



Yorkshire  
Ambulance Service  
NHS Trust



# YAS FORUM

YAS FORUM ANNUAL REPORT

1 April 2016 – 31 March 2017

**YOUR** AMBULANCE SERVICE – SAVING LIVES, CARING FOR **YOU**

# WELCOME AND INTRODUCTION FROM CHAIRMAN

*The YAS Forum was formed in July 2014 and is an elected body that engages with Yorkshire Ambulance Service NHS Trust (YAS) to inform our strategy and plans for patient services. It provides effective two-way communication between YAS, patients, our Members and the public, providing an opportunity to take part in shaping the Trust's future development and ensuring the views and opinions of the diverse communities we serve are heard.*

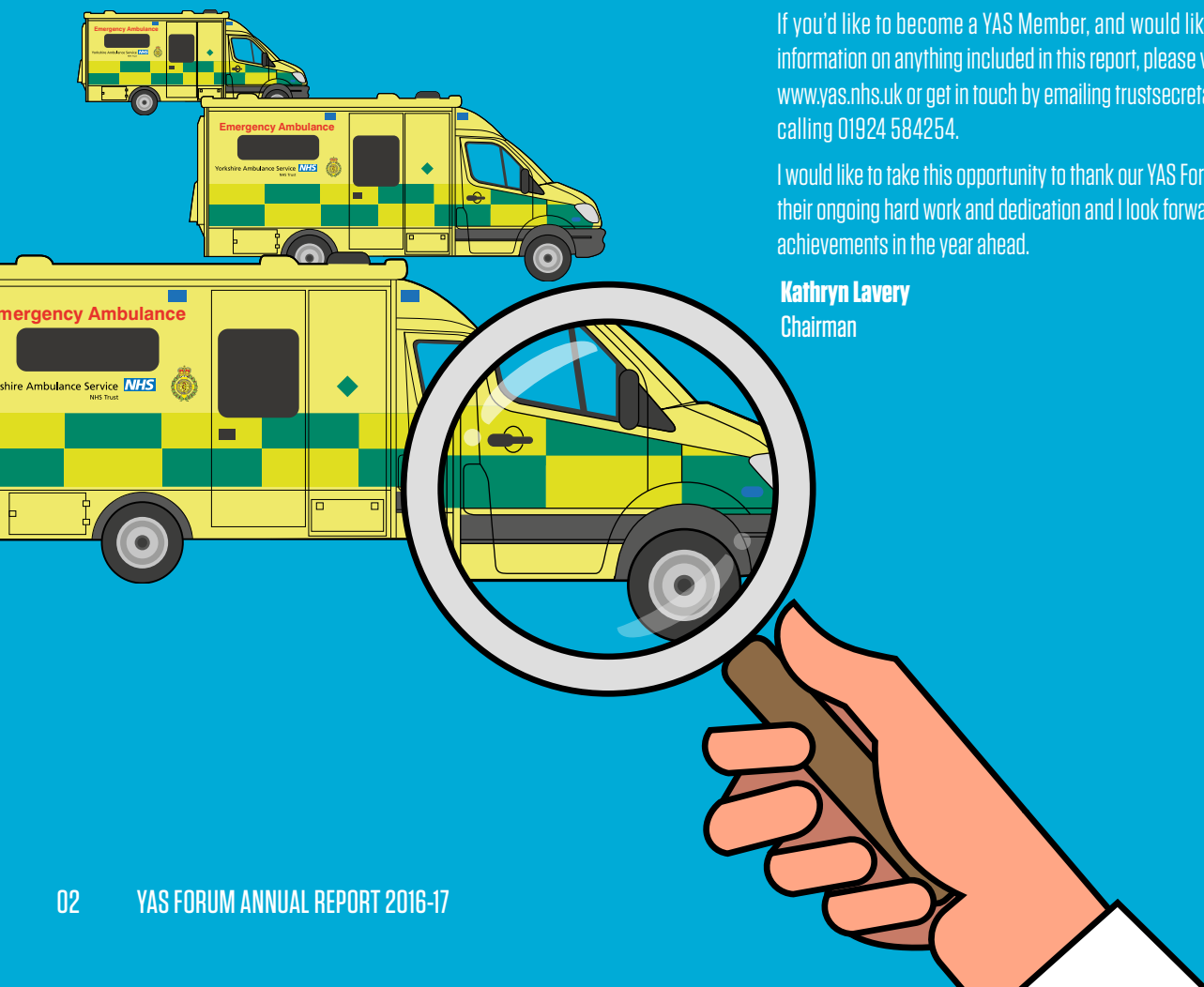


2016-17 was a busy year for the YAS Forum with raising public awareness of the Trust and our range of services remaining a key priority. The roadshow programme has been a great success across the region and is set to continue in the coming months. Local community groups have benefitted greatly from free first aid training and I am proud to see more and more people being equipped with the vital, life-saving skills they need to help someone in their family or their community should they ever need to.

