



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru

Welsh Ambulance Services
NHS Trust

GIG 111 *Cymru*
NHS 111 *Wales*

More than just blue lights



AMBIWLANS

AMBULANCE

CN18 BBV





NHS 111 **Wales**

Search the site



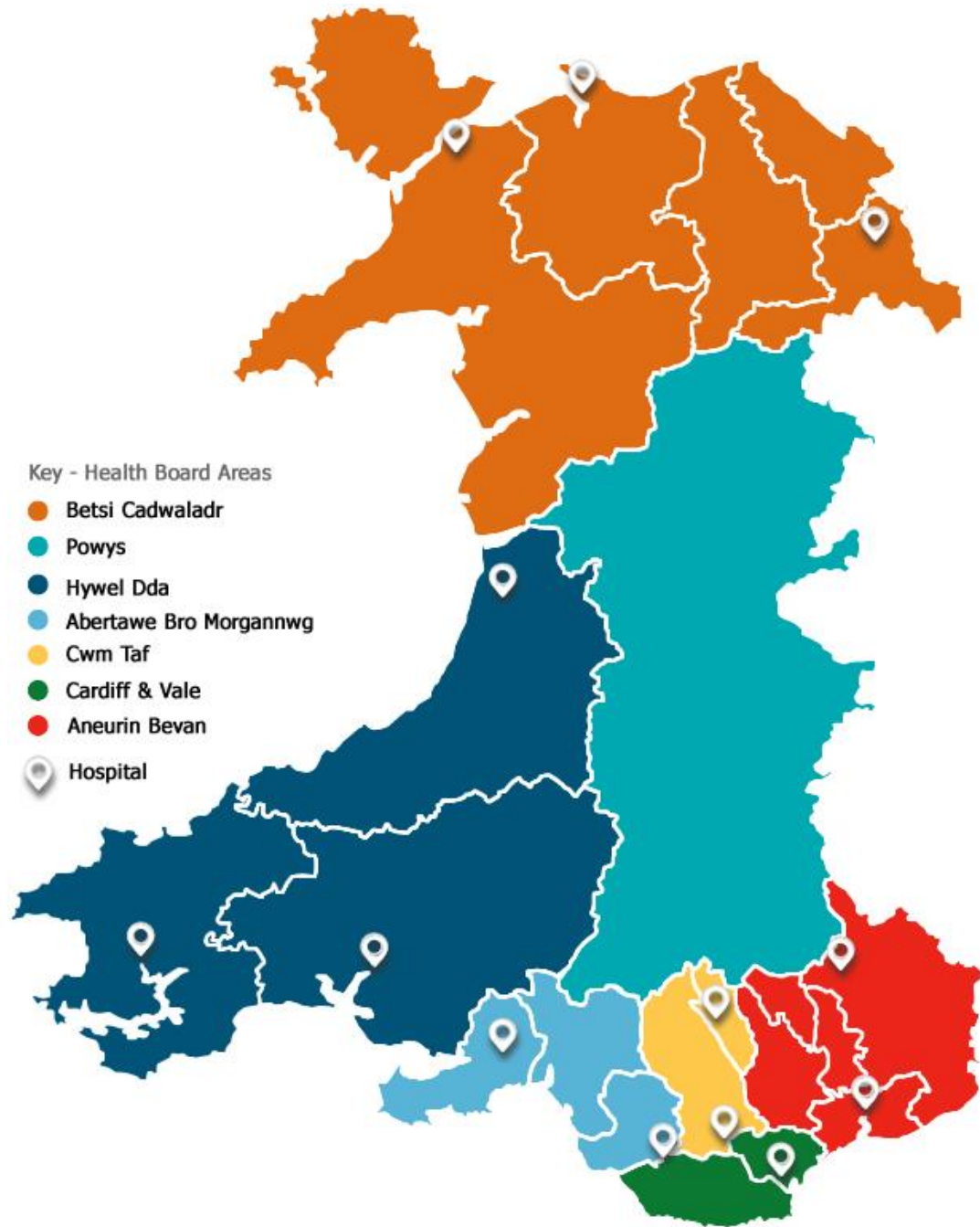
Feeling unwell?

Check your symptoms to find out what's wrong and the next steps to take.



