



Quality Accounts 2015-16 Summary



Your Ambulance Service,
Saving lives, caring for you

Our Mission	
Your Ambulance Service, Saving lives, Caring for you	
Our Vision	
Providing world-class care for the local communities we serve	
Our vision and mission are delivered through our strategic objectives:	
1	Deliver world class health outcomes in urgent and emergency care
2	Ensure continuous service improvement and
3	Develop and retain a highly skilled, engaged and motivated workforce
4	Work with partners to provide system leadership and resilience
5	Provide a safe and caring service which demonstrates an efficient use of resources.

Welcome to our Quality Account 2015-16. Whilst it has been a very challenging twelve months, Yorkshire Ambulance Service has much to celebrate this year, having made a significant number of improvements in the quality of care we provide for people who suffer cardiac arrest, stroke and major trauma. We are amongst the best in the country for these life threatening conditions and will continue to strive for further improvement in the coming year.

Like many other Trusts, we have faced significant challenges during the year. Demand for our services has reached unprecedented levels in some areas of the region, and this has meant that we have had to continually assess our level of resources and resilience both on the road in A&E and our non-emergency Patient Transport Service (PTS), as well as in our call centres.

The Care Quality Commission (CQC) report, published in August 2015, highlighted many areas of our good practice, most importantly that our care was rated as “good”. Whilst it also described some areas for improvement, these were areas where work had already begun. Included in this work, is a strengthened alignment of operational and supporting services, and the structures within YAS to ensure that we have strong leadership and management through the organisation.

YAS remains dedicated to making a positive difference to the wider health economy and recognises that we have a unique role to play in the future provision of services, both across emergency and urgent care.

Rod Barnes
Chief Executive

Introduction to Yorkshire Ambulance Service NHS Trust (YAS)

YAS covers 6,000 square miles of varied terrain from the isolated Yorkshire Dales and North York Moors to urban areas including Bradford, Hull, Leeds, Sheffield, Wakefield and York.



We are a successful integrated provider of emergency and urgent care and patient transport services. Our core skills and competencies include emergency and urgent care triage and response, clinical pathways design and management, healthcare technology, resilience and logistics. We employ over 4,500 staff who, together with over 1,000 volunteers provide services to a population of more than five million people.

In 2015-16 we responded to 855,015 999 calls and made 1,112,549 patient transport journeys per year across the region. Our NHS 111 service for less urgent calls handled over 1.4m calls per year across Yorkshire and the Humber, Bassetlaw, North Lincolnshire and North East Lincolnshire. We also provided a region-wide major incident response and resilience planning capability, medical and first aid cover for large-scale sporting events and festivals, commercial training and fleet and logistics services across an area of over 6,000 square miles and for a population of five million.

2015-16: How did we do?

Care Quality Commission

The Care Quality Commission inspected the Trust in January 2015 and the report was published in August 2015. The majority of issues highlighted were already recognised by the Trust and action already under way. The recommendations in the report have been addressed through a targeted action plan. The Trust is expecting a further CQC inspection in September 2016.

Red Ambulance Response Times

Whilst Red 1 and Red 2 targets have improved to levels above 70%, they have not reached the 75% national target. The response to Red calls within 19 minutes with a conveying ambulance has once again reached the national standard of 95%.

	YAS 2015 - 16	YAS 2014- 15	National Average 2014-15	National Average 2015-YTD (Feb 16)	Highest Month 2015-16	Lowest Month 2015 -16
Red 1 response within 8 minutes	70.9%	69.9%	71.9%	73.0%	74.9%	68.5%
Red 2 response within 8 minutes	71.3%	69.3%	69.1%	68.3%	73.5%	69.5%
Red response within 19 minutes	95.0%	95.7%	93.9%	93.0%	96.3%	93.7%

Ambulance Clinical Quality Indicators (ACQIs)

In 2015-16 resuscitation was attempted on 2,970 patients across the YAS region. Nationally YAS was first in the country for survival to discharge (Utstein). In context 280 YAS patients left hospital alive following cardiac arrest.

Priorities for Improvement 2015-16

<p>Priority One - To assist paramedics to select the most appropriate treatment option for the patient.</p>	<p>Paramedic Pathfinder was rolled out across the region and has been well received by staff.</p>	X
<p>Priority two - To increase awareness amongst clinical staff of the signs and symptoms of sepsis in adults</p>	<p>A Joint Emergency Department/YAS regional wide network has been established which has developed pathways, tools and treatment plans for patients.</p>	✓
<p>Priority three - To improve staff understanding about the availability and access to mental health pathways within Mental Health Trusts, including their crisis teams.</p>	<p>Specialist mental health nurses now work alongside call takers.</p>	✓
<p>Priority four - Improving safety of the service in the Emergency Operations Centre (EOC) by reviewing human factors in relation to errors</p>	<p>A number of best practice interventions have been adopted by the EOC including safety huddles and learning from reported incidents.</p>	✓
<p>Priority five - To improve effectiveness and patient experience in relation to pain score assessment and management</p>	<p>Clinical Audit of pain scoring has demonstrated a high level of compliance with pre- and post- intervention analgesia pain scoring.</p>	✓
<p>Priority six - Reducing Falls and Injuries for patients within Patient Transport Services (PTS) service</p>	<p>Booking system changes and raising staff awareness has taken place.</p>	X

What our staff tell us:

Staff Views on Standards of Care	Proportion of staff who agree or strongly agree that if a friend or relative needed treatment they would be happy with the standard of care provided by the Trust
YAS 2014-15	58%
National Average 2014-15	54%
YAS 2015-16	65%
National Average 2015-16	64%

Surveys were sent to a random sample of 1000 staff, and 40% responded. This is above average for ambulance trusts in England, and this last year, more staff reported that they had confidence in the quality of care YAS provided.

