

How does the NDR support the Welsh Ambulance Service?

The Welsh Ambulance Service Trust (WAST) is proud to be one of the most advanced ambulance services in the world serving 3 million people across Wales. With a growing population in Wales and increasing health risk factors among them, WAST is utilising data science to help improve service delivery, planning and forecasting and most importantly - patient care.



How will the NDR help?

- 1. Supporting automation** - the NDR will help automate processes such as identifying and suggesting the optimal ambulance to send to an incident or making sure the right information is made available to ambulance staff without the need for breaks in the chain.
- 2. Improving efficiency** - WAST operates over a vast and varied geographic area covering millions of people. Through the intelligent use of data, the NDR can help identify and suggest areas where processes could be improved or bottlenecks removed.
- 3. Improving emergency planning** - providing intelligence to enable ambulance resources to be deployed ahead of time in a targeted manner to reduce waiting times.
- 4. Improving patient experience** - using the latest technology to interact with patients and keep them informed for emergency and non-emergency patient transport.
- 5. Creating research assets** - helping generate ideas from researchers and scientists on how to improve patient outcomes and experience and ensuring WAST remains up to date with the latest evidence-based practices.