

YORKSHIRE AMBULANCE SERVICE NHS TRUST
ACTION LOG - West Yorkshire Renals

Ref	Meeting Date	Action	Action	Update	Action by	Status
002	CC 26.07.16	Easy Travel now doing journeys from Beeston Unit. Look at KPI's and breaches together with overall performance since last Thursday 21.07.16. SB also to look at resources/planning. Refer to email from JG 20.06.17	EW/SB	02.08.16. Feedback from Units doing a very good job. EW to look at data and KPI's. Update 10.08.16. Whilst doing a good job they are proving expensive. 1-5 August up to 11.00am charged £353.40. 18.08.16 AA is now using the calculated journey data. Amber & Ace are proving to be cheaper than Easy Travel. This needs to be monitored. Still looking for a provider to cover Wakefield. 25.8.16. Easy Travel have come back with a reduction of £280.00 Amber have failed to return their documents. AA to email LM's with list of patients for Seacroft and St.James's that require taxis.		Ongoing
014		LM's to provide breach reports for crews within their areas. Continue to review	JR/EW/HS	10.08.16. Training requirement for LM's need to be put in place. To be reviewed. 02.09.16 Now doing on daily reporting.	Weekly report	Ongoing
016		Daily logs for B/A and C/H still to be completed in area. To be reviewed at a later date by CD and SB.	CD/SB	10.08.16. To be reviewed at a later date when SB returns from annual leave. 02.09.16 HS, TL to come to comms to look at trackers.	Ongoing	Ongoing
017		Claire Laycock from BI is producing a full capacity review looking at minimum peak vehicle and staff requirements. CS and SB to meet with KS to discuss the effect this will have on budgets and to fully understand.	CS/SB	10.08.16. Ongoing	Keep reviewing	Ongoing
023		Desks need to be re-configured reverting back to the layout prior to going live ensuring that planning desks are larger than they are now.	PE/KS	10.08.16. Action for next meeting. Work in progress. 25.08.16. Rotas are being reviewed. Looking where staff are seated in comms together with hours worked. 02.09.16 Looking at courtesy clls full review of comms to be carried out.	Ongoing	Ongoing
024		Work to be done on auto plan allocation running for a full day system average through put times.	AMcl	10.08.16. Need some data from MI and a full action plan and working group put in place. 22.08.16. Being trialed on test system to work on one particular desk together with run masks. 02.09.16. Amc to put something in writing and email the group.	Ongoing	Ongoing
028		Ensure that all documents are logged via JG.	All	10.08.16. Ongoing.	Ongoing	Ongoing
029	Mtg 05.08.12.16	CS to discuss with Sarah Gibson communication with Sub-contractors to supply them with KPI's	CS	10.08.16. Wording needs to be produced from YAS with a standard drop off/pick off time of 30 minutes. 25.08.16. Look to produce a newsletter to give updates. 02.09.16 CD to send out	Ongoing	Ongoing
41	Mtg/CC 18.08.16	It is noted that there has been a big reduction in renal complaints. However some breaches are being incurred due to patients being dropped off too early. A memo needs to be sent out to all drivers to avoid these breaches together with KPI's in order that they fully understand renal v PTS patient times. It also needs to be recorded that there is good feedback from patients that drivers are ringing them prior to their pick up times.	CS	25.08.16. Ongoing		Ongoing
43		Look at running a pilot for Mid Yorks renals going back into bay.	All	25.08.16. Positive feedback received. Pilot for a further week.	On going	01.09.16
44		AA to plan up all day usage of the 3 VCS drivers.	AA	25.08.16. Ongoing. To review weekly.	Review	Weekly
45		Micro manage performance as of w/c 22.08.16 for both renal and core PTS patients.	PE/KS	25.08.16. Ongoing. Next week looking at Core PTS in Leeds. 02.09.16 Review when KS returns.	Ongoing	
46		CS to communicate with Matt Storey, Commissioners, CCG's and Acutes all changes that have been made.	CS	25.08.16. No further change.	Ongoing	
47	Mtg/CC 25.08.16	WCA advised that MT is reviewing the Renal Patient Charter.	WCA/MT	02.09.16. Review when KS returns.	End Nov	
48		It was reported that A-MK (PTS Renal Engagement Lead) has been visiting clinics/wards speaking to both patients and renal staff. Feedback has been very positive since we reverted back to marking approximate ready times thus reducing waiting times. A-MK advised that this is going to be an ongoing exercise with continual communications.	A-MK			
49	Mtg/CC 02.09.16	Pick up on discussions had on Beeston patients	AM-k			

