





# Integrated Performance Report

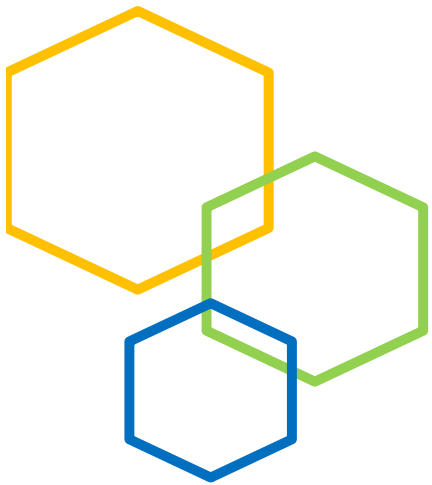
## August 2020

The following report outlines performance, quality, workforce and finance as identified by nominated leads in each area. All these areas link to the quality of care for patients provided by the Yorkshire Ambulance Service across three main service lines (999, PTS and IUC).

<b>Improvement Model Ambulance</b> (July 2019)	Single Oversight Framework Score	Inspected and rated
		<b>Good</b> 



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# EXECUTIVE OVERVIEW

# One Team, Best Care

## Our purpose is

to save lives and ensure everyone in our communities receives the right care, whenever and wherever they need it



with our core values embedded in all we do



## Our Vision

By 2023 we will be trusted as the best urgent and emergency care provider, with the best people and partnerships, delivering the best outcomes for patients

## Our Ambition for 2023 is that



Delivery is directly supported by a range of enabling strategies



Patients and communities experience fully joined-up care responsive to their needs

Our people feel empowered, valued and engaged to perform at their best

Our Ambitions for 2023

We achieve excellence in everything we do

We use resources wisely to invest in and sustain services

Our Key Priorities

- 1 Deliver the best possible response for each patient, first time.
- 2 Attract, develop and retain a highly skilled, engaged and diverse workforce.
- 3 Equip our people with the best tools, technology and environment to support excellent outcomes.
- 4 Embed an ethos of continuous improvement and innovation, that has the voice of patients, communities and our people at its heart.
- 5 Be a respected and influential system partner, nationally, regionally and at place.
- 6 Create a safe and high performing organisation based on openness, ownership and accountability.
- 7 Generate resources to support patient care and the delivery of our long-term plans, by being as efficient as we can be and maximising opportunities for new funding.
- 8 Develop public and community engagement to promote YAS as a community partner; supporting education, employment and community safety.

The Service Transformation programme will help to deliver the Trusts strategic Plans and ensure that internal plans are aligned to external system pressures. As part of the Trust's planning for recovery and re-setting the Transformation Programme is under review.



### External System Pressures

- National Phase 3 Planning Guidance now released; requiring system level planning submission, based on Activity, Workforce and Finance.
- Demand modelling and assumptions being developed against the guidance.
- Increased emphasis on the NHS People Plan and Mental Health Guidance.
- Ongoing YAS engagement with system level planning to support Phase 3 Plan submission.
- Winter and flu vaccination planning commenced.
- Further analysis being undertaken across each ICS to understand capacity and resource requirements until March 2021.
- Engagement continuing, to develop a regional approach to NHS111 response, supporting wider system capacity and flow.
- YAS engagement in wider planned care forums to ensure YAS service offers remain appropriate and effective.



Service Line	Indicator ID		Exception Commentary
IUC	001		IUC is seeing demand above contract ceiling levels 11.7% in August, specific briefing notes have been completed to commissioners on this issue.
			Clinician Called Back within 1 Hour -Call backs clinically have been delayed due to the increase in demand. Real time queue management and long wait audit processes are in place to help support with the safe management of the queue
			Bookings into UTC - All Face to face bookings have been reduced to support safer working in light of covid.
			Clinical advice - Clinical advice levels were just below 30% this month.
EOC	002		Telephony - 999 Calls Answered within 5 Seconds
	009		Increase in sickness.
A+E	003		Cat 1 mean missed by 10 seconds
	009		PDR Staff Appraisals - Given the staffing challenges and focus on operational utilisation of the Clinical Supervisor staff, PDR's have slipped however recovery plans are underway to catch up on lost ground.
	A&E Chart 3		Demand - See, Treat & Refer % - See treat and refer had seen an upward trend for several months pre covid, this was built upon during the early stages of the Covid pandemic and many patients calling 999 were dealt with without attendance at A+E. Actions such as the introduction of the Specialist advice cell in A+E supported Clinicians on scene with decision making and further advice. This continues to be the case and has resulted in continued positive exception which is a key work stream being taken forward through recovery and the IUEC Programme via the EOC work stream.
	A&E Chart 4		Demand - See, Treat & Convey % - This exception is the mirror of the above as conveyance to hospital declined as a result.
PTS	004		July into August has seen an increase in booking call volumes with more callers requiring to undertake screening questions which increases the average length of calls. Sickness was poor in reservations in July and August resulting in a significant drop and action is underway to improve sickness, which is improving in September
	009		PDR Staff Appraisals - although current rate is below the Trust target, PDR compliance improved by 1.1% in August to 82.3% with plans in place to improve further going forward.
	PTS Chart 6		Performance - % Short Notice - Picked Up in 120 Mins - Performance for discharge at acute sites in North, East and Mid Yorkshire has been down due to exceptionally high levels of discharge demand. Short notice bookings now account for 20% of total PTS activity, up from 10% pre-COVID. NB NHS E Guidance mandates that contractual KPIs for performance are suspended due to Rapid Covid discharge requirements.
INFORMATION MANAGEMENT	016		FOI compliance is now above target and at 90.9% is at an all time high. IG compliance is continuing to improve but at 88.8% is below the 95% target which is required to comply with the staff training assertion within the DSP Toolkit; our next submission is due on 30th September. Mitigating actions are underway to contact Information Asset Owners and senior managers to encourage staff who's training has expired or is due to expire within the next month to complete the training as soon as possible to further increase this percentage ahead of the end of September deadline and beyond.
FINANCE	019	020	In line with COVID-19 Financial Regime the Trust is in a breakeven position at M3. A full review of financial metrics will be undertaken and aligned to the Trust's overarching COVID-19 recovery plan.

# Patients & Communities

August 2020

Indicator ID	Key Operational Standard Description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Aug-20				
														Target / Forecast	Actual	Actual v Target/Fcast		
001	Integrated Urgent Care	Calls Offered	126,624	137,427	156,871	175,308	144,564	148,175	308,185	175,235	153,686	133,386	139,324	154,845	128,644	154,845	▲	
		Call Answered	115,557	122,183	132,591	160,403	135,455	135,463	155,346	143,075	141,878	127,239	132,417	147,469		147,469		
		Calls Answered within 60 Seconds	89.0%	81.7%	75.8%	83.1%	90.7%	85.0%	26.2%	67.3%	87.8%	94.8%	90.1%	88.0%	90%	88.0%	▼	
		Core Clinical Advice	31.4%	31.2%	29.5%	28.3%	30.5%	28.3%	28.2%	28.0%	30.7%	32.7%	31.3%	29.7%	30%	29.7%	▼	
		Clinician Called Back within 1 Hour	59.1%	53.2%	51.2%	56.9%	59.8%	46.6%	45.9%	71.7%	70.4%	58.1%	56.2%	49.7%	60%	49.7%	▼	
		Direct Bookings	46.6%	44.9%	44.7%	45.2%	45.8%	45.0%	35.0%	29.9%	35.1%	34.0%	33.4%	14.7%	30%	14.7%	▼	
		Bookings into UTC	54.7%	54.0%	52.2%	51.0%	56.7%	56.7%	49.0%	16.0%	15.1%	18.8%	21.5%	22.5%	50%	22.5%	▼	
		Bookings into IUC Treatment Centres	61.7%	61.2%	60.4%	60.2%	62.9%	61.6%	55.5%	48.3%	49.9%	51.4%	48.3%	39.0%	95%	39.0%	▼	
		ED Validations	53.1%	54.6%	52.1%	46.6%	50.8%	37.7%	29.9%	33.0%	35.4%	52.8%	53.0%	50.2%	50%	50.2%	▲	
Ambulance Validations	98.7%	97.5%	98.1%	97.8%	98.3%	90.4%	53.6%	74.3%	94.1%	97.6%	96.4%	95.9%	95%	95.9%	▲			
002	EOC	Telephony - 999 Calls Answered	58,919	63,779	63,358	68,507	57,223	54,569	67,046	50,458	46,629	47,355	53,867	57,811		57,811		
		Telephony - 999 Calls Answered within 5 Seconds	95.2%	91.4%	87.6%	88.0%	94.8%	96.1%	77.6%	93.1%	97.9%	93.0%	93.8%	90.6%	95%	90.6%	▼	
003	A&E Operations	All Activity (H&T + STR + STC)	67,636	71,982	71,517	76,409	72,149	67,218	73,608	64,197	64,125	63,924	68,032	69,026		69,026		
		Hear & Treat (H&T)	6.0%	6.5%	7.3%	8.5%	6.5%	7.2%	12.6%	9.8%	7.9%	7.6%	7.6%	8.8%		8.8%		
		See, Treat & Refer (STR)	24.9%	24.5%	23.9%	25.0%	25.1%	25.5%	31.0%	39.0%	33.4%	30.7%	29.6%	28.7%		28.7%		
		See, Treat & Convey (STC)	69.1%	69.0%	68.8%	66.7%	68.4%	67.3%	56.4%	51.2%	58.7%	61.7%	62.7%	62.5%		62.5%		
		999 Responses (STR + STC)	63,537	67,273	66,263	70,017	67,446	62,407	64,362	57,916	59,083	59,057	62,855	62,961	70,509	62,961	▼	
		Category 1	Mean	00:06:58	00:07:19	00:07:29	00:07:46	00:06:54	00:07:11	00:08:00	00:07:17	00:07:11	00:06:59	00:06:59	00:07:24	00:07:00	00:07:24	▲
			90th Percentile	00:12:02	00:12:31	00:12:46	00:13:15	00:11:54	00:12:32	00:13:23	00:12:32	00:12:17	00:12:13	00:12:01	00:12:44	00:15:00	00:12:44	▼
		Category 2	Mean	00:18:26	00:21:50	00:23:10	00:27:12	00:17:54	00:18:49	00:23:53	00:15:15	00:12:23	00:13:32	00:15:34	00:18:29	00:18:00	00:18:29	▲
			90th Percentile	00:37:32	00:45:13	00:49:00	00:58:00	00:36:33	00:38:24	00:48:52	00:29:13	00:22:35	00:25:24	00:30:52	00:38:00	00:40:00	00:38:00	▼
		Category 3	90th Percentile	01:33:37	02:09:51	02:18:59	02:56:46	01:31:25	01:45:20	02:14:44	00:59:24	00:45:53	00:56:19	01:11:42	01:34:56	02:00:00	01:34:56	▼
Category 4	90th Percentile	02:41:57	03:00:32	02:38:08	03:18:01	02:15:18	02:19:03	02:54:15	01:52:54	01:36:45	01:45:04	02:11:59	02:42:23	03:00:00	02:42:23	▼		
Average Turnaround Time	00:36:20	00:36:14	00:38:03	00:41:00	00:39:22	00:36:49	00:37:24	00:37:11	00:36:05	00:35:35	00:34:30	00:35:10	00:30:00	00:35:10	▲			
Average Job Cycle Time (Responses)	01:52:53	01:57:12	02:01:54	02:07:07	01:54:19	01:54:48	01:57:51	01:43:52	01:41:46	01:45:08	01:47:41	01:53:37		01:53:37				
004	PTS	Journeys	74,545	81,442	75,033	69,065	78,620	72,004	63,751	30,448	37,068	44,138	53,887	54,984	73,573	54,984	▼	
		Patient Journeys < 120 Minutes	99.2%	99.1%	99.0%	99.2%	99.5%	99.5%	99.4%	99.4%	98.7%	98.5%	97.9%	98.0%	90.0%	98.0%	▲	
		Patients Arrive at Appointment on Time	89.9%	89.5%	88.0%	88.7%	90.2%	88.9%	91.0%	93.2%	92.8%	92.5%	90.1%	88.6%	90.0%	88.6%	▼	
		% Pre Planned - Picked Up in 90 Minutes	89.8%	90.3%	89.4%	89.4%	89.7%	90.3%	93.0%	97.9%	97.4%	96.9%	93.5%	93.1%	90.4%	93.1%	▲	
		% Short Notice - Picked Up in 120 Minutes	77.5%	75.9%	74.3%	73.0%	71.9%	74.5%	81.0%	89.4%	93.8%	93.8%	91.4%	87.9%	88.8%	87.9%	▼	
Calls Answered within 180 Seconds	86.9%	91.9%	93.4%	94.4%	88.3%	93.1%	88.2%	98.0%	99.4%	95.3%	70.9%	58.5%	90.0%	58.5%	▼			

Indicator ID	Key Operational Standard Description	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
005	% Received STEMI Bundle	53.1%			40.0%			58.7%			44.0%		
	% Received Stroke Diagnostic Bundle		93.4%				95.9%		83.6%				
	% Received Sepsis Care Bundle			60.9%			72.7%			76.8%			

Please Note: ACQI Care Bundle Data for STEMI, Stroke and Sepsis are submitted quarterly on a rotational basis.



