



Yorkshire Ambulance Service



NHS Trust



YAS FORUM ANNUAL REPORT 2014-15

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

OUR VISION

Providing world-class care for the local communities we serve is YAS' vision for the residents of Yorkshire and the Humber. YAS Forum (the Forum) is here to help the Trust achieve this by:

Continually improving patient care

Setting high standards of performance

Always learning

Spending public money wisely

The YAS Forum held its first meeting in July 2014; its role is to assist the Trust to shape and develop its service provision in an open, transparent and accountable manner. This, the first of our Annual Reports to the YAS Trust Board, includes some of the ways in which we have contributed to YAS achieving its vision:

- Representing the interests of the YAS Membership, public, staff and partner organisations and feeding back information about the Trust to these groups;
- Individually and collectively championing the Trust's vision and values;
- Informing and providing insight in to the development of Trust strategies and plans through engagement with the YAS Membership, 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;
- Commenting on the Trust's Annual Report, Quality Accounts and Financial Summary;
- Engaging in the development and implementation of the Membership Strategy, including effective two-way engagement and communication with YAS Members;
- Supporting the Trust in growing its Membership.



YAS FORUM



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

- Trust Chairman**
Chairman of 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:

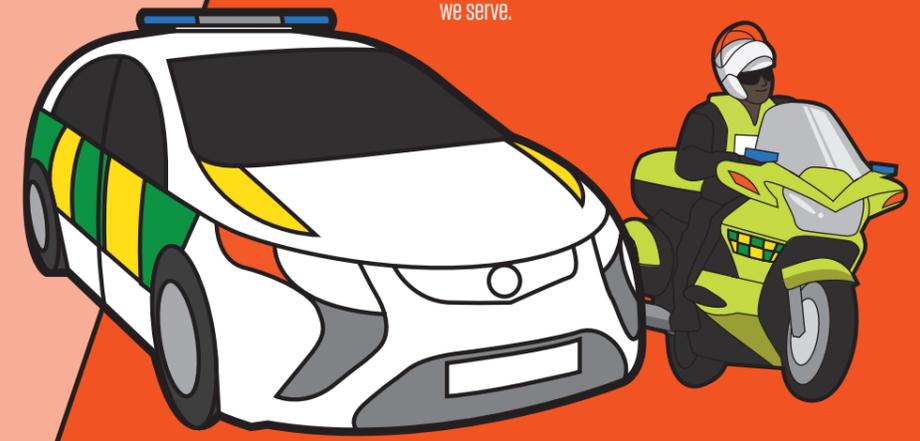
- Chief Executive and other members of the Executive Team
- All Non-Executive Directors including the Senior Independent Director
- The Trust Secretary
- YAS Membership Manager
- Staff Forum

YAS is on a journey to become an NHS Foundation Trust (FT). NHS FTs are membership organisations that are free from central government control which means that we will have a lot more freedom to shape the way that we provide and develop services for our patients.

We have exceeded our targets for public and staff membership and now have over 11,500 members.

Our FT application (like all other aspirant FT applications) has been put on hold until the Care Quality Commission's (CQC's) quality inspection report on the Trust (which was carried out in January 2015) has been published. Following its publication YAS will review its plans prior to the final stages of Monitor's authorisation process. When we are given the 'green light' from Monitor*, the Trust will be in a position to hold elections for a Council of Governors and the Forum will be dissolved.

During this period, the Forum continues to be committed to membership engagement and partnership working throughout the communities we serve.



*Monitor

// We have exceeded our targets for public and staff membership and now have over 11,500 members.