If you'd like to become a YAS Member, and would like further information on anything included in this report, please visit our website [www.yas.nhs.uk](http://www.yas.nhs.uk) or get in touch by emailing [trustsecretary@yas.nhs.uk](mailto:trustsecretary@yas.nhs.uk) or calling 01924 584254.

I would like to take this opportunity to thank our YAS Forum Members for their ongoing hard work and dedication and I look forward to seeing our achievements in the year ahead.

**Kathryn Lavery**  
Chairman





## A&E Operations

In 2016-17, our Emergency Operations Centre (EOC) staff received **895,700 emergency and routine calls**, an average of over **2,450 calls a day**.

We responded to a total of **723,935 incidents** through either a vehicle arriving on scene or by telephone advice.

Clinicians based in our Clinical Hub which operates within the EOC triaged and helped just under **100,000 callers** with their **healthcare**.



**2,450**  
Calls a day



**895,700**  
Emergency and routine calls



**723,935**  
Incidents responded to

## Community Resilience

We currently have **1,015 Community First Responders (CFRs)** across Yorkshire and the Humber who belong to **324 CFR schemes**. In addition, we now have 37 co-responder schemes which include Mountain Rescue, Coastguard, Lifeguards, St John Ambulance, North Yorkshire Rangers and Fire and Rescue Services. In 2016-17, the **number of calls attended by Community Resilience, which includes our volunteer CFRs, was 22,260**. Their quick response means they are on hand in the vital first few minutes of an emergency to provide life-saving treatment before an ambulance arrives on scene.



**1,015**

Community First Responders



**324**  
CFR  
Schemes



**37**  
Co-responder  
Schemes

**22,260**

Number of calls attended  
by **Community Resilience**,  
which includes our volunteer CFRs

## Patient Transport Service (PTS)

Our non-emergency PTS provides much-needed support to patients and their carers and is an extremely important part of our service.

**Our PTS Team** is made up of over **670 staff** who undertook **1,020,621 non-emergency journeys** in 2016-17.



**670**

Staff on the PTS team

**1,020,621**  
Non-emergency journeys

## NHS 111

Our Yorkshire and Humber NHS 111 service, which **serves a population of 5.3 million people**, continues to experience a year-on-year growth in patient calls with **1,570,254 calls answered** in 2016-17, a rise of 3.9% from the previous year.

Serves a population of  
**5.3m** people

**1,570,254**  
Calls Answered

## PTS Volunteer Car Service (VCS)

Our VCS provides an invaluable service supporting PTS across the region, driving patients to and from medical appointments. Our team of VCS drivers has grown substantially from **62 to over 195 volunteers**. This larger team covered a staggering **2,188,152 miles** and carried out **116,664 patient journeys**.

From 62 to over **195** volunteers



**2,188,152**  
miles and carried out  
**116,664**  
patient journeys

# OUR VISION

Our vision is *'Providing world-class care for the communities we serve'* and the YAS Forum has an important role in helping us to achieve this, working to:

Deliver world-class health outcomes in urgent and emergency care

Ensure continuous service improvement and innovation

Develop and retain a highly skilled, engaged and motivated workforce

Work with partners to provide system leadership and resilience

Provide a safe and caring service which demonstrates an efficient use of resources

## The YAS Forum focuses on the following:

- Representing the interests of the YAS Membership, patients, public, staff and partner organisations and feeding back information about the Trust to these groups
- Individually and collectively championing our vision and values
- Informing and providing insight into the development of Trust strategies and plans through engagement with the YAS Membership, patients, public, staff and partner organisations including local Healthwatch partners and special interest groups
- Advising and supporting the Board of Directors in ensuring that YAS provides a high-quality patient experience for all service users
- Supporting the Trust in growing our Membership
- Actively engaging with our diverse local communities





# COMMUNITY ENGAGEMENT

**We are committed to engaging with local communities to raise awareness of YAS's services and topical public health issues. The YAS Forum has worked diligently to support this objective through its own engagement work with local groups. The appointed members represent the wide external stakeholder interests of the Trust.**

The Trust held a programme of roadshows which took place across the Yorkshire and Humber region. These events provided members of the public with an opportunity to learn more about the ambulance service, first aid training and find out about possible careers and volunteering opportunities at the Trust. Events were held in Sheffield, Bradford, Scarborough, Leeds and Hull and over 1,100 people came to the event in Centenary Square, Bradford in May alone.