# Our People

August 2020

Indicator ID	Key Operational Standard Description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Aug-20				
														Target / Forecast	Actual	Actual v Target/Fcast		
006	Workforce	Total FTE in Post	4,727	4,732	4,773	4,753	4,759	4,777	4,836	4,898	4,924	4,993	4,987	4,986				
		BME %	5.1%	5.2%	5.1%	5.1%	5.1%	5.3%	5.3%	5.2%	5.3%	5.4%	5.4%	5.5%	11.1%	5.5%	▼	
007	Recruitment	New Starters (FTE)	92.9	62.3	53.1	13.3	44.6	42.1	89.1	104.3	41.8	60.1	50.0	27.9		27.9		
008	Turnover (FTE)	YAS (Rolling 12 Month Periods)	9.9%	9.7%	10.1%	9.7%	9.7%	9.7%	9.2%	9.2%	8.7%	8.4%	8.6%	8.3%		8.3%		
009	PDR / Staff Appraisals	YAS	76.6%	77.6%	76.4%	75.7%	74.6%	75.9%	71.6%	65.5%	64.6%	66.3%	68.1%	69.5%	90.0%	69.5%	▼	
		A&E Operations	77.9%	80.2%	80.5%	78.8%	78.3%	78.8%	74.8%	68.2%	63.4%	65.8%	69.0%	72.0%	90.0%	72.0%	▼	
		EOC	61.1%	67.0%	65.1%	67.1%	68.7%	68.5%	65.3%	63.9%	69.4%	71.8%	72.5%	69.4%	90.0%	69.4%	▼	
		Integrated Urgent Care	70.9%	67.5%	63.0%	60.8%	56.2%	65.0%	58.6%	58.1%	81.5%	89.6%	93.4%	92.4%	90.0%	92.4%	▲	
		PTS	90.9%	89.1%	86.2%	88.4%	86.9%	87.7%	82.9%	74.5%	80.3%	79.9%	81.2%	82.3%	90.0%	82.3%	▼	
010	Training: Stat & Mand (Substantive Employees)	YAS	98.3%	98.4%	98.0%	97.6%	97.2%	97.6%	97.4%	Stat Mand Reporting is currently under review						90.0%		
		A&E Operations	98.9%	99.0%	98.6%	98.2%	97.8%	97.9%	97.8%							90.0%		
		EOC	98.5%	97.7%	97.7%	97.4%	96.5%	98.3%	98.0%							90.0%		
		Integrated Urgent Care	98.7%	98.7%	98.2%	96.1%	95.7%	97.1%	96.7%							90.0%		
		PTS	99.5%	99.5%	99.6%	100.0%	100.0%	100.0%	100.0%							90.0%		
011	Health & Wellbeing	Total Sickness Rate	6.0%	6.5%	6.5%	7.1%	6.5%	6.0%	8.4%	8.8%	6.9%	6.2%	5.9%	6.4%		6.4%		
		Long Term Sickness Rate	3.8%	4.0%	3.7%	4.3%	3.8%	3.6%	3.8%	3.8%	4.0%	3.9%	3.7%	4.2%		4.2%		
		Short Term Sickness Rate	2.3%	2.6%	2.8%	2.8%	2.7%	2.5%	4.6%	5.0%	2.9%	2.3%	2.2%	2.2%		2.2%		

Indicator ID	Key Operational Standard Description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Aug-20				
														Target / Forecast	Actual	Actual v Target/Fcast		
012	Incidents	All Reported	638	666	736	735	801	739	687	524	633	716	758	721		721		
		Serious	1	1	6	7	2	2	4	1	1	3	1	5		5		
		Moderate	17	14	23	23	8	23	16	11	18	22	31	27		27		
		Medication Related	66	75	69	69	60	64	50	43	58	81	63	52		52		
013	Patient Relations	A&E	Complaint	17	19	20	13	16	16	21	17	15	25	29	33		33	
			Compliment	102	88	117	102	125	109	91	82	69	87	104	79		79	
			Concern	21	23	12	20	17	15	10	8	7	16	18	9		9	
			Service to Service	9	26	25	16	29	23	13	21	21	18	33	29		29	
		EOC	Complaint	4	11	18	12	4	6	1	6	5	9	10	9		9	
			Compliment	2	0	4	2	3	3	3	1	0	0	1	0		0	
			Concern	3	17	9	17	6	8	3	0	1	9	3	2		2	
			Service to Service	8	13	18	23	20	5	15	2	4	4	13	10		10	
		Integrated Urgent Care	Complaint	17	29	18	31	19	24	14	9	15	18	13	13		13	
			Compliment	7	4	7	12	10	4	2	2	5	7	8	3		3	
			Concern	2	6	3	9	2	3	1	1	3	1	2	2		2	
			Service to Service	46	21	17	17	26	40	52	31	24	43	53	44		44	
		PTS	Complaint	16	14	15	7	9	11	14	2	6	9	6	11		11	
			Compliment	6	4	7	9	5	3	2	2	2	1	11	8		8	
			Concern	28	31	23	22	24	24	24	10	3	7	12	11		11	
			Service to Service	15	27	24	24	47	34	22	7	7	7	24	17		17	
014	Clinical Outcomes Data	Stroke - Call to Hospital Arrival (Mean)	01:13	01:21	N/A	01:19	01:10	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		Stemi - Call to Catheter Insertion for Angio (Mean)	02:03	02:06	02:18	02:12	02:08	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		ROSC (Utstein)	51.4%	61.1%	75.0%	52.9%	57.1%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		Survival (Utstein)	30.3%	34.6%	30.4%	41.4%	37.8%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
015	Safeguarding	Adult Referrals	887	906	1,013	1,045	1,049	947	749	833	1,054	1,030	1,095	1,145		1,145		
		Child Referrals	575	587	551	540	603	638	532	441	539	608	653	657		657		
016	Information Management	Information Governance Training Compliance	95.2%	95.2%	73.3%	70.3%	64.3%	72.3%	72.3%	72.8%	76.1%	81.3%	83.3%	88.8%	95%	88.8%	▼	
		FOI Request Compliance	42.5%	60.5%	32.3%	61.9%	69.7%	70.3%	57.1%	56.0%	83.3%	85.7%	70.6%	90.9%	90%	90.9%	▲	
017	IPC Audit	Hand Hygiene	98.0%	99.1%	98.3%	98.4%	99.3%	98.8%	98.9%	99.8%	100.0%	99.0%	99.0%	100.0%	95%	100.0%	▲	
		Premise	99.0%	98.9%	99.0%	96.7%	98.4%	98.3%	98.7%	98.8%	100.0%	99.0%	99.0%	99.0%	95%	99.0%	▲	
		Vehicle	99.0%	99.4%	99.1%	98.0%	98.7%	99.1%	98.4%	99.3%	99.0%	99.0%	98.0%	99.0%	95%	99.0%	▲	
018	CQUIN	National CCG2: Staff Flu Vaccinations																
		National CCG10: Ambulance – Access to Patient Information at Scene (Assurance)																
		National CCG10B: Ambulance – Access to Patient Information at Scene (Demonstration)																
		Local 1: Supporting the needs of complex Mental Health Patients via Teleconferencing																
		Local 1: IUC/111 Staff Flu Vaccinations																
		Local 2: IUC/111 Frequent Callers																
		Local 3: IUC/111 Sepsis Awareness																
		Local 1: PTS Vehicle Electronic Checklist App																
Local 1: PTS Staff Flu Vaccinations																		

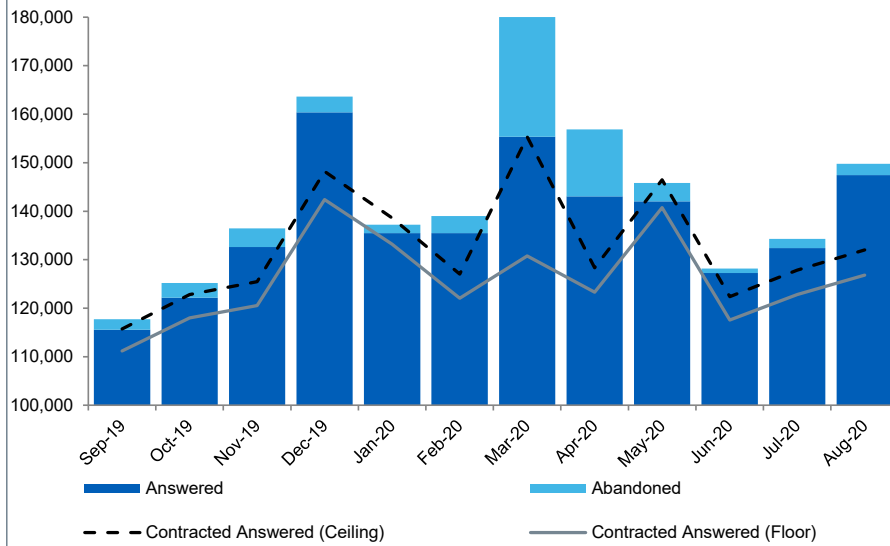
Indicator ID	Key Operational Standard Description		Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Jul-20			YTD								
			Plan	Actual	Plan v Actual	Plan	Actual	Plan v Actual	Plan	Actual	Plan v Actual	Plan	Actual	Plan v Actual	Plan	Actual	Plan v Actual									
019	Finance Overview	Risk Rating	1	1	1	1	1	1	1	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION												
		EBITDA	-1,683	-2,073	-1,315	-812	-824	-855	-998																	
		Surplus	-605	-507	-249	238	4	240	159																	
		Capital	379	1,152	1,889	1,947	957	2,967	4,908																	
		Cash	52,816	53,688	57,627	58,179	58,364	54,700	46,201																	
		CIP	560	532	532	532	582	582	623																	
020	CIP	A&E	28	28	28	28	28	28	28	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION	PLEASE SEE SUMMARY EXCEPTION												
		Business Development	0	0	0	0	0	0	0																	
		CEO Directorate	2	2	2	2	2	2	2																	
		Clinical	2	2	2	2	2	2	2																	
		Estates	19	19	19	19	19	19	19																	
		Finance	36	36	36	36	36	36	36																	
		Fleet	123	87	87	87	87	87	123																	
		Planned & Urgent Care	66	67	67	74	81	81	82																	
		Quality, Governance	0	0	0	0	0	0	0																	
		Hub & Spoke	0	0	0	0	0	0	0																	
		Workforce OD	57	57	57	57	57	57	56																	
		RESERVE	227	234	234	227	269	269	274																	
		<b>Current Position (Cumulative YTD)</b>		560	532	532	532	5,387	5,969						6,592											
021	Transport/Fleet	A&E	Vehicle age +7	3.2%	3.3%	1.8%	3.5%	6.6%	3.5%	3.5%	6.7%	6.7%	8.9%	8.2%												
			Vehicle age +10	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%											
			Availability	90.2%	91.0%	91.2%	91.7%	91.2%	90.6%	90.6%	92.5%	95.9%	92.7%	92.9%		95%										
		PTS	Vehicle age +7	16.7%	16.9%	19.4%	15.3%	10.7%	16.7%	16.7%	8.6%	8.6%	17.7%	18.2%												
			Vehicle age +10	24.0%	24.0%	22.5%	26.6%	36.5%	27.2%	27.2%	22.5%	22.5%	20.8%	16.9%												
		Availability	92.0%	90.0%	90.0%	88.0%	89.0%	89.0%	89.0%	91.9%	92.4%	93.1%	93.1%		95%											