YAS FORUM MEMBERS 2015

Public Members

EAST



John Cunnington



Gavin Wray



Edwina Shachar



John Batt

NORTH

SOUTH



Dennis Shaw



Rod Spratley



Tony Dutton

WEST



John Egglestone



Stan Hardy



Rob Higgie



Karamjeet Singh Virdee



Jessica Shiels



Ash Choudry

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

Trust Chairman



Della Cannings QPM



Staff Members

FRONTLINE



Simon Talbott



Lee Murphy



Mark Wright

SUPPORT



Olivia Eames

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

Appointed Members

Dawn Hanwell, Chief Financial Officer, Leeds and York Partnership NHS FT; Karen Kelly, Director of Operations, Barnsley Hospital NHS FT; John Mothersole, Chief Executive Officer, Sheffield City Council; Cllr Lynn Healing, East Riding of Yorkshire Council; Superintendent Pat Casserley, 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



Inaugural Meeting

The YAS Forum Inaugural Meeting was held on 8 July 2014 at the Holiday Inn, Dodworth, Barnsley, and was attended by elected and appointed Forum Members and the Trust Board of Directors who discussed the role of the Forum and how it will help YAS to develop services for patients throughout Yorkshire and the Humber.

At their first meeting, Forum Members discussed patient and public engagement and how the Forum will work with the Trust, its Membership, patients' representatives in the community and its wide range of stakeholders to develop future patient services.

To welcome YAS Forum Members and provide them with a better understanding of how YAS operates both strategically and operationally, initially, as part of their induction package, they were given the opportunity to meet the Chairman individually and other members of the Trust Board. Members also visited the Trust's Emergency Operations and NHS 111 Call Centres.

At the inaugural meeting Della Cannings QPM, Trust Chairman and Chairman of the Forum commented: "The Forum is an idea developed by the Yorkshire Ambulance Service Trust Board to represent the Trust's 11,500 Members across Yorkshire and the Humber and give people the opportunity to be involved in the development of future services in an open, accountable and transparent way. We encourage anyone over 16 years of age living in the Trust area to become a YAS Member."



YAS Forum Members – Inaugural Meeting 8 July 2014

"We believe that this is the first initiative of this kind for an NHS Trust in England and are very much looking forward to listening to the views of Forum Members and working with them to help shape future services at the Trust to ensure they meet the needs of local communities."

October 2014 Meeting

The second YAS Forum Meeting was held on 7 October 2014 at Thorpe Park Hotel in Leeds. The meeting was chaired by Pat Drake, Deputy Chairman at YAS.

The YAS Forum listened to presentations about Handling the Media by Elaine Gibson, Head of Corporate Communications and Quality Assurance given by Steve Page, Executive Director of Standards and Compliance.

Forum Members, importantly also began to develop relationships not just with each other but also with the local communities they represent. The Staff Forum, comprising four elected staff members who represent YAS' 4,800 staff, formed their own sub-group, began to meet regularly with the Chief Executive and Executive Director of Operations and other members of the senior management team to feedback the views of staff.

January 2015 Meeting

The YAS Forum held its first meeting of the New Year at the recently-opened Manor Mill Lane Resource Centre in South Leeds, the new base for the Trust's Hazardous Area Response Team (HART), on Tuesday 13 January.

The meeting was chaired by Ms Della Cannings QPM, YAS Chairman, and attended for the first time by new Chief Executive Rod Barnes who was introduced to YAS Forum Members.

Representatives from the Care Quality Commission (CQC) were in attendance as part of their inspection and Forum Members were invited to give their feedback on YAS' services and developments to the inspectors.

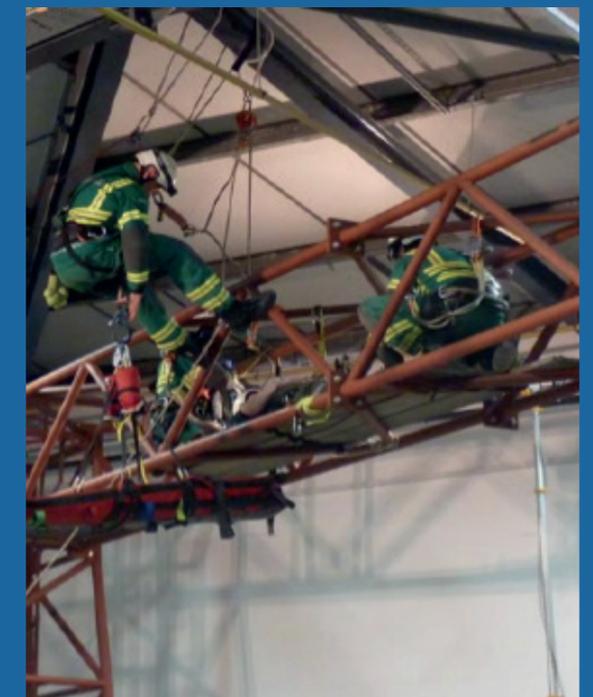
At the meeting there were presentations about the work of our Patient Transport Services (PTS) and Resilience Team, which included a demonstration by the HART. Forum Members gained a greater understanding of YAS' work, how PTS supports them and our specialist teams in times of greatest need.