Community events were also held throughout the year including a Family Fun Day at the Al Mahdi Mosque in Bradford in August 2016. More than 200 members of the local community attended the event to find out more about the Trust, learn cardiopulmonary resuscitation (CPR) and to view a selection of emergency vehicles, which included an ambulance, a rapid response vehicle (RRV) and our Community Medical Unit.



From left to right: Dr Aziz Hafiz, Don Buxton, Nabeel Ahmed, Baseer Ahmad, YAS Chief Executive Rod Barnes, The Lord Mayor of Bradford Nasir Amini, The Lady Mayoress of Bradford Tahira Aftab, Deputy Lieutenant of West Yorkshire Stan Hardy, Madeeha Amini, Ali Richardson, Bushra Amini, Hafeez Mir and Naumana Amini at the Family Fun Day at the Al Mahdi Mosque

# > COMMUNITY ENGAGEMENT CONTINUED

YAS staff were on hand to teach CPR and first aid familiarisation. Children were also entertained, taking part in the CPR sessions, playing a health-educational game of giant snakes and ladders and learning when it is appropriate to call 999. Chief Executive Rod Barnes, the Deputy Lord Lieutenant of West Yorkshire Stan Hardy and the Lord Mayor and Lady Mayoress of Bradford attended to meet local residents.

In 2017-18, the Trust's community engagement programme will continue to help deliver key public health messages as well as raising awareness of the work undertaken by the ambulance service. Roadshows are being planned in Rotherham, Doncaster, Leeds, Wakefield, Bradford, Scarborough, Sheffield and Hull to meet with members of the public, provide information about our services and listen to their views.

The free First Aid Awareness training courses continue to offer members and local community groups the opportunity to learn key live-saving skills. Last year we delivered 135 courses, reaching around 2,900 participants, including adults and children with learning disabilities, college students, army cadets, primary and junior school children, Scouts, Beavers, Cubs, Brownies and Girl Guides, the Leeds Migrant Access Project, Sikh Gudwara Temple and the Leeds travelling community.



Exploring YAS vehicles at the Al Mahdi Mosque Family Fun Day



YAS staff speaking to members of the public at the Scarborough Roadshow



Mark Wright, Staff Forum member and Paramedic, meets families at the Scarborough Roadshow



YAS Mascot, ParaTed, on hand to meet children at the Scarborough Roadshow



Don Buxton, Community and Education Trainer, was on hand at the Al Mahdi Mosque Family Fun Day to teach CPR and first aid familiarisation



The summer roadshow at Bradford's Centenary Square in May

# YAS FORUM

The Forum is accountable to the Membership which elected it and comprises:

## Trust Chairman

Chairman of the YAS Forum

## 13 Public Members

Representing YAS Public Members

## 4 Staff Members

Representing YAS Staff Members

## 5 Appointed Forum Members

Representing external stakeholders

### The Forum is also assisted in its role by the:

- Chief Executive and the Executive Team
- Non-Executive Directors including the Senior Independent Director\*
- Trust Secretary
- YAS Membership Manager
- Head of Diversity and Inclusion
- Staff Forum

YAS is a membership organisation that works to ensure it can obtain and act upon two-way feedback from all stakeholders including our Members, patients, the general public and staff.

The Forum remains committed to engaging the communities we serve and promoting our services through engagement events and offering free first aid training to local community groups.

\*The Senior Independent Director acts as a point of contact for members of the public and other stakeholders who have been unsuccessful in resolving an issue through normal channels or when these channels are not appropriate.



We have exceeded our targets for Public and Staff Membership and now have over 11,000 Members and five Appointed Members.



**Ali Richardson, Membership Manager**





# STAFF FORUM

Yorkshire Ambulance Service

## Staff Forum

StaffForum@yas.nhs.uk



The YAS Forum includes four Staff Members, also referred to collectively as 'the Staff Forum.' The Staff Forum represents our staff from all departments and teams from frontline to support services and makes a vital contribution

towards delivering patient services. Staff Forum Members meet regularly with our Executive Team, presenting the views, questions and issues raised by our staff relating to our services and their day-to-day working lives.