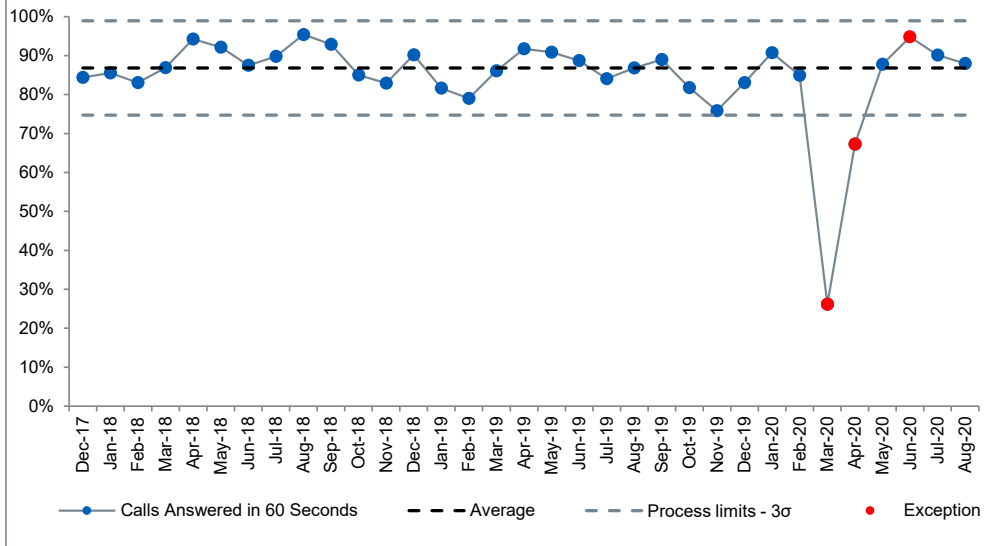
# Integrated Urgent Care

August 2020

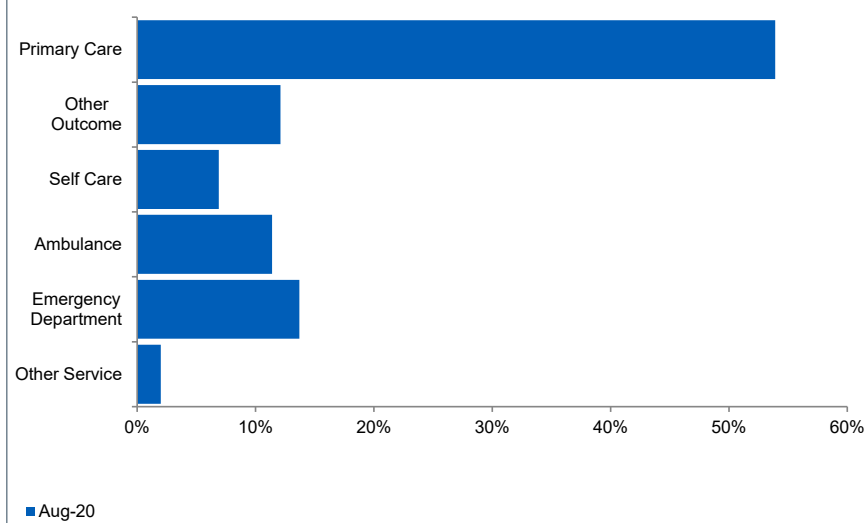
IUC Chart 1: Demand - Calls



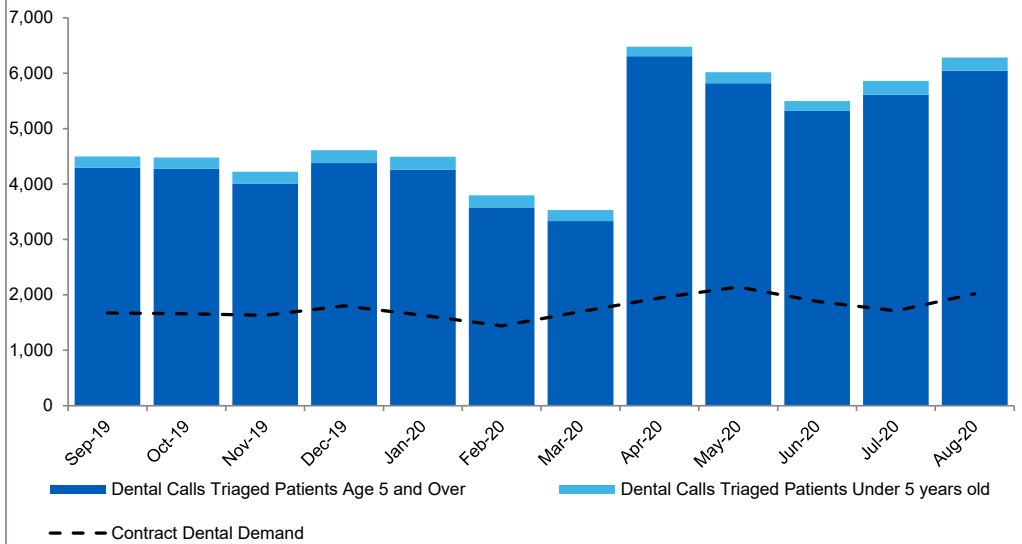
IUC Chart 2: Performance - Calls Answered in 60 Seconds



IUC Chart 3: Outcomes



IUC Chart 4: Demand - Dental





# Integrated Urgent Care

August 2020

**IUC Tbl1: IUC KPI's**

IUC KPI's (Target)	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	YTD
Calls Answered in 60 (90%)	67.3%	87.8%	94.8%	90.1%	88.0%								85.3%
Core Clinical Advice (30%)	28.0%	30.7%	32.7%	31.3%	29.7%								30.5%
Clinician Called Back within 1 Hour (60%)	72.2%	70.3%	58.1%	56.2%	49.7%								60.8%
Direct Bookings * (30%)	29.9%	35.1%	34.0%	33.4%	14.7%								28.6%
Bookings into UTC * (50%)	16.1%	15.1%	18.8%	21.5%	22.5%								19.0%
Bookings into IUC Treatment Centres * (95%)	48.3%	49.9%	51.4%	48.3%	39.0%								48.4%
ED Validations (50%)	33.0%	35.4%	52.8%	53.0%	50.2%								46.2%
Ambulance Validations (95%)	74.3%	94.1%	97.6%	96.4%	95.9%								91.6%

*\* U&EC whole system measures - national KPI for IUC treatment centres is a new measure and currently under monitoring with NHS England to be reviewed*

**Performance Commentary:**

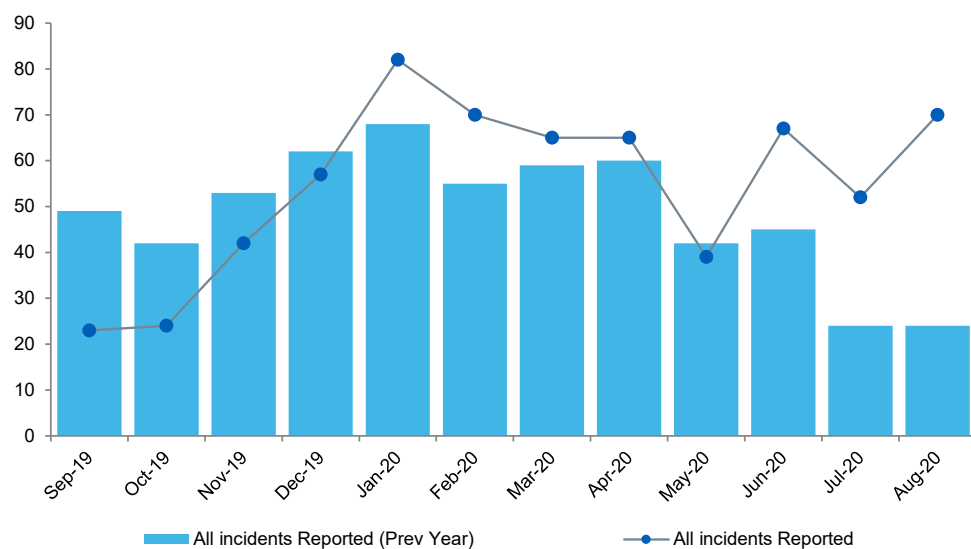
Demand (Calls offered) in August saw an increase of 11.1% compared with July, and were above the typical August, with a substantial increase of 14.9% on the same month last year.

Call Performance was below target for the first time in three months, with the proportion of calls answered in 60 seconds for July at 88.0%, down 2.1 percentage points on July's figure. Clinical Advice was below target for the first time in three months, and proportion of Call Backs made within 1 hour was below target on the month, but both were still just about on track year to date.

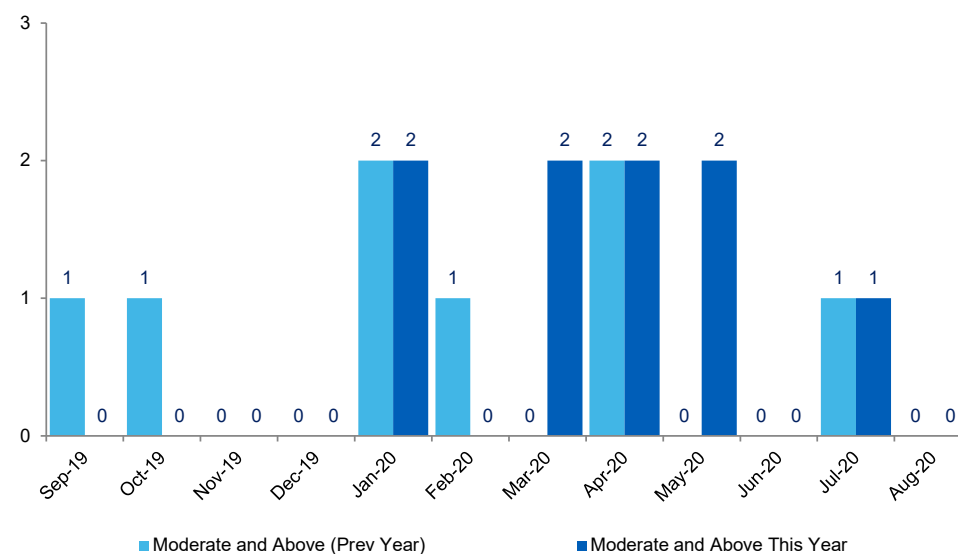
ED and Ambulance Validations remained above target levels, though the YTD figures for both are still below target.



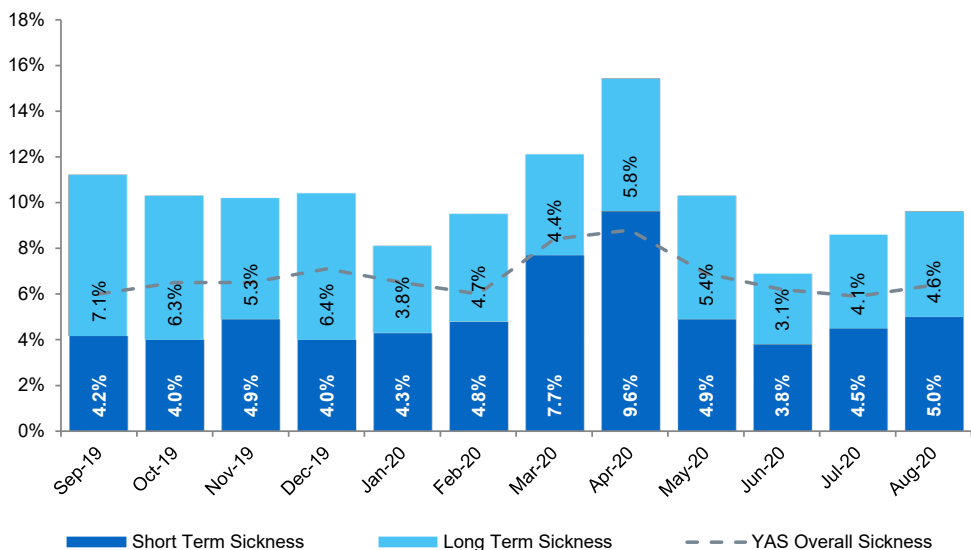
IUC Chart 5: Quality - Reported Incidents



IUC Chart 6: Quality - Reported Incidents - Moderate & Above



IUC Chart 7: Workforce - Sickness



### Quality Commentary:

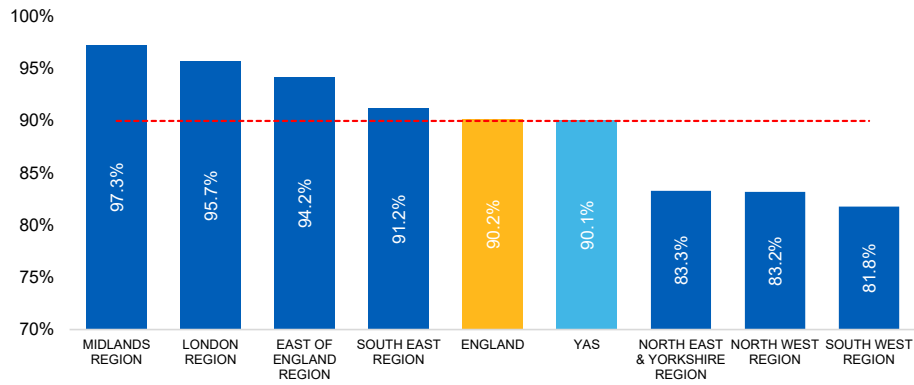
Socially distanced staff huddles have been used to share learning from the governance team so support continued learning.

### Workforce Commentary:

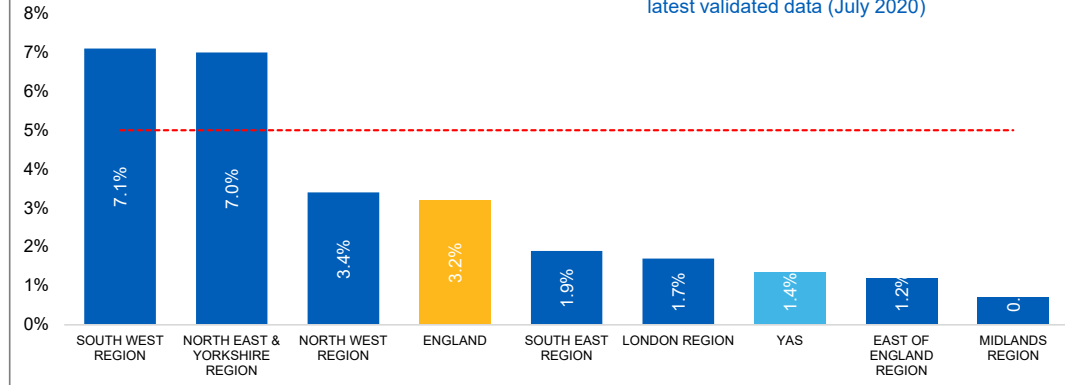
As part of the winter planning and to support staff through this period the IUC team are working with the Trust on delivering the flu vaccination programme to staff in the coming months. The changes to the self isolation rules have increased absence rates in August and there is an expectation that absence rates may increase further as children return to school.

Additional staff have been recruiting for winter and the new NHS 111 First project with 59 new starters planned for beginning of September and similar planned for October. To accommodate these extra staff working safely further work is being undertaken in the call centres to increase capacity with additional Perspex screening.

