



Yorkshire Ambulance Service

NHS Trust

An Aspirant Foundation Trust

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05 August 2016

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Dear

Further to my letter to you of 18 July 2016. I am writing to keep you aware of the developments in the renal service in West Yorkshire.

Firstly I would like to apologise again for the continued poor service you may have suffered in recent weeks.

As I promised in my letter of 18 July, additional management resources have been brought in to assist in the planning of journeys and additional expenditure has been applied to renal services across the area. We have begun to trial the extended use of sub-contractors and that has shown major improvements in performance. As a result we are aiming to expand that trial to other areas.

We are closely monitoring the performance and quality of all resources and will ensure that the quality of service is maintained.

We have also taken the decision to reintroduce the practice allowing nurses to forecast in advance when you will be ready for collection.

We believe these changes will improve performance in all areas.

Yours sincerely

Chris Dexter (CMILT)
Managing Director PTS