

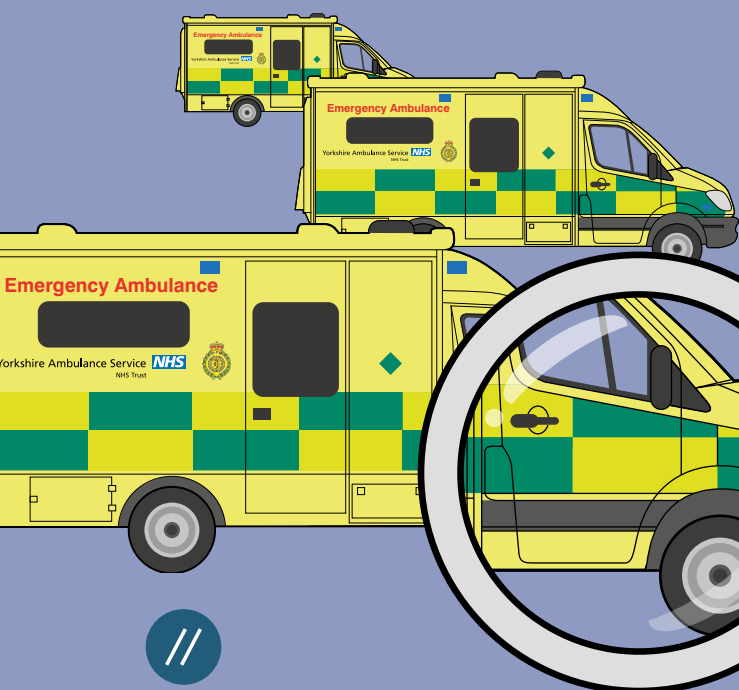


YAS FORUM ANNUAL REPORT
1 April 2015 – 31 March 2016

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

WELCOME

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 and helping us to achieve our vision.



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The Forum was established under the leadership of Trust Chairman Ms Della Cannings QPM who ended her term of office in May 2016. We would like to thank Della for her enthusiasm in creating and leading the YAS Forum and her commitment to supporting its work across our region.

Rod Barnes, Chief Executive



The Forum was established under the leadership of Trust Chairman Ms Della Cannings QPM who ended her term of office in May 2016. We would like to thank Della for her enthusiasm in creating and leading the YAS Forum and her commitment to supporting its work across our region. In the two years since it was introduced the Forum has played a key role in ensuring the views and opinions of the diverse communities we serve are heard and Forum Members continue to play an important role in the Trust's future development.

2015-16 was a busy year for the YAS Forum with lots of further initiatives planned throughout the coming months including a programme of summer roadshows, free first aid training for local community groups and a refreshed engagement plan designed to raise public awareness of the Trust and our range of services.

This report will be sent electronically to all YAS Members. If you'd like to become a YAS Member, would like more information on the role of the YAS Forum or would like further information on anything included in this report, please visit our website www.yas.nhs.uk or get in touch by emailing foundationtrust@yas.nhs.uk or calling 01924 584416.

We would like to take this opportunity to thank our YAS Forum Members for their hard work and dedication throughout 2015-16 and we look forward to seeing our plans for 2016-17 come to fruition.

Warm regards,

Rod Barnes
Chief Executive

Ali Richardson
Membership Manager





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



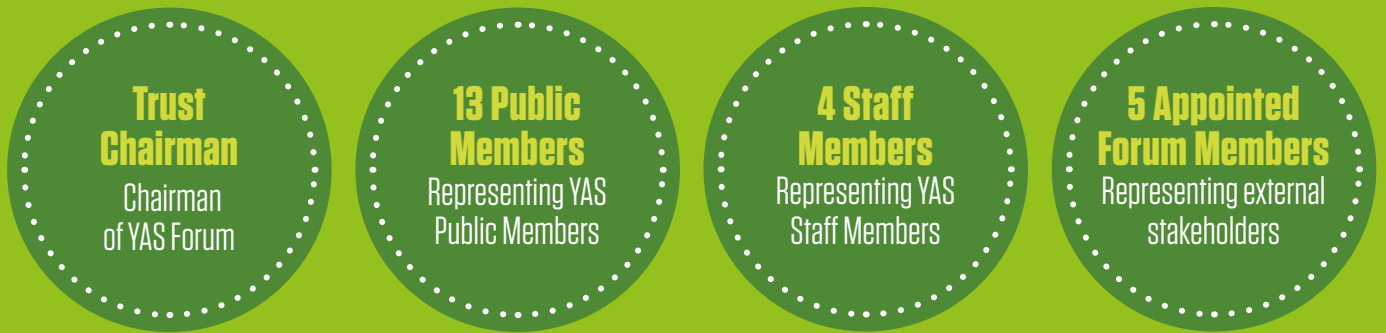
Former Trust Chairman, Ms Della Cannings QPM