## Some key projects for the Staff Forum in 2016-17 are:

### Uniform improvements including:

- Re-introduced a polo shirt for frontline A&E staff
- Improved quality and design of trousers
- Ensured 'Ambulance' appears on the back of all uniform layers for clear identification
- Introduced a more compact, fit-for-purpose bag to carry personal protective equipment (PPE) such as helmets

Introduction of an improved, more user-friendly stretcher onto A&E ambulances which features a defibrillator hook, powered lift and a fluid stand.

### Introduction of equipment and consumables including:

- Rhino Pinch nose clip
- Tuff Cut Shears
- Mangar Elk lifting device
- Speed fasteners on all long-board and scoop stretchers



Acting as Freedom to Speak Up advocates

Supporting the Blue Light Walk campaign

Monthly meeting with CEO

# YAS FORUM MEMBERS 2016-17

## Public Members

### NORTH



John Batt  
*Lead Forum Member*



Edwina Shachar



John Cunnington



Vacancy

### EAST

### SOUTH



Rod Spratley  
*Deputy Lead Forum Member*



Dennis Shaw



Simon Pugh

### WEST



Stan Hardy



Rob Higgie



Karamjeet Singh Virdee



Jessica Shiels



Ash Choudry



Vacancy



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## TRUST CHAIRMAN



Kathryn Lavery

## STAFF MEMBERS



Simon Talbott



Lee Murphy



Mark Wright



Olivia Eames

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## Appointed Members

Vacancy, Leeds and York Partnership NHS Foundation Trust; Bob Kirton, Director of Strategy and Business Development, Barnsley Hospital NHS Foundation Trust; Vacancy, Sheffield City Council; Cllr David Tucker, East Riding of Yorkshire Council and Superintendent Pat Casserly, West Yorkshire Police.

# YAS FORUM MEETINGS

The YAS Forum meets quarterly at locations throughout the Yorkshire and Humber region. Below is a timeline of our 2016-17 meetings and the matters discussed.

## MAY 2016

YAS Forum members met on Tuesday 17 May 2016 at the Cedar Court Hotel, Wakefield. The meeting was chaired by Interim Chairman Pat Drake and was attended by the Forum, Staff Forum Members and members of the Executive Team. Simon Pugh, YAS Forum Member for South Yorkshire, was also welcomed to his first YAS Forum meeting.

Before the meeting started, the Forum Members had their photos taken to promote and support National Equality, Diversity and Human Rights Week 2016 and they pledged to raise awareness of this very important week in their local communities.

Ali Richardson, Community Engagement Manager, gave an update on the then forthcoming public engagement events which were to form part of the Trust's 2016 Summer Roadshow. Presentations were given on the Care Quality Commission (CQC) Action Plan and questions were also taken from the YAS Forum Members.

## JULY 2016

This YAS Forum meeting took place on Tuesday 19 July 2016 at Ripon Racecourse, North Yorkshire. This was the first meeting chaired by the Trust's new Chairman, Kathryn Lavery. Kathryn gave a brief update on what she has been involved in since her appointment on 1 July 2016 and her priorities for the coming months.

Lead Forum Member John Batt provided an update on the work of the Public Members and their forthcoming priorities, such as attending and supporting some of the YAS roadshows in their communities. Kez Hayat, Head of Diversity and Inclusion at YAS, gave a presentation on diversity and inclusion at the Trust and how we can continue to embed the principles through our organisation.

Ali Richardson, Community Engagement Manager, gave a presentation on membership engagement and an overview of the YAS roadshows that have taken place across the region to date. Ali also spoke about the forthcoming engagement opportunities and the exciting plans for 2017. She also thanked the Forum Members for their commitment and support on the YAS roadshows during the last year. The latest YAS Forum Annual Report was presented to the members for their comments and approval ahead of its publication later in the year.





## OCTOBER 2016

The penultimate YAS Forum Meeting of the year took place on Tuesday 11 October 2016 at the Royal York Hotel in York, North Yorkshire.

The meeting was chaired by Non-Executive Director Ronnie Coutts and was the first meeting for the newly-appointed Member Cllr David Tucker from the East Riding of Yorkshire Council. Highlights included a presentation from YAS Director of Planning and Development Leaf Mobbs, who spoke about how the Trust is developing its strategy for the future and an in-depth discussion about the terms of reference for the YAS Forum going forward.