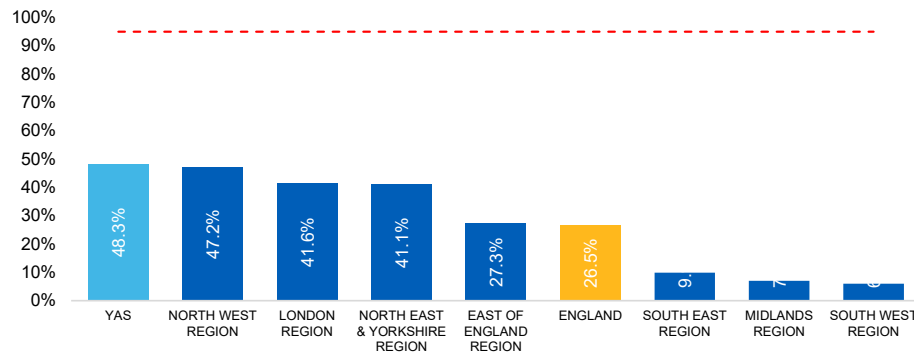
IUC Chart 8: Calls Answered in 60 seconds (90%)



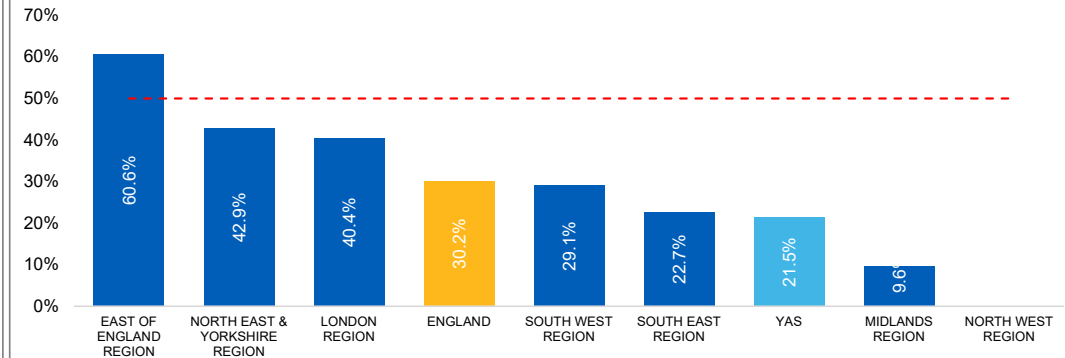
IUC Chart 9: Calls Abandoned (5%)



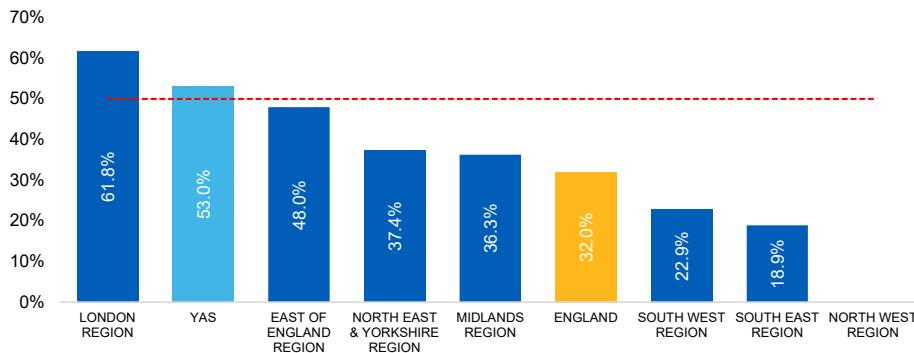
IUC Chart 10: Bookings into IUC Treatment Centres (95%)



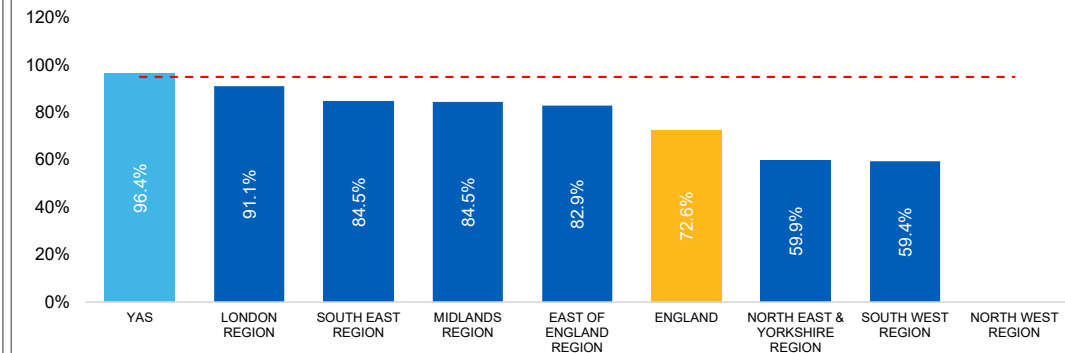
IUC Chart 11: Bookings into UTC (50%)



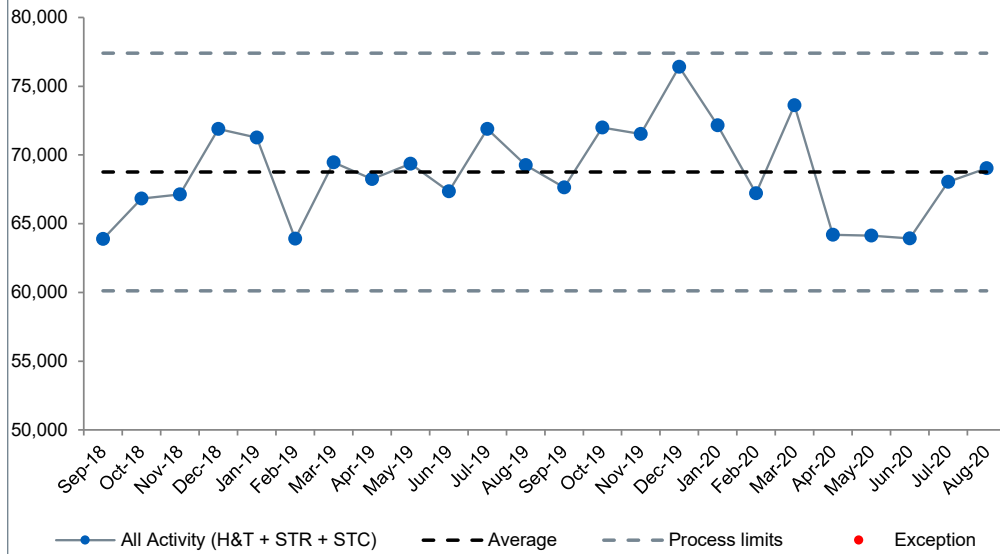
IUC Chart 12: ED Validations (50%)



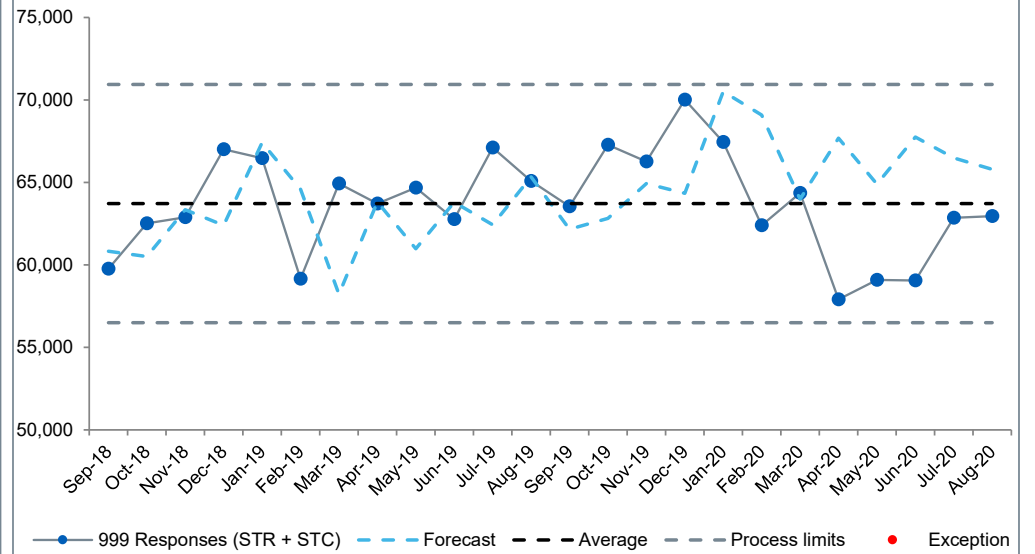
IUC Chart 13: Ambulance Validations (95%)



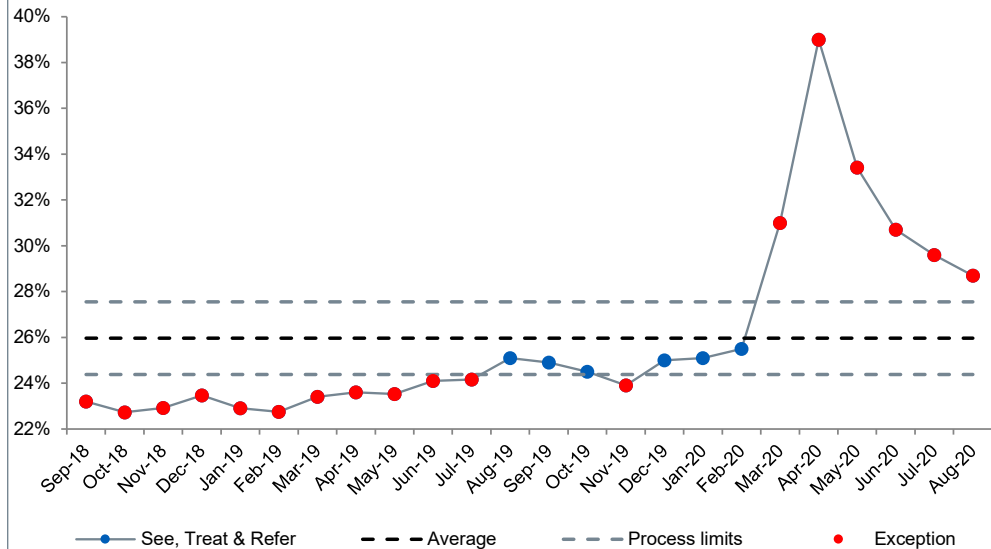
**A&E Chart 1: Demand - All Activity (H&T + STR + STC)**



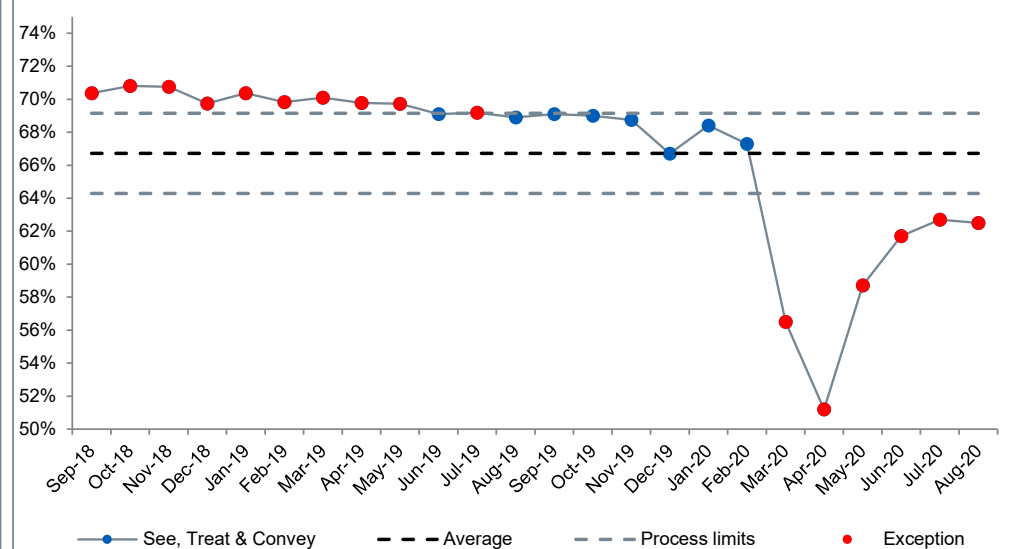
**A&E Chart 2: Demand - 999 Responses (STR + STC)**