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 Trust Board 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

YAS FORUM

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



The Forum is also assisted in its role by the:

- Chief Executive and other members of the Executive Team
- All 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.

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

The Forum continues to be committed to membership engagement and partnership working throughout the communities we serve including promoting our services through a series of 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 raised through normal channels or where 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



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 present the views, questions and comments of our staff on patient-facing services, the organisation and their day-to-day working lives to our Executive Team for discussion and action.

The Staff Forum has been involved in a number of projects throughout 2015-16 including:

Staff Cultural Audit

LGBT Network

Promoting the Staff Forum

Make Ready

Commenting on Trust Strategies

Diversity and Inclusion

Workforce Plan

Vehicles and Equipment

Terrafix Communication Systems

Freedom to Speak Up

Staff Wellbeing Groups

Patient Care Records

Black and Minority Ethnic Network

Data Flagging

Staff Forum in Action

Paramedic and Staff Forum Member Lee Murphy, has played a key role in the design and development of our new fleet of frontline vehicles. Lee visited ambulance stations across the region to gather staff feedback on a prototype vehicle before production started.

Patients and members of the public also got the chance to explore the prototype vehicle when it was put on display at the YAS Winter Roadshow in November 2015.

Lee fed-back his findings to be incorporated into the final build, with a fleet of 109 ambulance vehicles now in production and due for delivery throughout autumn and winter.

Lee Murphy
Paramedic and Staff Forum Member
East Yorkshire



If you would like to contact a member of the Staff Forum please email
StaffForum@yas.nhs.uk

YAS FORUM MEMBERS 2015-16

Public Members

NORTH



John Batt
Lead Forum Member



Edwina Shachar



John Cunnington



Gavin Wray*

SOUTH



Rod Spratley
Deputy Lead Forum Member



Dennis Shaw



Vacancy

WEST



Stan Hardy



Rob Higgie



Karamjeet Singh Virdee



Jessica Shiels



Ash Choudry



John Egglestone

If you would like to contact a member of the YAS Forum please email foundationtrust@yas.nhs.uk or phone **01924 584416**

* Gavin resigned from the YAS Forum in November 2015.



TRUST CHAIRMAN



Ms Della M Cannings QPM
1 April 2015 to 9 May 2016 (end of term of office)

STAFF MEMBERS



Simon Talbott



Lee Murphy



Mark Wright



Olivia Eames

Appointed Members

Dawn Hanwell, Chief Financial Officer, Leeds and York Partnership NHS Foundation Trust;
Bob Kirton, Director of Strategy and Business Development, Barnsley Hospital NHS Foundation Trust;
John Mothersole, Chief Executive Officer, Sheffield City Council;
Cllr Lynn Healing, East Riding of Yorkshire Council;
Superintendent Pat Casserly, West Yorkshire Police.

If you would like to contact an Appointed Member please email foundationtrust@yas.nhs.uk or phone **01924 584416**.

YAS FORUM MEETINGS

The YAS Forum meets quarterly at locations throughout the Yorkshire and Humber region. Below is a timeline of our 2015-16 meetings and the matters discussed.

MAY 2015

- The first meeting of the year was kindly hosted and arranged by Appointed Member Superintendent Pat Casserly of West Yorkshire Police and his team and was chaired by Deputy Chairman Pat Drake.
- YAS Forum Members were given an insight into what goes on 'behind the scenes' of a multi-agency incident with a live demonstration involving ambulance, fire and police held at Carr Gate Training Facility, Wakefield.
- YAS Forum Members were asked for their feedback on our One-year Operating Plan 2015-16 following a presentation by Dr David Macklin, Executive Director of Operations and Alex Crickmar, Deputy Director of Finance.
- Lee Murphy, Paramedic and Staff Forum Member, updated the wider YAS Forum on several staff projects including frontline vehicle design and specification and frontline uniform design.
- Mark Wright, Paramedic and Staff Forum Member, updated the wider YAS Forum on our Membership Engagement Plan 2015-16.