Deputy Lead Forum Member Rod Spratley gave a detailed account of the Members' discussions in their pre-meeting and their priorities and points for consideration. Staff Forum Member and Paramedic Lee Murphy gave an update on the work of the Staff Forum over the last three months and Mark Wright, Staff Forum Member and Paramedic updated the group on the success of the 'First Steps' walk from Scarborough to Pickering in September 2016 as part of the Mind Blue Light Walk.



## JANUARY 2017

The first YAS Forum meeting of the year took place on Tuesday 17 January 2017 at the YAS Trust Headquarters in Wakefield. Prior to the meeting, members were able to take part in a tour of a new operational ambulance led by Staff Forum Member and Paramedic Lee Murphy.

Trust Chairman Kathryn Lavery delivered a report in which she talked about the challenges faced by YAS along with the whole of the NHS, her vision for community engagement across the year and the opportunity to work in partnership with other NHS and emergency services colleagues.

The Forum then discussed their draft Terms of Reference and members were invited to share their views.

Steve Page, Executive Director of Quality, Governance and Performance Assurance, gave an update on the YAS Critical Friends Network and their integral role in the Trust's engagement programme.

Five of the new YAS Forum Video Toolkit videos were presented and valuable feedback was provided.



# YAS FORUM EXPENSES

In the spirit of our commitment to openness and transparency we have published details of each Public YAS Forum Member's annual expense claims for 2016-17 below.

## Public YAS Forum Member Expenses

	£
<b>John Batt</b> (North)	■
<b>Edwina Shachar</b> (North)	33.75
<b>Dennis Shaw</b> (South)	■
<b>Rod Spratley</b> (South)	219.85
<b>Simon Pugh</b> (South)	269.55
<b>John Cunnington</b> (East)	648.90
<b>John Egglestone</b> (West)	■
<b>Rob Higgle</b> (West)	175.05
<b>Stan Hardy</b> (West)	■
<b>Karamjeet Singh Virdee</b> (West)	197.40
<b>Jessica Shiels</b> (West)	85.50
<b>Ash Choudry</b> (West)	■
<b>Olivia Eames</b> (Staff Forum - Support)	33.23
<b>Lee Murphy</b> (Staff Forum - Frontline)	2939.30
<b>Simon Talbott</b> (Staff Forum - Frontline)	■
<b>Mark Wright</b> (Staff Forum - Frontline)	2968.20
<b>Supt Pat Casserly</b> (Appointed)	■
<b>Bob Kirton</b> (Appointed)	■
<b>Cllr David Tucker</b> (Appointed)	■

■ No expenses claimed by Member

\* Please note that expenses are paid for mileage claimed when travelling to meetings out of area, in line with YAS policy. Staff and Appointed Members may also claim expenses in line with YAS policy.

\*\* Please note that Staff Forum Members' Expenses are high due to attending various meeting/workshops across the region.