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Demonstration by the Hazardous Area Response Team



May 2015 Meeting

The YAS Forum was given a unique insight into the work of the blue-light services when a mock incident was staged at its latest meeting.

The reconstruction of a road traffic collision by the police, fire and ambulance service showed how the emergency services work together in this type of situation.

The get-together of the YAS Forum took place on Tuesday 12 May 2015 at the West Yorkshire Police Training and Development Centre, Wakefield, and was chaired by Pat Drake, Deputy Chairman at YAS.

The meeting kicked off with a presentation from Ian Walton, Associate Director of Resilience and Special Services, on the Tour de Yorkshire and the part that YAS staff played in making it a success. The YAS Forum Members thoroughly enjoyed this presentation and welcomed the opportunity to see the planning that went on behind the scenes of this major event.

During the meeting, the YAS Forum members were asked to give their feedback on the draft YAS One Year Operating Plan 2015-16 and a short presentation on the plan was given by Dr David Macklin, Executive Director of Operations, and Alex Crickmar, Interim Executive Director of Finance and Performance. Forum Members gave positive and engaging feedback on the plan. Lee Murphy, Paramedic and Staff Forum Member, gave a short update on their staff-related projects including staff uniforms, frontline emergency vehicle design and specification and building relationships with the staff liaison network membership. Mark Wright, Paramedic and Staff Forum Member, gave a Membership Sub-Group update on their Membership Engagement Plan 2015-16 and a video toolkit.

Members of the YAS Forum would like to thank West Yorkshire Police Superintendent Pat Casserley and his team for hosting the YAS Forum Meeting and their hard work in organising the joint working demonstration.

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Lead YAS Forum Member Role

Ian Braithwaite was elected as Lead YAS Forum Member on 19 February 2015. Sadly, Ian had to resign from his position of Lead YAS Forum Member/ YAS Forum Member (North) due to personal reasons in April 2015. The position is still vacant and appointing a new Lead Forum Member is currently on hold pending further information about the Trust's FT trajectory.

YAS Forum Membership Sub-Group

During the inaugural meeting it was decided to form a Membership Sub-group to produce an engagement plan which would:

- recruit to the then current YAS Forum Public and Staff vacancies;
- raise public awareness of the YAS Forum;
- increase Public Membership to ensure it represents the communities we serve.

The Membership Sub-Group suggested two actions to achieve this:

- Produce an activity log which will be regularly updated to reflect YAS Forum Members planned engagement work;
- Create a generic presentation with video toolkit to communicate core messages about YAS and its varied and diverse services within their communities.

The suite of videos will be used internally to promote volunteering, working for YAS and Charitable Funds. The aim is to create an informative, imaginative, people-centric body of videos that will provide a detailed but accessible view of YAS and the YAS Forum which can be publicised using various multimedia channels.

The objective is to produce a series of seven videos that will:

- provide an overview of YAS;
- demonstrate the 999 process;
- demonstrate when to call NHS 111;
- provide an overview of PTS;
- actively promote volunteering activities;

- provide an overview of YAS Charitable Fund;
- emphasise the importance of becoming a FT.

Filming commenced in June 2015 at a community roadshow in Scarborough. Staff were overwhelmed by the amount of public support and the number of volunteers who expressed an interest to be part of the filming process. Members of the public were encouraged by the video toolkit approach and praise was given for our innovative approach to raising public awareness of healthcare and the services that we provide.