JULY 2015

- The second meeting of the year was held at the Mercure Hull Grange Park Hotel in Willerby and was chaired by Trust Chairman Ms Della Cannings QPM.
- YAS Forum Members gathered to feedback on the first YAS Forum Annual Report and to receive an update on our January 2015 Care Quality Commission (CQC) inspection from Associate Director of Quality and Nursing Karen Warner.
- Executive Director of Operations Dr David Macklin presented to the Forum on our A&E performance delivery and trajectory.
- Mark Wright, Paramedic and Staff Forum Member, presented to the group on a suite of materials being developed to support community engagement, including a video toolkit project, a suite of short films about the Trust and our services.



On behalf of the YAS Forum, I'd like to thank Superintendent Pat Casserly and his team, West Yorkshire Fire and Rescue and the YAS Hazardous Area Response Team for arranging and taking part in the example exercise during our May 2015 meeting. It was incredible to see the speed and efficiency with which all our blue light services deal with such an incident and their professionalism throughout was a credit to all three organisations.



Rod Spratley, Deputy Lead Member, YAS Forum





OCTOBER 2015

- The third meeting of the year was held at the Holiday Inn Dodworth in Barnsley and was chaired by Deputy Chairman Pat Drake.
- YAS Forum Members welcomed Lead Member John Batt to the meeting and listened to a short update about John's priorities within the role.
- Chief Executive Rod Barnes discussed our CQC Action Plan following the results of our January 2015 inspection.
- An update on our financial position was provided to the YAS Forum by Interim Director of Finance and Performance Robert Toole.



JANUARY 2016

- The final meeting of the 2015-16 year was held at the Sheffield Hilton Hotel and was chaired by Chairman Ms Della Cannings QPM.
- YAS Forum Members were given first aid familiarisation training by Community and Commercial Education Trainer Don Buxton.
- Executive Medical Director Dr Julian Mark provided a presentation on the West Yorkshire Urgent and Emergency Care Network Vanguard Programme.
- YAS Forum Members were introduced to the national NHS initiative 'Freedom to Speak Up' by Executive Director for Standards and Compliance Steve Page, who also provided a further update on our CQC Action Plan.
- John Batt Lead Forum Member provided an update on his activities since the last meeting and announced Rod Spratley had accepted the role of Deputy Lead Forum Member.



Former Trust Chairman, Ms Della Cannings QPM, with Her Majesty's Lord Lieutenant for North Yorkshire Mr Barry Dodd

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 2015-16 below.