NHS 111 **Wales**

GIG 111 **Cymru**

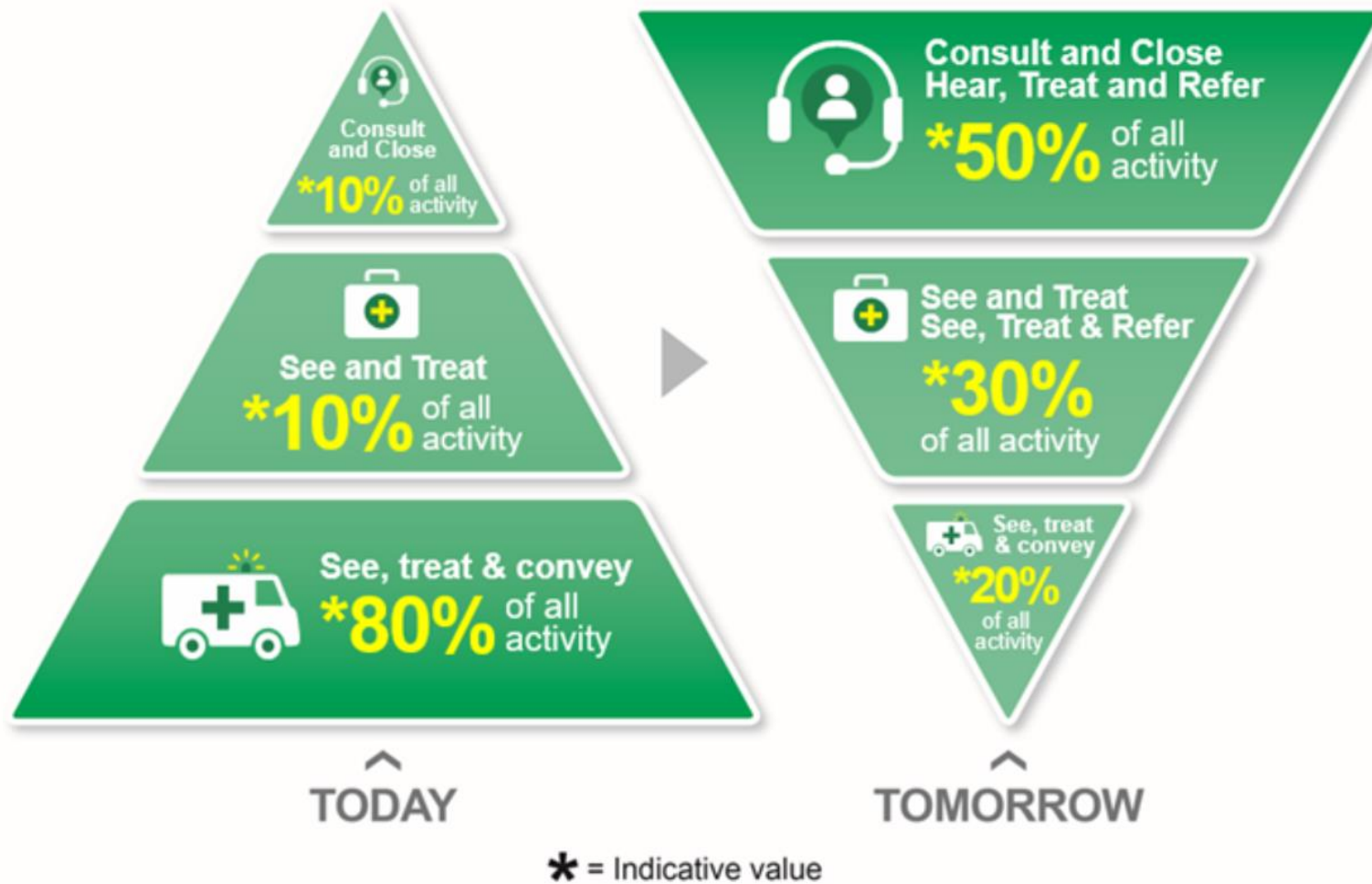


Apr 21 – Mar 22

- 8,000 Square Miles. 3.1 million people.
- Number of 999 calls - 558,998
- Number of 999 incidents - 479,256
- Number of 111 calls - 661,845
- Number of 111 website visits - 4,083,327
- Number of NEPTS journeys - 533,594



5,837,764





WAST Digital Strategy – Missions



Patients will have all the skills, information and tools required to manage their own care, but know exactly where to go for help and what to expect when that's no longer possible.



Digital Patient

Our people have all the training, tools and information required to perform their job to the highest level, anywhere, anytime from any device



Digital Workplace

The best data, at the best time, presented in the best manner to drive the best decision.