The Membership Sub-group will have regular meetings with the producers of the video toolkit to keep them updated, and in turn, the sub-group will update the Forum and ask for their feedback and support during the editing process.

Staff Forum Members

The YAS Forum Staff Members were elected in May 2014 to act as staff representatives to help the organisation deliver services. The sole agenda of the Staff Forum is to represent colleagues from frontline patient-facing services including A&E Operations, the Patient Transport Service (PTS), Emergency Operations Centre, NHS 111 and support services.

Staff Forum Members present the views, questions, comments and feedback on the organisation, the working lives of staff and patient services directly to the YAS Executive Board for discussion and action.

Staff Forum Members have been working hard on staff-related projects such as staff uniforms, the design and specification of frontline emergency vehicles, building relationships with YAS staff and have been pro-active in engaging with the Staff Liaison Network.

Staff Forum Members continue to have monthly meetings with the Trust's Chief Executive and Executive Director of Operations to discuss staff views and current projects, which they can then feedback to staff.



YAS Chairman, Ms Della Cannings QPM, Membership Manager, Ali Richardson, East Yorkshire Public Member, John Cunnington and PTS Volunteer and Sub Contractor Coordinator, Jo Rawnsley public engagement event.



YAS Forum Members were asked to volunteer and attend as many events as possible. This has been a great success so far and provided an opportunity for YAS Forum Members to engage with service users and act as ambassadors for the Trust.



YAS Forum Member Badges

YAS responded to a request from the Forum to provide identification badges for each of the Members. Guidelines as to the conditions of using the badge to avoid any potential confusion were provided.

Membership Engagement

An engagement timeline incorporating over 30 different events across Yorkshire has been created for 2015-2016. The aim of the events is to engage with local communities, promote YAS and raise public awareness of our services.

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At the end of its first year, YAS Trust Chairman Ms Della Cannings QPM, said: "It has been a pleasure and privilege to work with each of the Members of YAS Forum over the last year, to see the development of constructive two-way dialogue between the Trust and its public, staff and appointed representatives who have given freely of their time and are committed to YAS' vision to provide world-class care for the local communities we serve."

"My thanks go to each of you, and I look forward to continuing to work with YAS Forum over the next 12 months as we progress towards Foundation Trust authorisation and in delivering even better services for all our patients."



YAS FORUM MEMBERS EXPENSES

In the spirit of Yorkshire Ambulance Service's commitment to openness and transparency, the Trust Board has decided to publish details of each YAS Forum Member's annual expense claims for 2014 - 2015.



Della Cannings (Trust Chairman)	£	
Ian Braithwaite (Constituency North)	£	
John Batt (Constituency North)	£	
Edwina Shachar (Constituency North)	£	
Reverend Tony Dutton (Constituency South)	£	146.35
Dennis Shaw (Constituency South)	£	
Rod Spratley (Constituency South)	£	
John Cunningham (Constituency East)	£	515.65
Gavin Wray (Constituency East)	£	
John Egglestone (Constituency West)	£	142.93
Rob Higgie (Constituency West)	£	202.50
Stan Hardy (Constituency West)	£	81.00
Karamjeet Singh Virdee (Constituency West)	£	184.50
Jessica Shields (Constituency West)	£	
Ash Choudry (Constituency West)	£	
Nicola Stamp (Staff Front-line)	£	1325.25
Olivia Eames (Staff Support)	£	
Lee Murphy (Staff Front-line)	£	252.00
Simon Talbot (Staff Front-line)	£	
Mark Wright (Staff Front-line)	£	1044.00
Supt Pat Casserly (Appointed)	£	
Dawn Hanwell (Appointed)	£	
Cllr Arthur Hodgson (Appointed)	£	98.10
Cllr Felicity Temple (Appointed)	£	
Cllr Lyn Healing (Appointed)	£	
Karen Kelly (Appointed)	£	
John Mothersole (Appointed)	£	