**A&E Chart 3: Demand - See, Treat & Refer %**



**A&E Chart 4: Demand - See, Treat & Convey %**

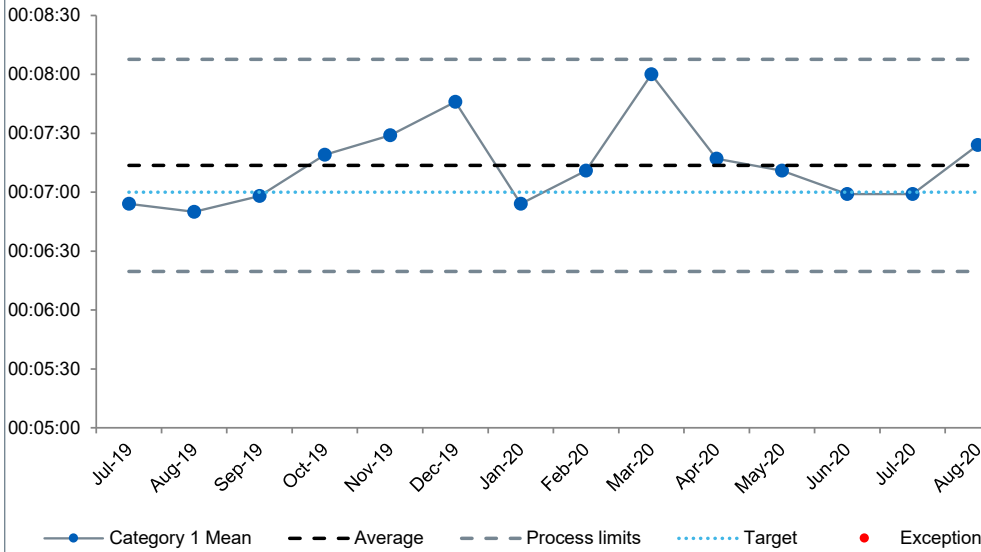


# A&E Operations

# August 2020

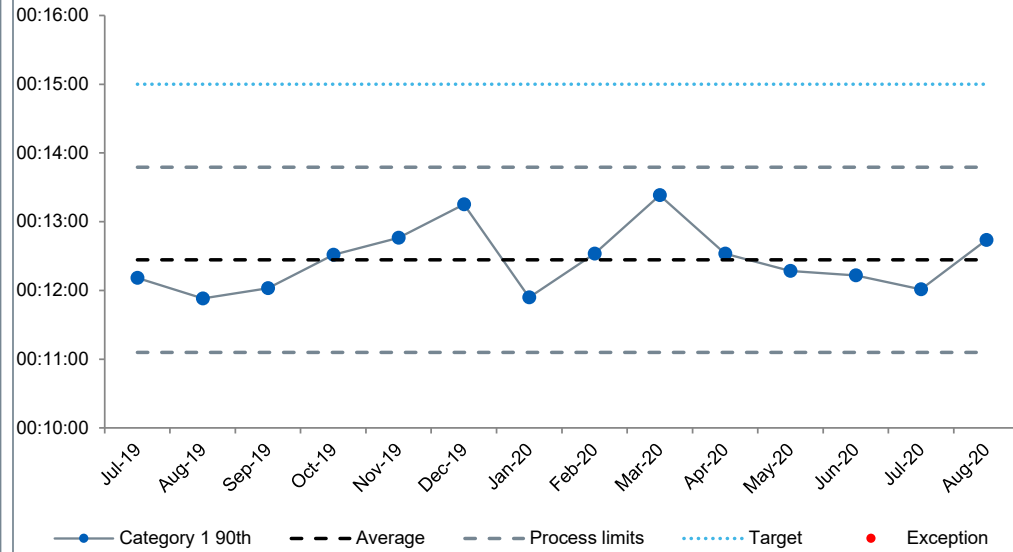
**A&E Chart 5: Performance - Category 1 Mean**

Year to Date **00:07:10**



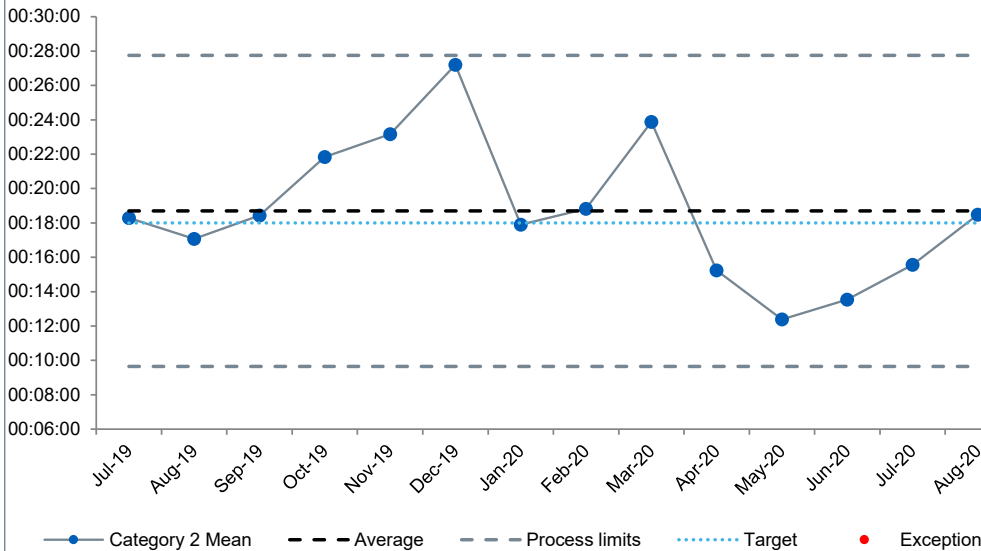
**A&E Chart 6: Performance - Category 1 90th Percentile**

Year to Date **00:12:21**



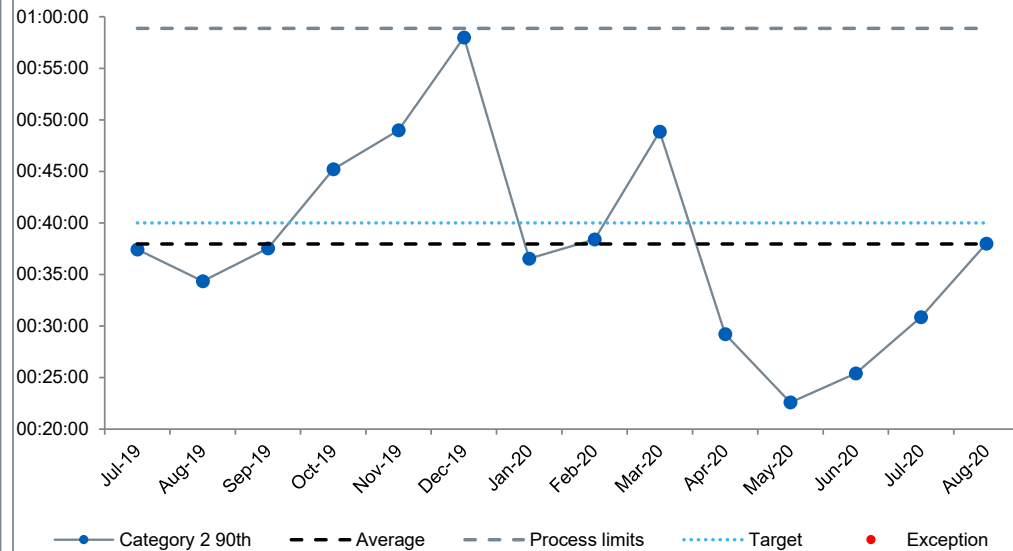
**A&E Chart 7: Performance - Category 2 Mean**

Year to Date **00:15:08**



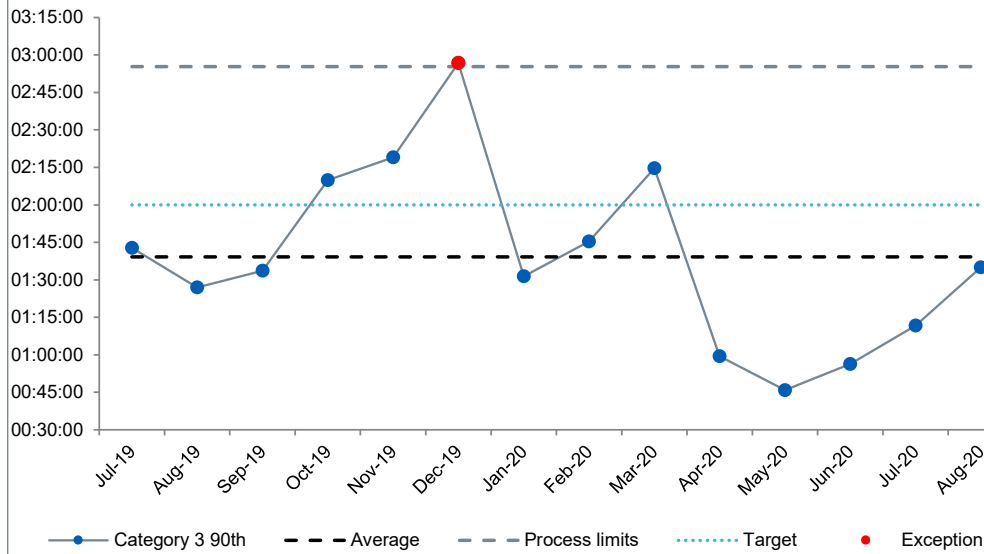
**A&E Chart 8: Performance - Category 2 90th Percentile**

Year to Date **00:29:29**



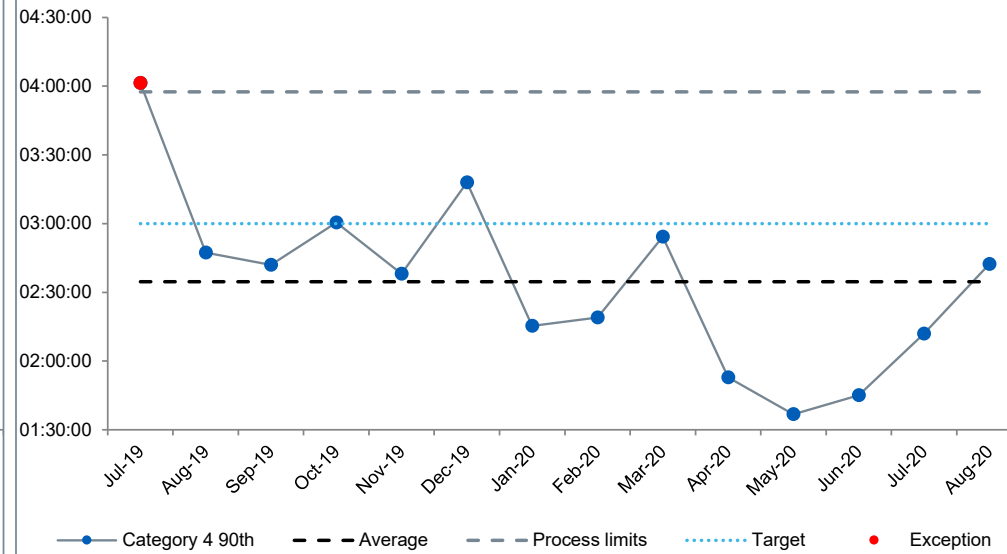
**A&E Chart 9: Performance - Category 3 90th Percentile**

Year to Date **01:05:35**

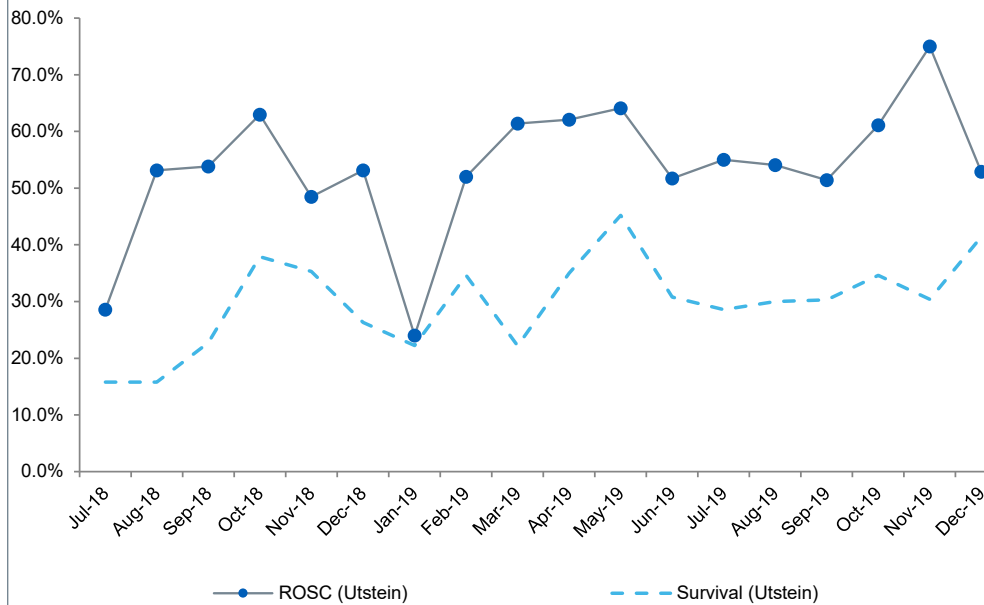


**A&E Chart 10: Performance - Category 4 90th Percentile**

Year to Date **01:59:57**



**A&E Chart 11: Performance - ROSC (Utstein) & Survival (Utstein)**



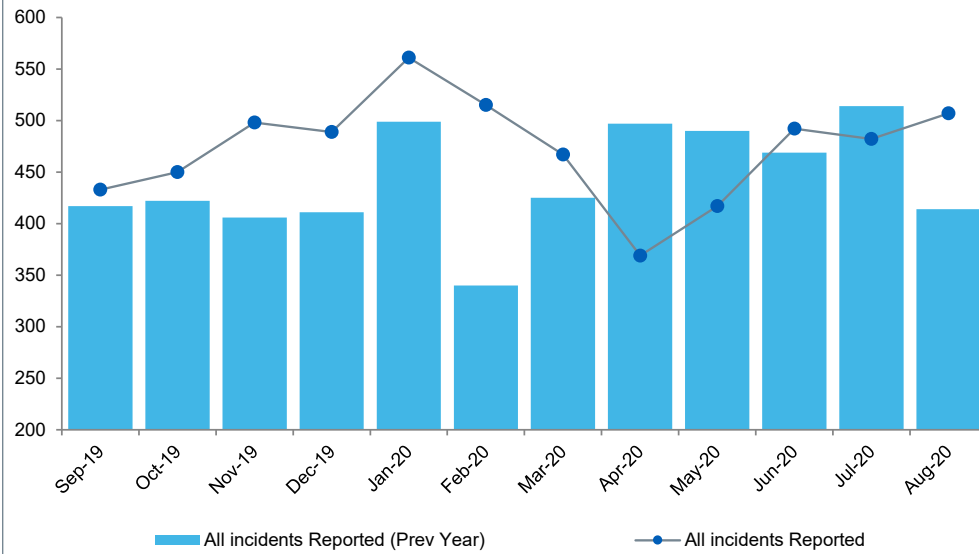
### Performance Commentary:

Based upon modelling provided by NHSE sources, A+E Operations have been firmly focused on maximising the numbers of double crewed ambulances to ensure a timely response to patients. In Aug incident volumes returned towards a more normal position as seen in previous months.