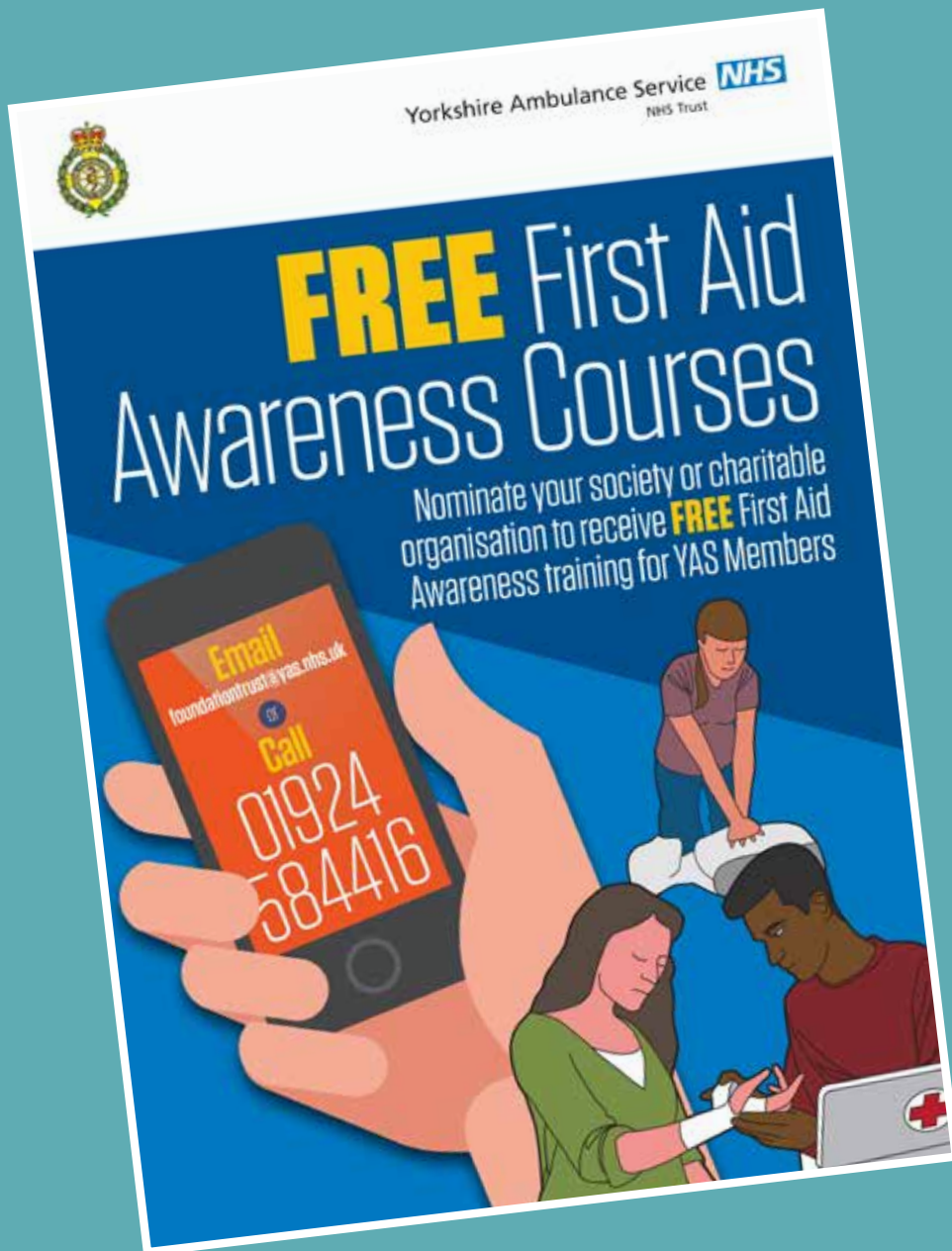
# MEETING ATTENDANCE



YAS Forum Meeting Attendance	Meeting Date			
	17.05.16	19.07.16	11.10.16	17.01.17
<b>Kathryn Lavery</b> (Trust Chairman)	■	✓	✗	✓
<b>John Batt</b> (North)	✓	✓	✗	✓
<b>Edwina Shachar</b> (North)	✗	✓	✓	✓
<b>Dennis Shaw</b> (South)	✓	✗	✓	✗
<b>Rod Spratley</b> (South)	✓	✓	✓	✓
<b>Simon Pugh</b> (South)	✓	✓	✓	✗
<b>John Cunnington</b> (East)	✗	✓	✗	✓
<b>John Egglestone</b> (West)	✗	✓	✗	■
<b>Rob Higgle</b> (West)	✓	✗	✓	✗
<b>Stan Hardy</b> (West)	✓	✓	✗	✓
<b>Karamjeet Singh Virdee</b> (West)	✓	✓	✓	✓
<b>Jessica Shiels</b> (West)	✓	✓	✓	✓
<b>Ash Choudry</b> (West)	✓	✗	✗	✗
<b>Olivia Eames</b> (Staff Forum - Support)	✓	✓	✓	✓
<b>Lee Murphy</b> (Staff Forum - Frontline)	✓	✓	✓	✓
<b>Simon Talbott</b> (Staff Forum - Frontline)	✓	✓	✓	✓
<b>Mark Wright</b> (Staff Forum - Frontline)	✓	✓	✓	✓
<b>Supt Pat Casserly</b> (Appointed)	✗	✓	✓	✓
<b>Gllr David Tucker</b> (Appointed)	■	■	✓	✗
<b>Bob Kirton</b> (Appointed)	✓	✓	✓	✓

■ attendance not applicable.





## Tell us what you think

Do you have any questions, comments or ideas about the Trust's services?

Please email [trustsecretary@yas.nhs.uk](mailto:trustsecretary@yas.nhs.uk)

## Do we have your correct contact details?

It is important that we have your correct details so that we can stay in touch. If you change your name, address or email address, please let us know by emailing [trustsecretary@yas.nhs.uk](mailto:trustsecretary@yas.nhs.uk) or call **01924 584416**.