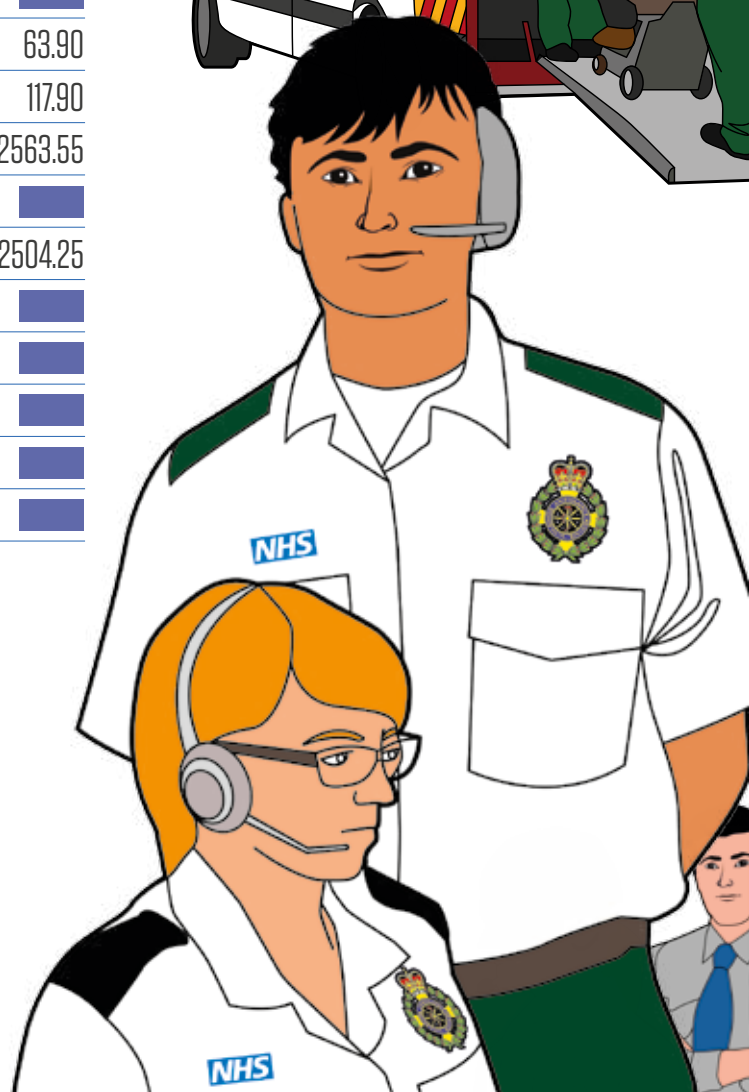
Public YAS Forum Member Expenses

	£
John Batt (North)	34.20
Edwina Shachar (North)	145.30
Dennis Shaw (South)	■
Rod Spratley (South)	179.16
Vacancy	■
John Cunnington (East)	560.45
Gavin Wray (East)	296.25
John Egglestone (West)	132.03
Rob Higgle (West)	53.10
Stan Hardy (West)	100.80
Karamjeet Singh Virdee (West)	241.70
Jessica Shiels (West)	■
Ash Choudry (West)	63.90
Olivia Eames (Staff Forum - Support)	117.90
Lee Murphy (Staff Forum - Frontline)	2563.55
Simon Talbott (Staff Forum - Frontline)	■
Mark Wright (Staff Forum - Frontline)	2504.25
Supt Pat Casserly (Appointed)	■
Dawn Hanwell (Appointed)	■
Cllr Lyn Healing (Appointed)	■
John Mothersole (Appointed)	■
Bob Kirton (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.

Staff Forum Members attend regular meetings held across the wider Yorkshire region and this is reflected in their expenses detailed above.



MEETING ATTENDANCE



YAS Forum Meeting Attendance	Meeting Date			
	12.05.15	14.07.15	13.10.15	12.01.16
Ms Della Cannings QPM (Trust Chairman)	✗	✓	✗	✓
Pat Drake (Deputy Chairman)	✓	✗	✓	✗
John Batt (North)	✓	✓	✓	✓
Edwina Shachar (North)	■	✓	✓	✓
Dennis Shaw (South)	✓	✗	✓	✗
Rod Spratley (South)	✓	✗	✓	✓
John Cunnington (East)	✗	✓	✓	✓
Gavin Wray (East)	✓	✗	✓	■
John Egglestone (West)	✗	✓	✗	✓
Rob Higgin (West)	✓	✓	✓	✓
Stan Hardy (West)	✗	✓	✗	✓
Karamjeet Singh Virdee (West)	✓	✓	✓	✓
Jessica Shields (West)	✓	✗	✓	✓
Ash Choudry (West)	✓	✗	✓	✗
Olivia Eames (Staff Forum - Support)	✓	✓	✗	✓
Lee Murphy (Staff Forum - Frontline)	✓	✗	✓	✓
Simon Talbott (Staff Forum - Frontline)	✓	✓	✗	✓
Mark Wright (Staff Forum - Frontline)	✓	✓	✓	✓
Supt Pat Casserly (Appointed)	✓	✓	✓	✓
Dawn Hanwell (Appointed)	✗	✗	✓	✗
Cllr Lyn Healing (Appointed)	■	✗	✗	✗
John Mothersole (Appointed)	✗	✗	✓	✗
Bob Kirton (Appointed)	■	■	✓	✓

■ Attendance not required.



COMMUNITY ENGAGEMENT

A key role of the YAS Forum is to engage with our Membership, patients and the general public. Forum Members regularly support our ongoing programme of public engagement events.

2015-16 was a busy year seeing the team visit a wide variety of community groups and clubs as well as holding a series of open day events across the Yorkshire and Humber region.

The events provide the opportunity for Forum Members to speak to the wider Membership, patients and the general public in order to gather opinions and feedback for the Trust. They also offer the chance to raise awareness of our full range of services and for Forum Members to act as public ambassadors for the Trust.