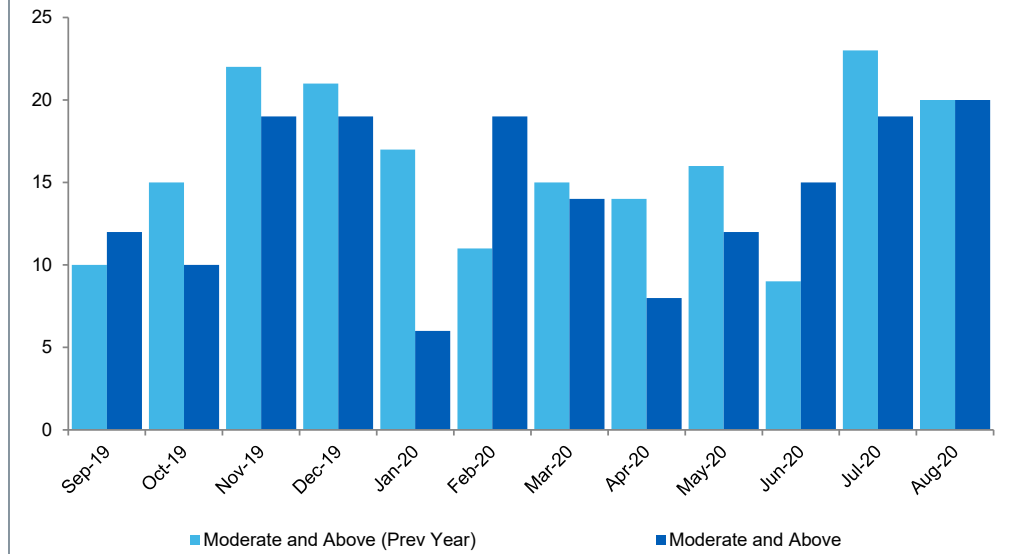
The level of STR and STC was similar levels to July. It remains a significant positive exception throughout the COVID period compared to BAU. STR rates continue on a downward trend whilst convey is increasing although at similar level to the previous month. This in isolation is a concern and work continues with local health partners to understand what is available to crews to avoid A&E attendance.

All standards were met for August apart from Cat 1 mean which was missed by 10 seconds. Review of the standby process has improved mobilisation and this shows a constant CAT1 improvement.

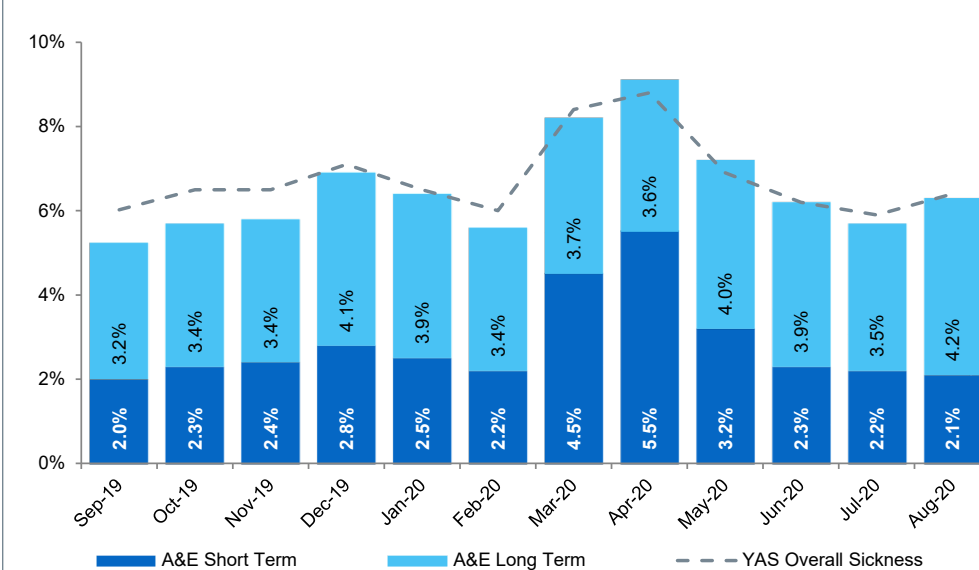
**A&E Cht12: Quality - Reported Incidents**



**A&E Cht13: Quality - Reported Incidents - Moderate & Above**



**A&E Cht14: Workforce - Sickness**



**Quality Commentary:**

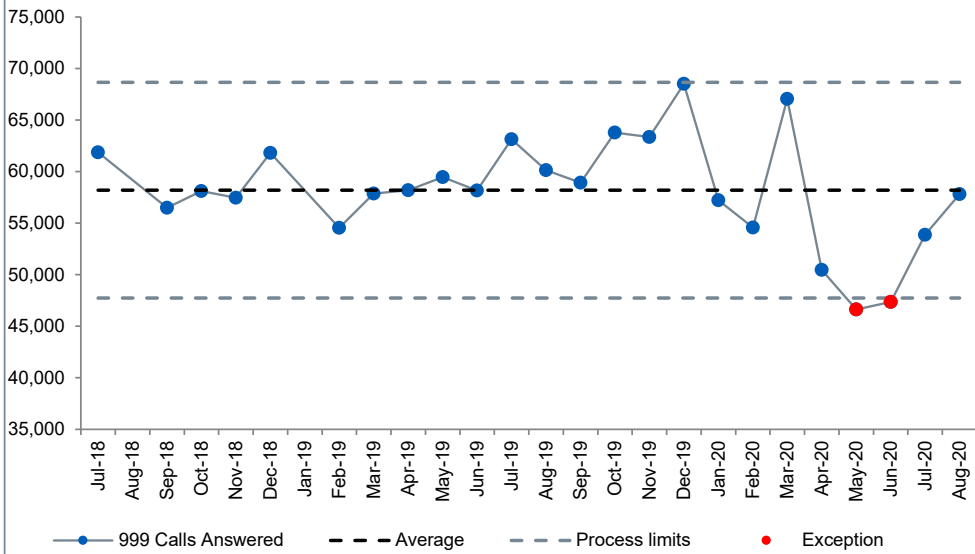
Reported incidents rose in August, although moderate and above incidents remained unchanged. Further review is under way to identify any themes underlying the increase in overall reporting.

**Workforce Commentary:**

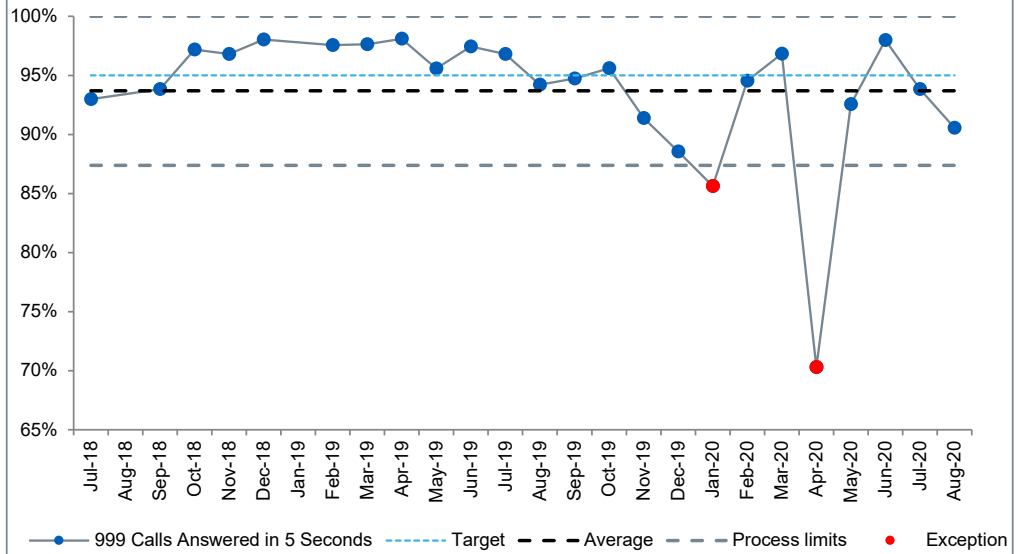
The overall sickness rate increased in August but is below the trust average. During the COVID-19 pandemic the NHS has seen higher levels of sickness absence and this is reflected in A&E staff sickness. As COVID cases increase regionally this is also seen in A&E as sickness levels continue to increase. A number of actions have been taken to mitigate sickness absence and the impact governmental direction has had on available staffing. A number of health and wellbeing actions have also been undertaken to support staff including staff swabbing, serology testing and dedicated staff support 'safer working' actions through the local management teams. Overtime uptake was high and the impact on staff is being taken into consideration to ensure they are rested and their wellbeing is considered in line with current policy. Staff training and recruitment has been highlighted as an area to support and actions have been taken to work with colleagues to ensure the maximisation of recruitment opportunities. Including the supporting of secondments to those functions with a view on our longer term workforce plans.



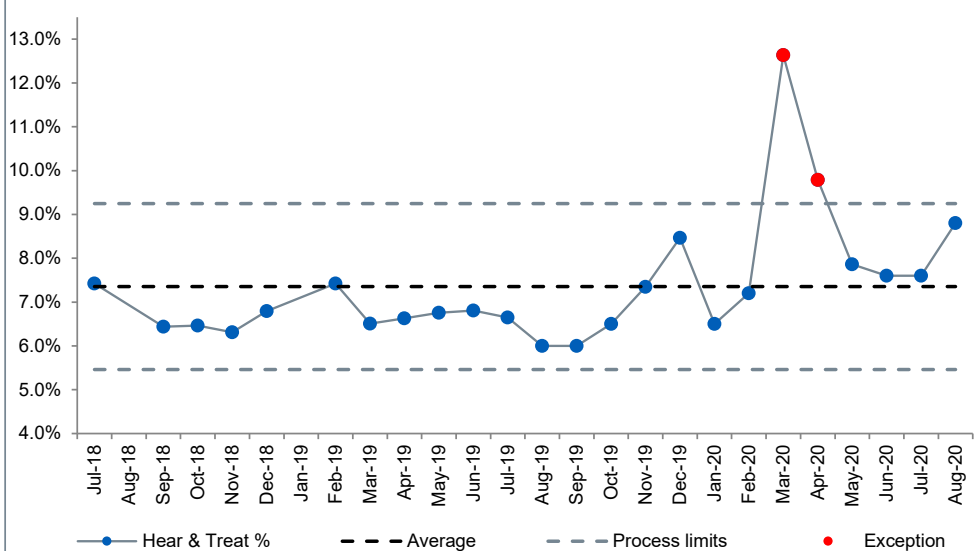
**EOC Chart 1: Demand - 999 Calls Answered**



**EOC Chart 2: Performance - 999 Calls Answered in 5 Seconds**



**EOC Chart 3: Performance - % Hear & Treat**



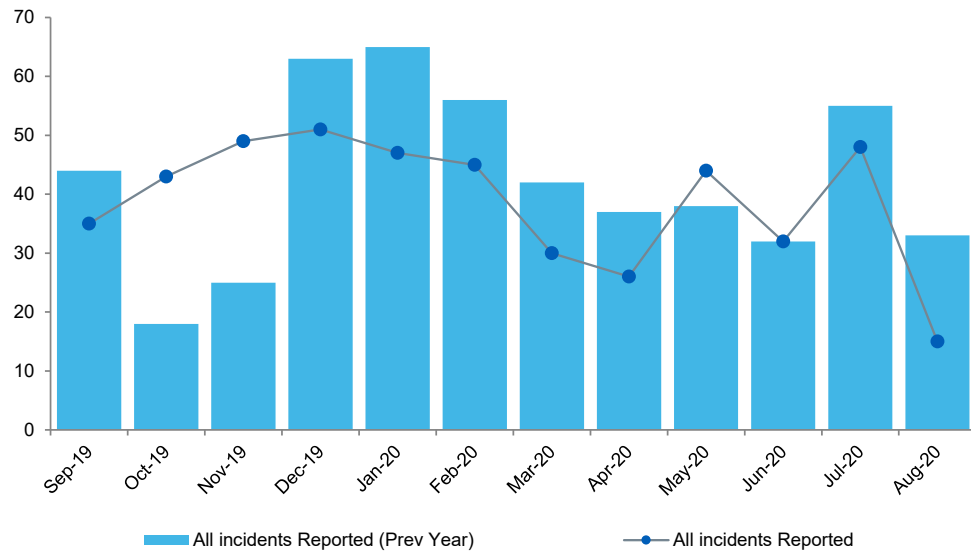
**Performance Commentary:**

Against the background of the Covid 19 Pandemic, national lockdown and the introduction of the National Pandemic card 36, call demand increased back in line with average.

