

Service Manager, Operations Quality

Andy Garner

Welsh Ambulance Services NHS Trust (WAST)



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My role incorporates the trust's training, call auditing and concerns teams within the Emergency Medical Service (EMS) Coordination Centres. These three teams work closely together to provide training to new and current control room staff, bring about improvements from identified learning, and enhance quality for service users in respect of the 999 call-handling and dispatch element of the patient journey. My responsibility is to oversee and support these teams to ensure we are delivering a quality service to the people of Wales in their time of need.

As the gateway to many of the trust's services, we are always looking for ways in which we can improve the patient experience from a call answering and control room perspective. Every day is different, and I enjoy being able to support my team and work with colleagues to share learning and effect positive change, ensuring we take the time to listen to the patient voice, which is very important.

I've worked for WAST since 2011 and I am currently in my 12th year. After completing my DipHE Paramedic Science degree at Swansea University, I began my career as a paramedic based in Cardiff and Vale. I loved my job as an operational paramedic, and I continue to do operational shifts whenever I can. I've been fortunate to work in a few different roles within education and training and management since I joined. This is the first time I have had a control room-based role which, although outside of my comfort zone, has enabled me to develop in a new area and learn new skills.

The NHS is a British institution to be proud of. Even though it faces significant pressures, colleagues consistently go above and beyond to provide care to everyone regardless of their situation or background. It's a real privilege to be able to say that I play my small part serving the people of Wales, and I hope to continue working for the NHS for many years to come.



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