The YAS Winter Roadshow

November 2015 saw the first YAS Roadshow come to Wakefield, with a week-long pop-up shop being held at the Ridings Shopping Centre from Monday, 23 November to Sunday, 29 November.

Over 1,100 people visited the YAS Winter Roadshow with 392 stopping-by on the Saturday alone.

The event showcased the work of the Trust including the history of the ambulance service, uniforms across the decades and a chance to have a look around a brand new Trust vehicle and a vintage ambulance (kindly on loan from The Emergency Services Museum in Sheffield).

Information was also available on working at YAS, joining our apprenticeship schemes, volunteering as a Community First Responder or a Volunteer Car Service driver and appropriate use of our services.

Free first aid training was on offer focusing on cardio pulmonary resuscitation (CPR), choking and falls and this proved particularly popular.

The event was the first of its kind for the Trust and was a resounding success, so much so, that a series of summer roadshows are now underway across the wider region as part of our 2016-17 programme.

Our community engagement activity for 2016/17 will include the principles of the NHS Equality Delivery System 2, where we will build key components of diversity and inclusion into our engagement activity with a diverse range of communities across the Yorkshire and Humber region.





Those who attended the YAS Winter Roadshow were offered the opportunity to feedback to the Trust on both the event and their wider experience of the service using a 'comment wall'. Here is a selection of some of the comments received:

Thank you so much
to the ambulance service
(when I was ill and
on my own)
for saving my life!
GP

I am eternally
grateful to YAS
staff - they are
very kind. They
take me to hospital
appointments -
I couldn't have
coped without your
service.
Mrs Adams

Big thank you to the staff
working here! Very helpful and
were able to answer the questions
I asked. The service is valuable and
if more people knew what to do it
would be better for the people of
West Yorkshire.

The Wainwright Family

Really great
service to create
awareness.
Great people!

Keep up
the good work,
my little boy
enjoyed the
pop-up shop.
Thanks!
Carly

When we needed
the service - it responded
and it was quality!
Staff were caring
and concerned.
DIP

We cannot
do without you,
thank you!



COMMUNITY VISITS AND FREE FIRST AID TRAINING

As part of our engagement programme we provide free first aid training and community visits raising awareness of the Trust and our services for community groups across the Yorkshire and Humber region.

Throughout 2015-16 this included nurseries, schools, social groups, family fun days, galas and other community events such as the Crofton Family Fun Day in August 2015 and the free first aid awareness course delivered to the Pakistani Muslim Ladies Community Centre in Tinsley in January 2016.



Community and Commercial Education Trainer Don Buxton visited Greenhill Primary School and over 70 four and five-year-olds got to take a look around our education ambulance and learn more about the ambulance service. Will Wood, Foundation Stage Phase Leader at Greenhill Primary School, said: "The visit was absolutely fantastic, exactly what we were hoping to achieve! The ambulance had the desired 'wow' factor. Don was patient, polite, friendly and understanding of the four and five-year-olds that he was working with... I look forward to doing it again next year."



Community and Commercial Education Trainer Don Buxton delivering first aid training to two groups of young people at Brathay Trust Bradford Youth Centre in August 2015.



Don Buxton, Community and Commercial Education Trainer delivering free first aid awareness training to a group of Bangla mums and their children at Holycroft Primary School in Keighley.



Community and Commercial Education Trainer Don Buxton delivering free first aid awareness training to a group of patients at The Nelson Practice, Doncaster.

Any community group can benefit from our free first aid training. If you or anyone you know would like to request a training session, please email foundationtrust@yas.nhs.uk or call **01924 584416**.



Trust Chairman Ms Della M Cannings QPM, Membership Manager Ali Richardson, East Yorkshire Public Member John Cunington and PTS Volunteer and Sub-Contractor Coordinator Jo Rawnsley at a public engagement event



Fiona Goulding, Organisational Learning Facilitator promoting the YAS Apprenticeship Programme at the YAS Annual General Meeting



Ali Richardson, Membership Manager, promoting the YAS Forum and Membership at the YAS Annual General Meeting