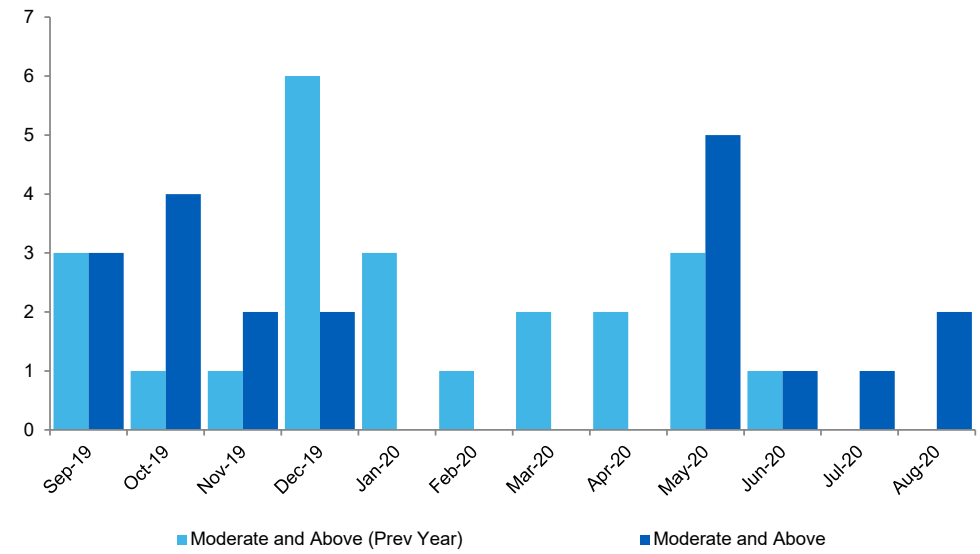
The proportion of calls answered in 5 achieved 90.6% against a 95% KPI. The impact of staff absence within call handling teams reduced but the issue of staff shielding in this staff group has been a contributory factor. Significant effort has gone into training additional call handling staff which supported improvement towards April month end and carried over throughout May. However availability of some of these staff returning to work post lockdown has had a detrimental impact.

Hear and Treat performance stayed improved in August. The specialist advice support cell has had a positive impact on this area in addition to the ST+R performance.

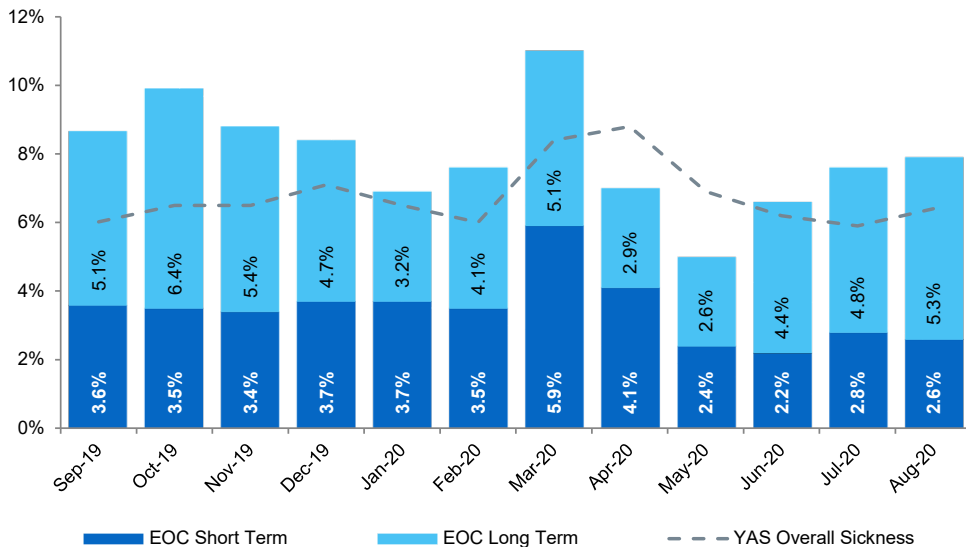
**EOC Chart 4: Quality - Reported Incidents**



**EOC Chart 5: Quality - Reported Incidents - Moderate & Above**



**EOC Chart 6: Workforce - Sickness**



**Quality Commentary:**

The total number of reported incidents reduced in August but is below the volume experienced in the previous year. Incidents classed as moderate or above will be reviewed as part of the overall A&E review.

**Workforce Commentary:**

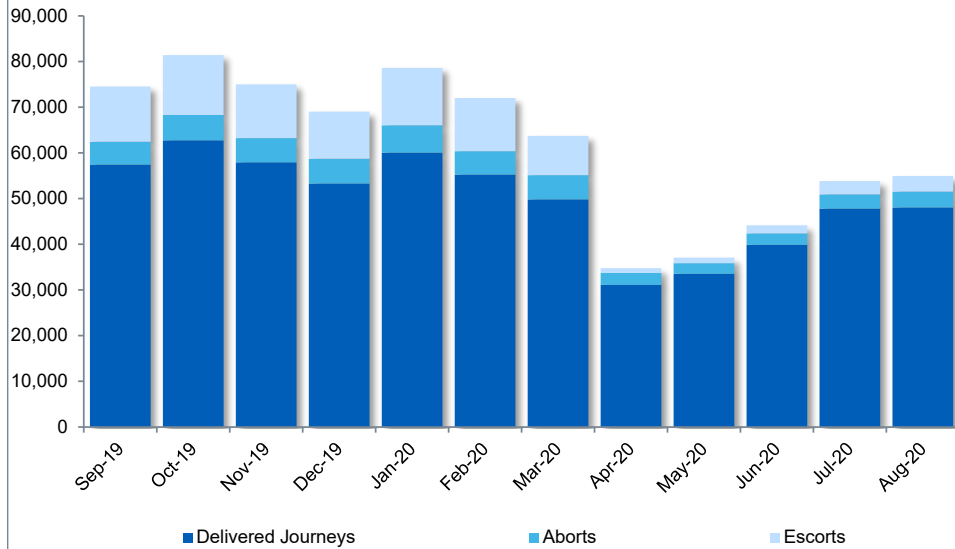
Both long term and short term sickness rates increased again in August, which has further increased from previous months. The levels of Covid related absence has impacted upon EOC performance KPI's. Sickness in EOC had been challenging through the winter months and is now tracking above the Trust average. This represents a concern around the resilience of staff groups and an ability to continue to work under pressure of the COVID period. Actions to support staff have been undertaken in line with Health and Wellbeing initiatives.

Actions taken to safeguard staff in EOC through social distancing protective measures have been well received and contributed to the overall wellbeing of the staff in that environment.

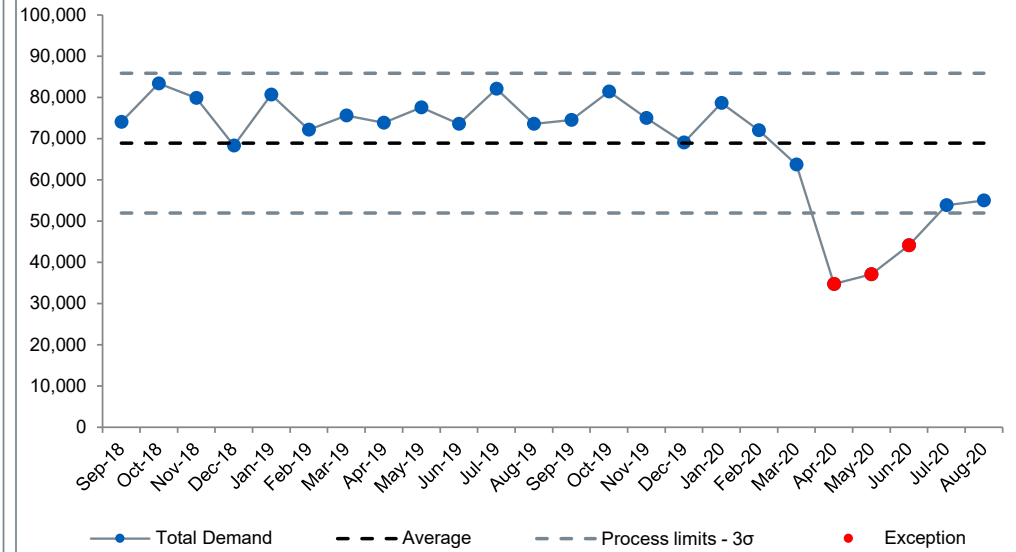
# Patient Transport Service

## August 2020

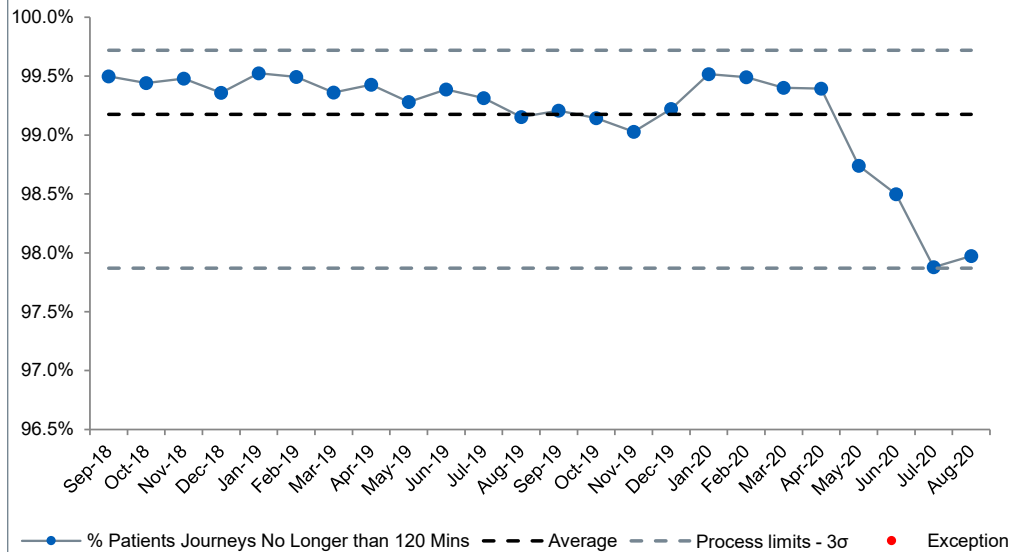
PTS Chart 1: Demand - Journeys



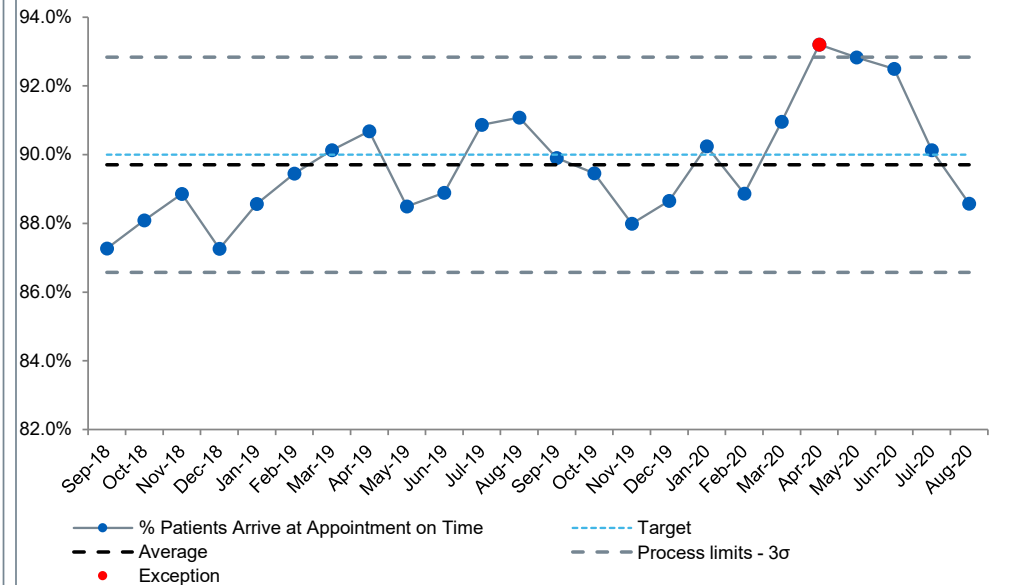
PTS Chart 2: Demand - Total Demand



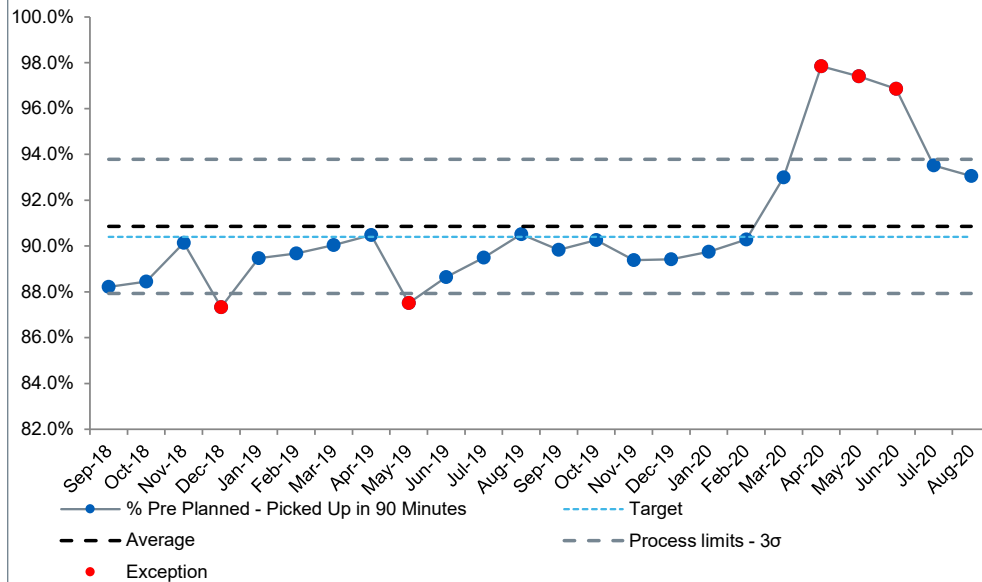
PTS Chart 3: % Patients Journeys to be no longer than 120 Minutes



