



GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

# Our promises to you

## When you need us, we promise to:

- ✓ Provide the best response and care for your needs, with staff who have the right skills
- ✓ Get to a life threatening emergency as quickly as possible
- ✓ Be kind, helpful and treat you with dignity and respect
- ✓ Be professional and courteous, and involve you in decisions
- ✓ Explain what we are doing and why
- ✓ Be calm, compassionate and have patience
- ✓ Be considerate of your specific needs from the moment we answer your call, (e.g. if you have dementia, if you are a carer, have disabilities, different conditions, are in pain, or are frail)
- ✓ Provide good information and communication if you have a sensory loss (including hearing and sight loss)
- ✓ Give you additional support and time if you have mobility issues or sensory loss
- ✓ Take you to the most appropriate place to meet your needs
- ✓ Recognise the signs of people with dementia, and their needs
- ✓ Make sure you get the right response for your needs if you fall
- ✓ Respect you and your family's wishes during difficult and emotional times

If you need non emergency transport to an appointment:

- ✓ We will make every effort to get you to your appointment on time, and take you home
- ✓ Allow a family member/carer to travel with you if you are unable to travel on your own

If you have a carer, we will:

- ✓ Treat them equally and keep them informed of what's happening
- ✓ Include your carer in any discussions and respect their views
- ✓ Allow your carer to accompany you

### OUR BEHAVIOURS





# Ein Haddewidion i Chi

## Pan fyddwch angen ni, rydym yn addo:

- ✓ Darparu yr ymateb gorau a gofalu am eich anghenion, gan staff sydd â'r sgiliau cywir
- ✓ Ymateb i argyfwng sy'n peryglu bywyd cyn gynted â phosibl
- ✓ Bod yn garedig, yn wasanaethgar ac yn eich trin ag urddas a pharch
- ✓ Bod yn broffesiynol ac yn gwrtais, ac yn eich cynnwys mewn penderfyniadau
- ✓ Esbonio yr hyn yr ydym yn ei wneud a pham
- ✓ Bod yn digynnwrf, tosturiol a chael amynedd
- ✓ Bod yn ystyriol o'ch anghenion penodol o'r funud rydym yn ateb eich galwad, (ee os oes gennych ddemensia, os ydych yn ofalwr, anabledau, amodau gwahanol, mewn poen, neu yn fregus)
- ✓ Darparu gwybodaeth a chyfathrebiad da os oes gennych nam synhwyrdd (gan gynnwys cholli clyw a golwg)
- ✓ Rhoi cefnogaeth ac amser ychwanegol i chi os oes gennych anawsterau symud neu golled synhwyrdd
- ✓ Mynd â chi at y lle mwyaf priodol i ddiwallu eich anghenion
- ✓ Cydnabod arwyddion o bobl â dementia, a'u hanghenion
- ✓ Gwneud yn siŵr eich bod yn cael yr ymateb cywir ar gyfer eich anghenion os ydych yn syrthio
- ✓ Parchu eich dymuniadau chi ac eich teulu yn ystod adegau anodd ac emosiynol

Os oes angen cludiant difrys i apwyntiad:

- ✓ Byddwn yn gwneud pob ymdrech i fynd â chi i'ch apwyntiad ar amser, ac yn mynd â chi adref
- ✓ Caniatáu i aelod / gofalwr teuluol i deithio gyda chi os nad ydych yn gallu teithio ar eich pen eich hun

Os oes gennych ofalwr, byddwn yn:

- ✓ Eu trin yn gyfartal ac yn rhoi gwybod am yr hyn sy'n digwydd iddynt
- ✓ Cynnwys eich gofalwr mewn unrhyw drafodaethau a pharchu eu safbwyntiau
- ✓ Gadel i'ch gofalwr ddod gyda chi