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001	CC 26.07.16	Still phone work to be done around VCS resourcing. Refer to email from WCA 27.07.16	WCA	Completed	27.07.16
003		HS to check with Adam Irving (Systems) that MOUNT Taxis are back on the Portal.	HS		02.08.16
004		HM to forward SB list of renal patients together with treatment times to enable resources to plan which patients are to be transported unit by unit.	HM	02.08.16. SB confirmed receipt. Planning being done in a phased approach.	02.08.16
005		Be clear that taxis are following the process which has been put in place. LM's to monitor breaches and discuss with JRa.	JRa/LM's	02.08.16. Closed but new action regarding breaches	02.08.16
009		CS and HS to meet to go through tracking on the daily performance sheets and discuss logs.	CS/HS	02.08.16. Workshop to be arranged.	02.08.16
010		WCA to send out induction programme put together for A-MK	WCA		02.08.16
012		JG to arrange a further conference call for next week.	JG		02.08.16
013	CC 02.08.16	PE and KS to produce breach reports for VCS and taxi providers. Continue to review	PE/KS		05.08.16
019	CC 10.08.16	Discuss with Kurt tracking of overtime. Incomplete logs to be reviewed.	All		10.8.16
018		Need a link to track spending, share decision making on spending to improve KPI's.	Resourcing & Ops		10.08.16
025		On WC-A return undertake a review of make ready process for all renal patients. Propose re-introduction of previous mark ready arrangements with Units in Leeds.	WC-A		10.08.16
027		Look at formatting a standardised renal dashboard.	HM/CS		10.08.16
030		As from Monday 08.08.16 all units to operate an advanced ready time system.	JG/EW/JR		10.08.16
031		Visit renal units to discuss and explain process for action above.	JG/EW/JR		10.08.16
032		Include a real time display status of all call handlers in Logistics on the wall board in comms.	AMcl		10.08.16
035		Individual member of staff to constantly review renal patients.	PE		10.08.16
036		Dail review of all breaches.	PE		10.08.16
037		Date and time of next meeting Wednesday 17.08.16 at 16:00hours location CD office	JGI		10.08.16
006	CC 26.07.16	JGI and EW to visit Streamline and determine why they are not using the Portal.	EW/WCA	02.08.16. EW and SM meeting this week. Update next call. Update 10.08.16. Now using portal. Some staff still need to be trained on how to use it. They are now aware of the KPI's therefore should see improvements.	18.8.16
008	CC 26.07.16	CD asked that we have effective engagement with units together with positive actions to improve performance.	ALL	02.08.16. CD to pick up when WC-A returns from annual leave. To discuss with WC-A and A-MK. Update 10.08.16. Needs to be reviewed. Dates received from Kaysha Maynard for future renal meetings with units & British Kidney Association	18.8.16
011	CC 26.07.16	AMcl to provide a breakdown of all the changes/actions which have recently been made together with colour coding.	AMcl	02.08.16. AMcl to provide JG with all information for file. AMcl and JG to ensure all actions have been captured.	18.08.16
020		Detailed review of Auto plan required. Feedback to AMcl and errors logged and actioned AMcl to feedback on discussions with Arbazz this morning.	All/Amc	10.08.16. Ongoing. Need to sit down an analyse prior to commisioners meeting.	18.08.16
021		Introduce allocating patients to different resources Taxi or VCS on Cleric for Seacroft, St James's and Beeston. Action plan required to roll out. Include masking of patients to regular resource.	AMc	10.08.16. Being set up by Cleric.	18.08.16
022		To reduce rotas vacant lines need to be blocked out. CS and LM's /SDM's to look at rotas and establish where vacant lines are.	CS/LM's/SDM's	10.08.16. Bradford& Airedale/Calderdale & Huddersfield outstanding. Complete by 17.08.16	18.08.16

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026		HM to provide a time frame based on a mini tender for renal patients.	HM	10.08.16. Outstanding. 18.08.16 Approximately 6 weeks	18.08.16
033		Cost up individual taxi journeys for each renal unit today. Forward to CS and JR for decision today.	SB/HM/JR	10.08.16. Ace Taxis quoting approx £11k for Pontefract. HW to compare with costs within the framework. Ongoing and needs evidence. Look at costings from Wakefield Council	18.08.16
038	Mtg 11.08.16	Amc to email team SOP on 7 steps for PDA's and smart phones. Confirm what step we are working to in relation to what starts pick up times and drop off times when drivers push button/hand brake on.	AMc		18.08.16
039		Interim update for commissioners to be given at meeting tomorrow	HM		18.08.16
040		Invite AA to next meeting	JG		18.08.16
014		LM's to provide breach reports for crews within their areas. Continue to review	JR/EW/HS	10.08.16. Training requirement for LM's need to be put in place. To be reviewed	25.08.16
015		Daily logs to be produced from local rota requirements and then reviewed by resourcing. Move to standardisation by day of the week.	SB	Update 05.08.16. Delayed until w/c 15.08.16 to be reviewed. 18.08.16 Workshop to be held on 22.08.16. Update next meeting	25.08.16
015		Daily logs to be produced from local rota requirements and then reviewed by resourcing. Move to standardisation by day of the week.	SB	Update 05.08.16. Delayed until w/c 15.08.16 to be reviewed. 18.08.16 Workshop to be held on 22.08.16. Update next meeting	02.09.16
034		All driver line including sub-contractors numbers to be picked up and distributed to team and units.	A-MK/WC-A	10.08.16. Working on. 18.08.16. A-MK to update at next meeting. 25.08.16 Send out to clinics etc and team.	02.09.16
42		Memo to be sent out regarding overtime codes to all staff.	CS	25.08.16. CS sent out 19.08.16 to LM's asking them to issue to all staff. LM's to confirm at next meeting	02.09.16