■ No expenses claimed by member



YAS FORUM MEETING ATTENDANCE RECORD

Date of Meeting	Della Cannings (Trust Chairman)	Ian Braithwaite (Constituency North)	John Batt (Constituency North)	Edwina Shachar (Constituency North)	Reverend Tony Dutton (Constituency South)	Dennis Shaw (Constituency South)	Rod Spratley (Constituency South)	John Cunningham (Constituency East)	Gavin Wray (Constituency East)	John Egglestone (Constituency West)	Rob Higgie (Constituency West)	Stan Hardy (Constituency West)	Karamjeet Singh Virdee (Constituency West)	Jessica Shields (Constituency West)	Ash Choudry (Constituency West)	Nicola Stamp (Staff Front-line)	Olivia Eames (Staff Support)	Lee Murphy (Staff Front-line)	Simon Talbot (Staff Front-line)	Mark Wright (Staff Front-line)	Supt Pat Casserly (Appointed)	Dawn Hanwell (Appointed)	Cllr Arthur Hodgson (Appointed)	Cllr Felicity Temple (Appointed)	Cllr Lyn Healing (Appointed)	Karen Kelly (Appointed)	John Mothersole (Appointed)
08.08.14	✓	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	✗	✓	✗	✗	✓	✓	✓	✓	✓	✗	✗	✓	✓
07.10.14	✗	✓	✓	✗	✗	✓	✓	✓	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗
13.01.15	✓	✗	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗
12.05.15	✗	✗	✓	✗	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗

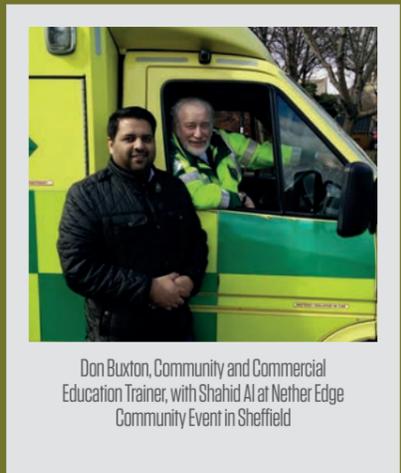


FOUNDATION TRUST TEAM OUT AND ABOUT IN 2014-2015

FREE FIRST AID AWARENESS COURSES 2014-2015



John Nutton, Non-Executive Director (Designate), and Don Buxton, Community and Commercial Education Trainer, at Queen Elizabeth Grammar School, West Yorkshire



Don Buxton, Community and Commercial Education Trainer, with Shahid Al at Nether Edge Community Event in Sheffield



Foundation Trust Team in Wakefield Town Centre as part of National Volunteers' Week 2015



Don Buxton, Community and Commercial Education Trainer, with members from Deepcar Medical Centre Patient Group, who received free first aid awareness training and registered to become Foundation Trust Members

The Foundation Trust Team has been out and about across the region, meeting members of the public, recruiting new members, providing free first aid awareness training and delivering public health messages



Hester Rowell, former Head of Stakeholder Engagement, delivering key public health messages at Lakeside in Doncaster



YAS Forum Member, Karamjeet Singh Virdee, talking to Barnsley residents



Foundation Trust Team delivering free first aid awareness training to Thorne Older People's Group



