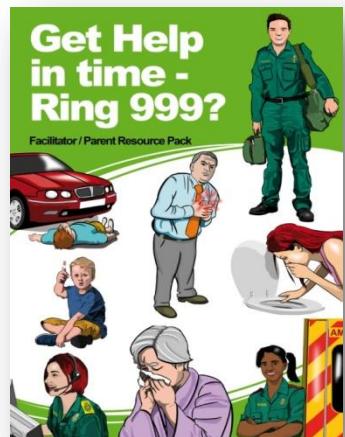
Mae'n amlwg o'r Deddf Gwasanaethau Cymdeithasol a Lles (Cymru) bod bobl anabl wedi cael mewnbwn penodol gyda'r canlyniad bod anghenion defnyddwyr y gwasanaeth wedi cael eu cydnabod.

Mae'r Gwasanaeth Ambiwlans Cymru wedi datblygu cysylltiadau hir sefydlog gyda sefydliadau anabledd ledled Cymru ac yn gweithio mewn partneriaeth ac ymgynghori â llawer ohonynt. Rydym wedi cynhyrchu nifer o adnoddau i alluogi pobl sydd â anableddau dysgu cael mynediad at wasanaethau gofal iechyd.



**“Y daflen hon yw'r un cyntaf a ddatblygwyd gyda'r Gwasanaeth Ambiwlans yn benodol ar gyfer pobl ag anableddau dysgu. Rydym yn edrych ymlaen at weithio gyda'n gilydd yn y dyfodol” – Cydlynnydd Prosiect Pobl yn Gyntaf Abertawe**

**“Mae'r defnydd o eirfa syml, brawddegau byr a symbolau yn ardderchog” – Arweinydd Therapiau (Anableddau Dysgu) Bwrdd Iechyd Hywel Dda**



## Cefnogi pobl i gael mynediad at y gwasanaethau cywir

Mae ymgyrch Llywodraeth Cymru Dewis Doeth yn annog y cyhoedd i wneud y dewis mwyaf priodol wrth geisio am ofal iechyd, er mwyn sicrhau eu bod yn cael y driniaeth orau. Rydym wedi datblygu nifer o gwisiau i gefnogi pobl ag anableddau dysgu i wneud y dewisiadau cywir am eu gofal iechyd.

The screenshot shows a web page from NHS Direct Wales. At the top, there's a blue header with the NHS Direct Wales logo (0845 46 47 Galw IECHYD Cymru) and a search bar. Below the header, there are links for Cartref, Newyddion, Amdanom ni, Cysylltu â ni, Map y wefan, English, and a few accessibility icons. A prominent orange banner across the top asks 'Eisiau help meddygol nawr?'. Below the banner, the main content starts with a heading 'Dewis Doeth' and a sub-heading 'Damweiniau Bach Damweiniau Mawr'. To the left of the text is a cartoon illustration of a smiling man in a green uniform, giving a thumbs-up. The text discusses common health issues like back pain and head injuries, providing advice and directing users to the website for more information. At the bottom of the page, there are social media sharing icons and a link to 'Rhannu' (Share).

Rydym yn parhau i weithio mewn partneriaeth â chymunedau a sefydliadau ac ar hyn o bryd mae gennym nifer o brosiectau mewn datblygiad gan gynnwys cynllunio taflen darluniol sy'n hawdd ei ddarllen sy'n egluro pa wasanaethau iechyd eraill sydd ar gael, os ydych yn sâl.

Rydym yn parhau i ymweld â sefydliadau anabledd ledled Cymru i gasglu profiadau pobl o ddefnyddio ein gwasanaethau a sut y gallwn gydweithio i wella a datblygu ein gwasanaethau i gwrdd ag anghenion pobl.

## Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru

Gallwch ddysgu mwy am sut rydym yn ymgysylltu â grwpiau anabledd lleol drwy fynd i wefan yr Ymddiriedolaeth. Gallwch hefyd ddilyn ein gweithgareddau ymgysylltu, newyddion a datblygiadau trwy ein sianelau cyfryngau cymdeithasol.

### Gwefannau

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

[www.NHSDirect.Wales.nhs.uk](http://www.NHSDirect.Wales.nhs.uk)



Dilynwch ni ar Twitter

[@WelshAmbulance](https://twitter.com/WelshAmbulance)

[@WelshAmbPIH](https://twitter.com/WelshAmbPIH)

[@NHSDirectWales](https://twitter.com/NHSDirectWales)



'Hoffwch' ni ar Facebook

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

[www.facebook/NHSDirectWales](https://www.facebook.com/NHSDirectWales)

## Sut oedd eich profiad gyda ni?



Os hoffech roi adborth ar y ddogfen hon neu unrhyw agwedd o’ch profiad o ddefnyddio’r Gwasanaeth Ambiwlans Cymru e-bostiwrch [ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk) neu ewch i adran ‘Dweud eich dweud’ ar y wefan <http://bit.ly/1EpUR93>