



OUR REF:
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Dear Stakeholder,

NORTH WEST AMBULANCE SERVICE FIVE YEAR PLAN

I am writing to you as a precursor to the launch of the North West Ambulance Service's Five Year Plan and what we are calling, our 'Good to Great' engagement programme. I believe that our organisation is a good one but we aspire to be great and in order to achieve this, we have consulted with our staff and devised a five year plan that we would like to share with you.

The North West Ambulance Service prides itself on being an open and honest organisation and your views are important to us. We understand that some of the changes we are implementing as part of the plan and our cost improvement programme are of great interest to you and your constituents and that is why I would like to offer the opportunity for myself, or one of my senior team, to come and discuss these with you.

I have recently presented to our Board our new values and the areas I want the Trust to focus on – 'delivering safe care closer to home', 'being a great place to work' and 'cause no harm'. It is these three elements that we are building our objectives upon and I would like to demonstrate to you how we hope to achieve them. For example, focussing on our objective to reduce the numbers of patients who attend Emergency departments and ensure patients receive the right care at the right time and in the right place. Through the initiatives of 'Hear and Treat', 'See and Treat' and 'Treat and Convey', we can ensure that those patients who need alternative care pathways can be signposted to them and those who really need to be in hospital can arrive there in a timely fashion.

You may be aware of some of the recent media coverage centred upon our cost improvement measures which no doubt, raises questions you would like us to respond to. These measures play a part in our five year plan and I would also like to use the meeting I am proposing to put these into context.

As well as yourself, we will also be arranging to visit other stakeholder groups such as Healthwatch groups and MPs.

If you would like to meet with us, please contact Maddy Edgar via: madeline.edgar@nwas.nhs.uk or by calling 01204 498400.

We look forward to meeting you.

Yours sincerely

BOB WILLIAMS
Chief executive