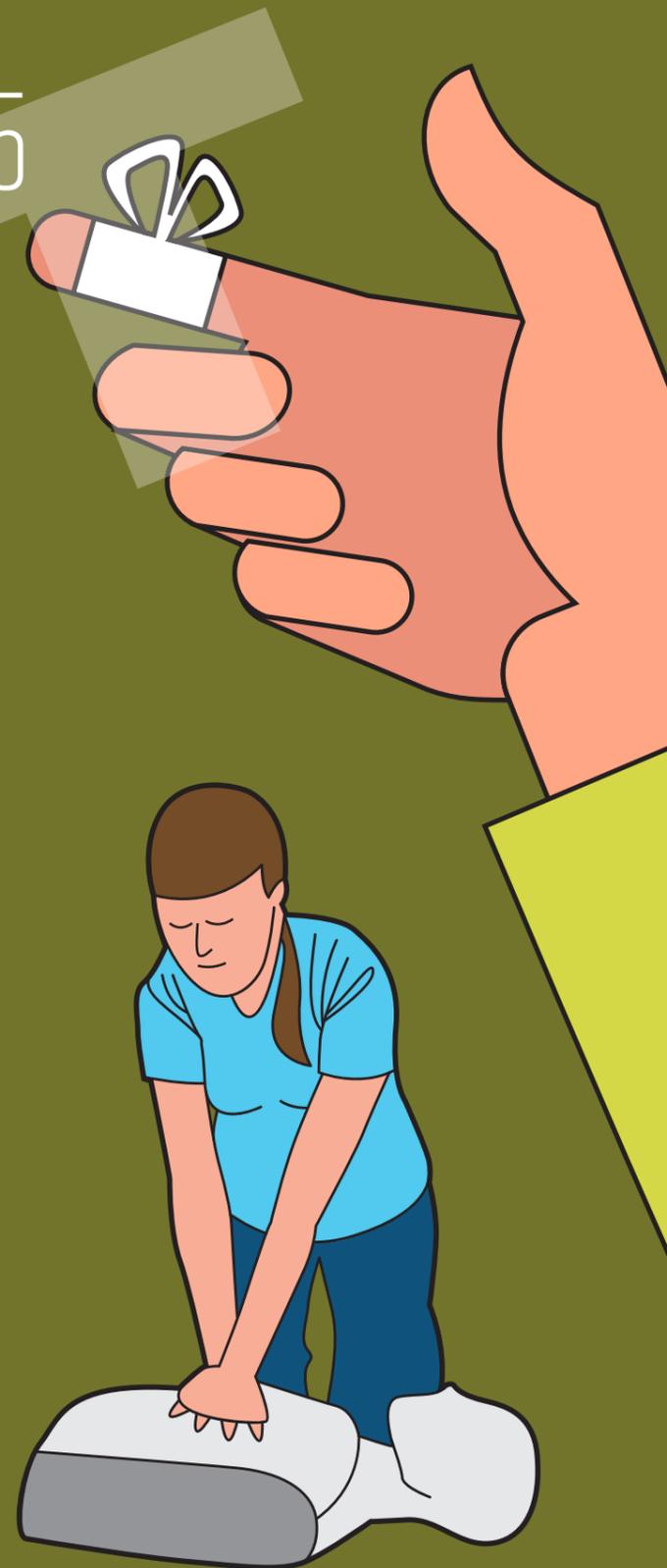
Ali Richardson, Membership Manager, with students from Selby College, learning more about our Foundation Trust journey

Don Buxton, Community and Commercial Education Trainer, at YAS has again been very busy across the whole of Yorkshire delivering the free first aid awareness sessions to groups of YAS FT Members within their own communities.

Some of the diverse community groups that we have delivered training to include:

- The York Gypsy Traveller Trust
- Roshni Ghar, Keighley (Bengali Women's Health Support Group)
- Aviation Academy and Business students at Craven College, Skipton
- ESOL students at Earl Marshall Campus, Sheffield
- Business students at City College, Sheffield
- Business students at Selby College
- Deepcar Medical Centre Patient Participation Group
- Thorne Older People's Network
- Church groups across West and North Yorkshire
- Darnall Forum, Sheffield
- Sheffield Mental Health Action Group
- Women's Institute, Ecclesall Road, Sheffield.

If anyone would like their community to benefit from this free training, they should email foundationtrust@yas.nhs.uk or phone 01924 584416.





DRAFT

Tell us what you think

The YAS Forum is always keen to hear from members. Do you have any questions, comments or ideas to put to your Forum Members? If so, we want to hear from you! Please contact the Foundation Trust office, email foundationtrust@yas.nhs.uk stating the name of your constituency or Forum Member you would like to make contact with in the subject line of your email.

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 phone **01924 584416**.