Patient Safety

Yorkshire Ambulance Service has a positive culture of incident reporting and encourages staff to report incidents, aiming to achieve an increase in the number of incidents reported whilst seeing a reduction in the number of incidents resulting in harm. There has been a focus this last year on the following areas with significant improvement in:

- **The quality of investigations**
- **Reducing the risk of falls and how patients who have fallen are managed**
- **Improved hand hygiene and infection prevention and control**
- **Improving the quality of safeguarding referrals**
- **Compliance with safeguarding training**
- **Duty of Candour process and practise**
- **Responding to complaints more timely**
- **Strengthening patient feedback**

Vanguard

In August 2015, eight Urgent and Emergency Care Vanguard were selected to spearhead the Urgent and Emergency Care Review including two networks: West Yorkshire Urgent and Emergency Care Network (which YAS is a part of) and the North East Urgent Care Network.

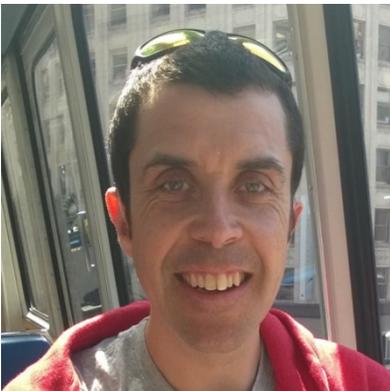
NHS 111

In July 2015 the NHS 111 Yorkshire and Humber service answered its 3,000,000 call since the service went live on the 5th March 2013, a further milestone and reflecting the continued and growing usage by patients across the region. The service provided by YAS serves a population of 5.4 million people making it one of the largest providers across the country.

"I've been a Paramedic for 12 years qualifying from a Technician. After so long you sometimes don't appreciate how respected and revered we are by the public we serve.

This makes me exceptionally proud to be a Paramedic, it's a job which gives so much variety, opportunities and experiences which are unique to emergency services.

A tiring, emotional, frustrating, nerve-wracking profession that also gives back immense satisfaction when we are able to make a difference in a patient's time of greatest need."



Thomas Heywood Paramedic
Practitioner/Clinical Pathways Manager

During 2015-16 YAS have also looked at new ways of working to improve the quality of our service both for our patients and our staff.

“Make Ready”

The “Make Ready” system is a 24/7 standardised vehicle preparation programme where vehicles are cleaned, maintained, stocked and quality checked.

“Freedom to Speak Up”

The Trust has recently established a Freedom to Speak Up working group to inform and oversee delivery of the Trust’s response to the Freedom to Speak Up report conducted by Sir Robert Francis.

Restart a Heart Day

Over 20,000 students in our region were taught CPR on Friday 16 October 2015 as part of European Restart a Heart Day.



Think! Don't Drink!

Students in Handsworth witnessed a re-enactment of a road traffic collision giving them hands-on experience of the effects of drinking

whilst driving and of the roles of the emergency services at such an incident.

Employee wellbeing

We recognise the need to support our staff and as such are developing a champions and peer support network to raise awareness and provide access to mental health and wellbeing support for YAS staff and volunteers

Some of our 2015-2016 winners

Queen's Ambulance Service Medal (QAM) for Bryan Ward
Head of Education and Standards



Our staff and volunteers who were recognised at this year's Yorkshire Evening Post Best of Health Awards In December 2015.

Looking ahead: Our Priorities for Improvement 2016-17.

Our five year Integrated Business Plan (IBP) is reflective of the national agenda but importantly, also identifies a number of priority areas for improvement locally and regionally. Once again this year, we have tested our own ideas about these priorities with others. External stakeholders including Healthwatch, Overview and Scrutiny Committees, our expert patient and our commissioners have all been consulted. All these are included in our 2015/18 Clinical Quality Strategy.

Priority 1

Patient Safety: Our aim is to deliver a *sustainable improvement in emergency ambulance response performance in line with national standards.*

Priority 2

Patient Safety: Our aim is to develop our role as a *care co-ordinator across the urgent and emergency care system, with particular focus on frail older patients, patients with palliative care and patients with mental health*

Priority 3

Clinical Effectiveness: Our aim is to improve survival rates for patients who suffer cardiac arrest and sepsis.

Priority 4

Patient Safety: *Our aim is to improve through our "Sign Up to Safety" campaign. This is specifically focussed on moving patients safely, improving communication within the 999 call centre and improving the care and management of deteriorating patients.*

Priority 5

Patient Experience: Our aim is to *improving the experience of children.*

This leaflet is a summary and compliments our full Quality Accounts which can be read on our website at www.yas.nhs.uk

If you would prefer this document in another language or format, such as large print, braille or audio file, please contact our Corporate Communications department at Trust Headquarters to discuss your requirements.

Contact Us

Yorkshire Ambulance Service NHS Trust
Trust Headquarters
Springhill 2
Brindley Way
Wakefield 41 Business Park
Wakefield
WF2 0XQ
Tel: 0845 124 1241
Fax 01924 584233
www.yas.nhs.uk