Intelligence through Data

Flexible, Resilient, Secure Digital Infrastructure fit to carry our ambition



Digital Foundations





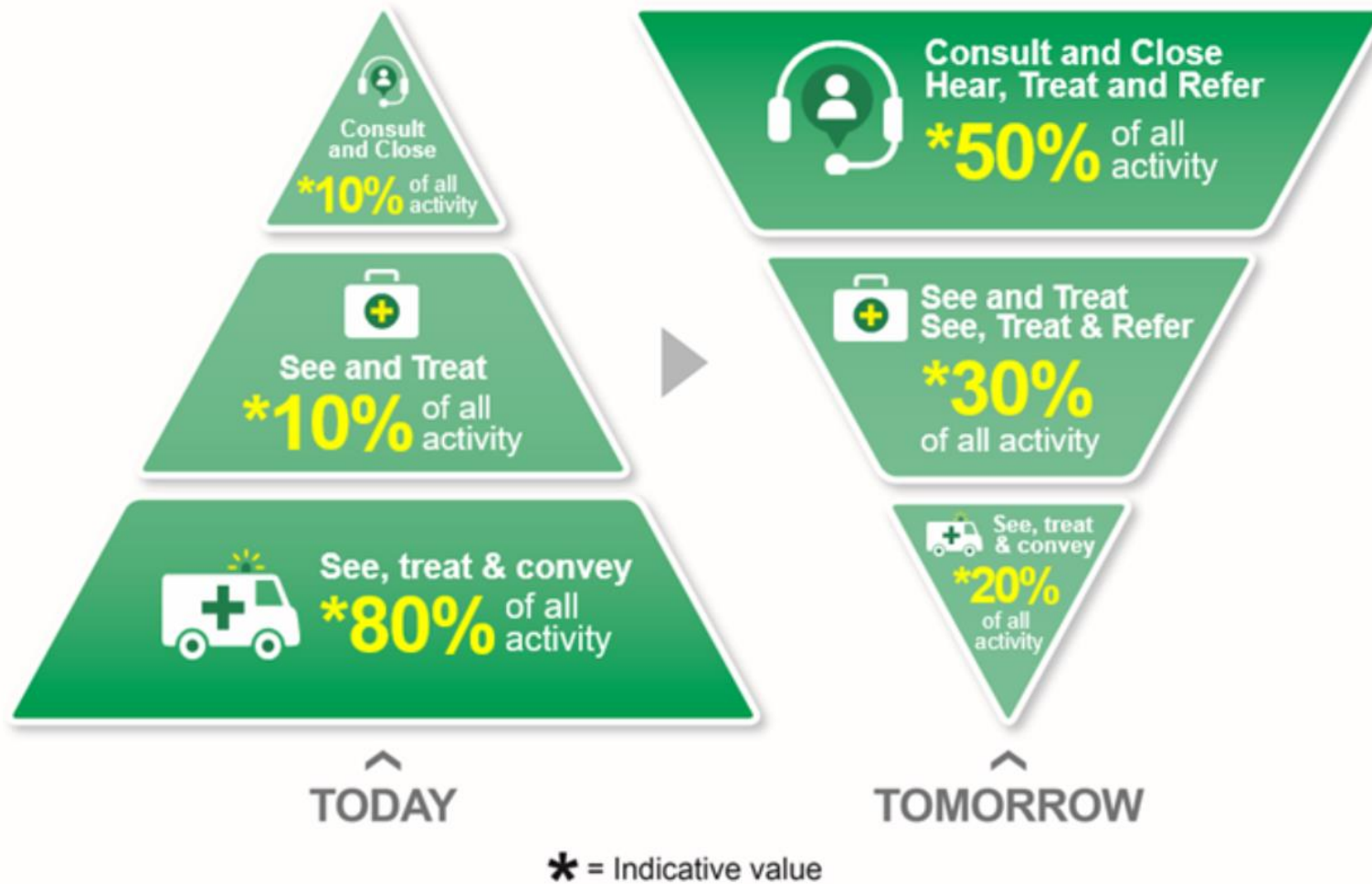
The journey so far

- **Electronic Patient Clinical Record (EPCR) procurement and rollout**
- **Issue of 3,000 personal issue devices to front line paramedics**
- **Office 365 rollout / remote working**
- **Rebranding and development of NHS Direct Wales website to 111.wales.nhs**
- **111 telephony platform upgrade**



The journey ahead

- Service Transformation Programme initiation
- Emergency Communications Nursing System (ECNS)
- 111 SALUS – Clinical content and call handling
- Mobile Data Tablet replacement
- EPCR development
- 111 website enhancement linked to NHS Wales App





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