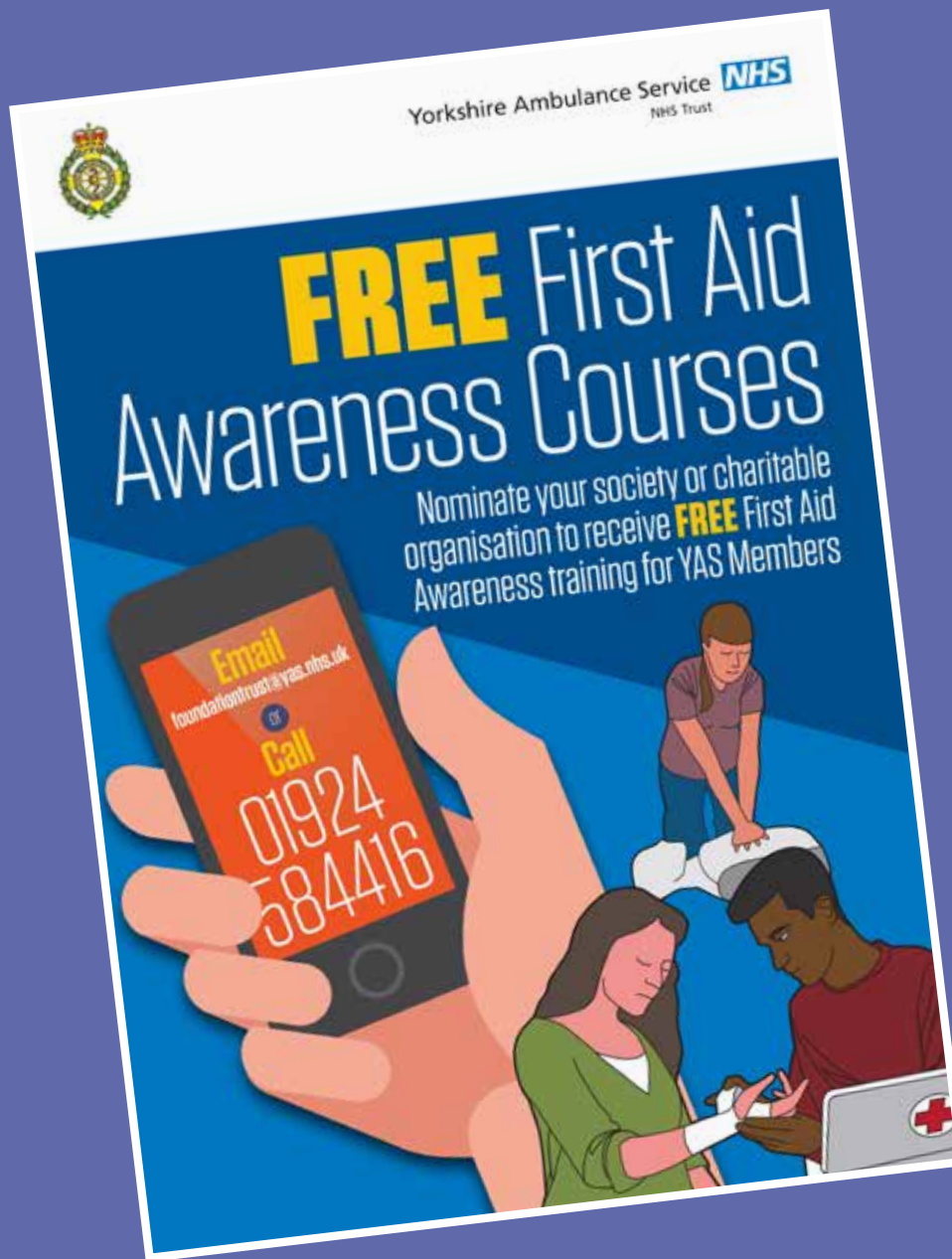
Jo Rawnsley, PTS Volunteer and Sub-Contractor Coordinator and Rosie England, PTS Administration Support, promoting the YAS Volunteer Car Scheme at the YAS Annual General Meeting



Members of the public listening to Ms Della M Cannings QPM, Trust Chairman, speak at the YAS Annual General Meeting



Don Buxton, Community and Commercial Education Trainer, promoting the Trust at the Bradford Health Mela



Tell us what you think

Do you have any questions, comments or ideas to put to your Forum Members?

The YAS Forum is always keen to hear from our Members. Please do not hesitate to get in touch by emailing our Membership Team at foundationtrust@yas.nhs.uk stating the the area you live in or the Forum Member you would like to make contact with and we'll pass on your query.

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 foundationtrust@yas.nhs.uk or call **01924 584416**.