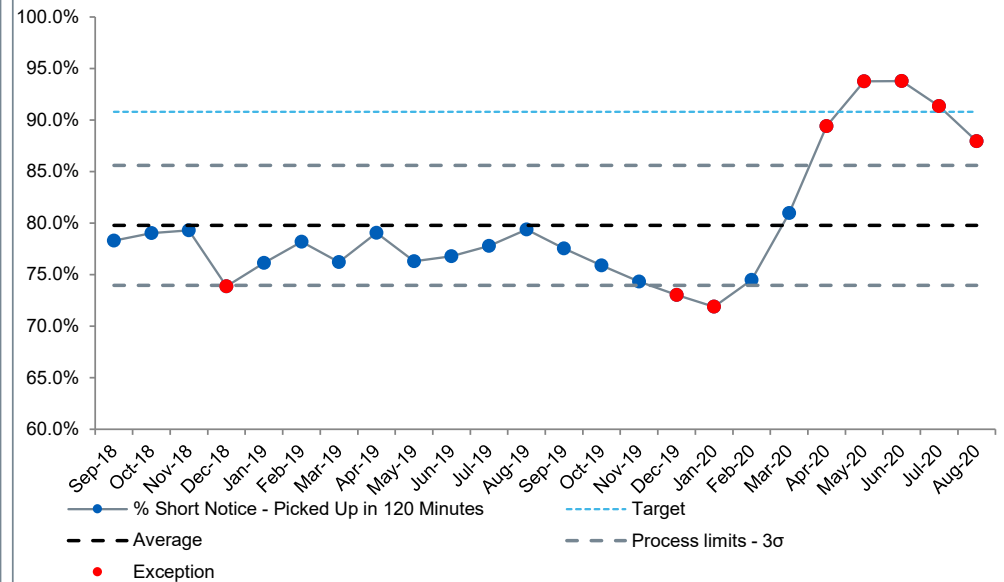
PTS Chart 4: % Patients Arrive at Appointment on Time



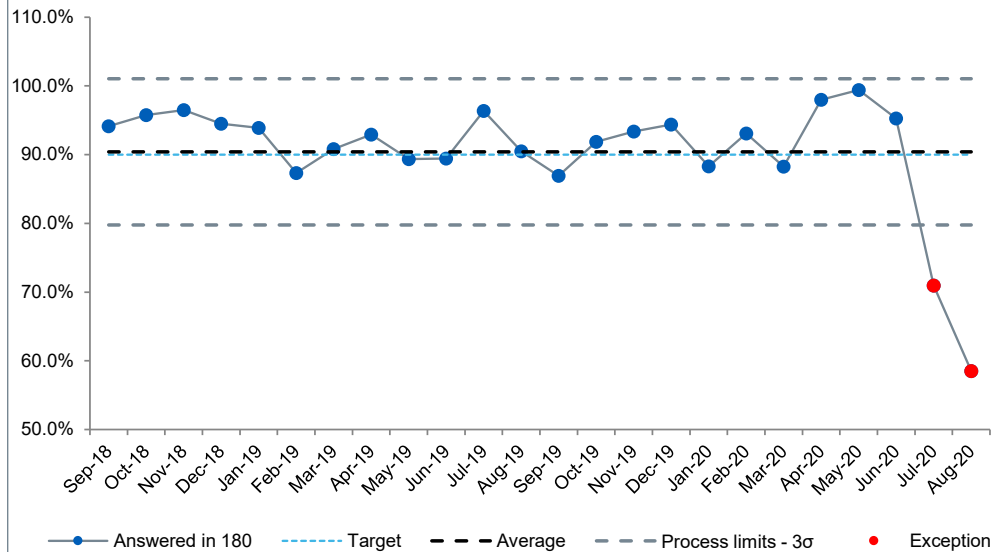
**PTS Chart 5: Performance - % Pre Planned - Picked Up in 90 Minutes**



**PTS Chart 6: Performance - % Short Notice - Picked Up in 120 Mins**



**PTS Chart 7: Telephony - Calls Answered within 180 Seconds**



**Performance Commentary:**

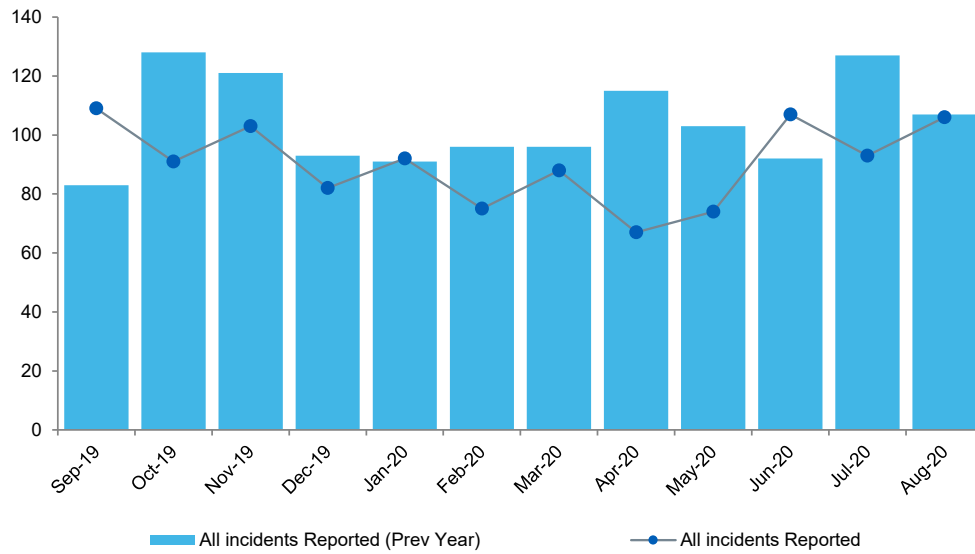
PTS activity is at 73% (final week of August) of pre-COVID BAU including discharge activity. As previously highlighted operating at 60% of pre covid activity on single patient journeys will present operational capacity challenges for PTS. Some PTS contract areas are as high as 80% pre-COVID BAU. Additional resources from our YAS governed provider framework are being utilised to cover this shortfall. The trajectory shows week on week increase. Work is ongoing to forecast and plan additional ongoing resource requirements and funding for this. PTS staff have conveyed over 6,314 suspected and positive patients.

The contractual KPI performance measures have been suspended in line with NHS England Guidance due to COVID 19.

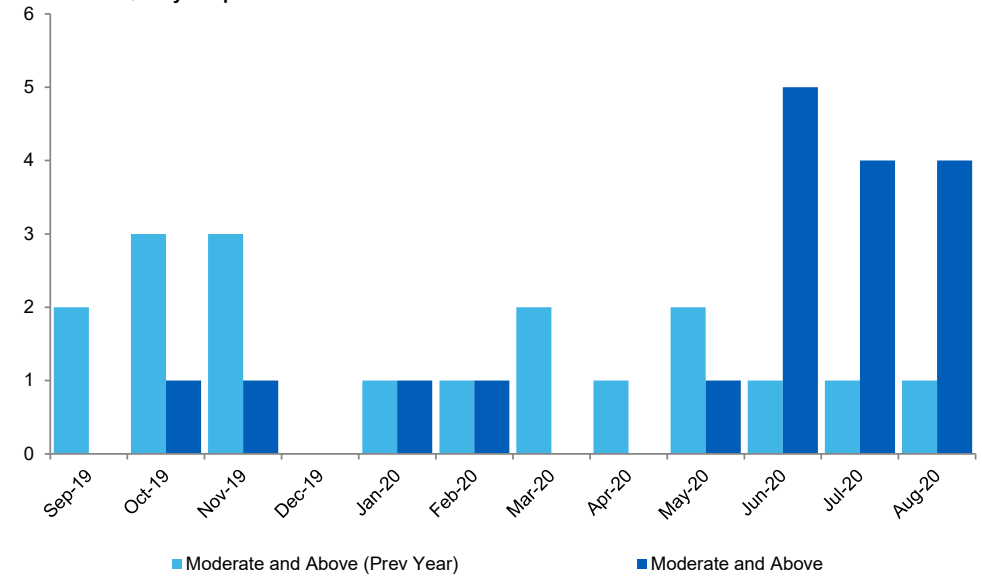
PTS is maintaining a good level of service for our renal and oncology patients and YAS chairs the regional Y&H NHSE renal network transport cell as part of the response. At the end of July we were handling around 330 discharges (some days exceeding 400 up to 120% of pre COVID) and 2,100 outpatient journeys per day. Performance for discharge at Acute sites in North, East and Mid Yorkshire has been down due to exceptionally high levels of unscheduled discharge demand.

July into August has seen an increase in booking call volumes with more callers requiring to undertake screening questions which increases the average length of calls. Sickness was poor in reservations in July and August resulting in a significant drop and action is underway to improve sickness, which is improving in September.

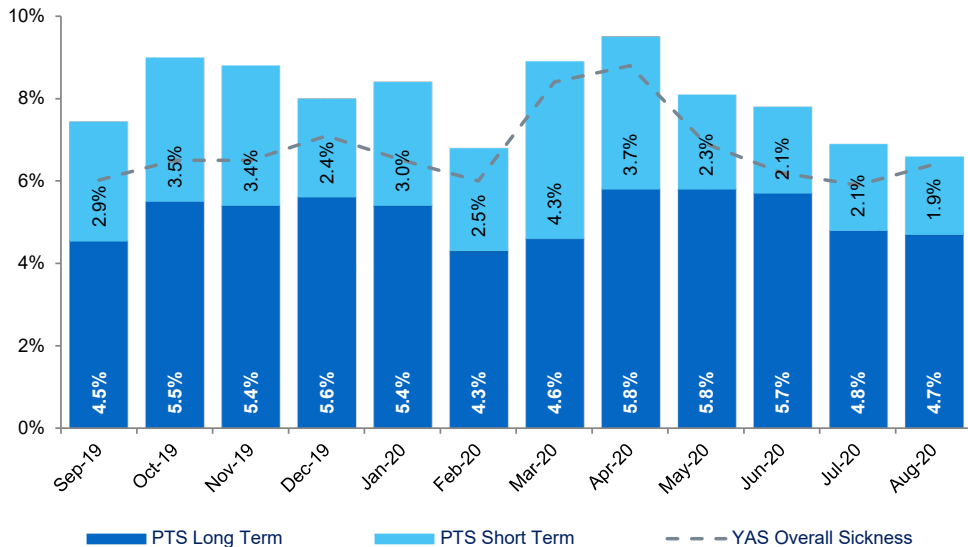
PTS Chart 8: Quality - Reported Incidents



PTS Chart 9: Quality - Reported Incidents - Moderate & Above



PTS Chart 10: Sickness



### Quality Commentary:

There was a slight increase in the number of reported incidents in August. Incidents remain below 0.01% of total PTS journeys.

### Workforce Commentary:

There has been a further decrease in long term sickness for the month of August. Short term sickness has reduced significantly since March and at 1.9% is the lowest it has been YTD at 1.9%.

We have seen a month on month reduction in overall sickness since March of this year currently standing at 6.4%

PDR compliance improved by 1.1% in August to 82.3% with plans in place to improve further going forward. Statutory and Mandatory workbooks data are still under review.

The Trust and PTS Service Line report daily on sickness broken down by COVID related absences and we have seen a further decrease for the month



# National Benchmarking



# Ambulance Quality Indicators

August 2020

System	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	Pathways	Pathways	Pathways	Pathways
<b>Total Incidents (HT+STR+STC)</b>	68,558	103,983	96,134	65,202	77,498	77,116	36,308	94,079	64,489	51,314
<b>Incident Proportions%</b>	<b>YAS</b>	<b>LOND</b>	<b>NWAS</b>	<b>EMAS</b>	<b>EEAS</b>	<b>SWAS</b>	<b>NEAS</b>	<b>WMAS</b>	<b>SECAMB</b>	<b>SCAS</b>
C1 and C2 Incidents	59.4%	62.7%	60.3%	64.3%	62.2%	61.2%	59.7%	50.1%	57.3%	49.3%
C1 Incidents	7.3%	7.6%	8.9%	8.5%	8.6%	7.9%	6.8%	6.6%	6.7%	7.2%
C2 Incidents	52.2%	55.1%	51.5%	55.8%	53.5%	53.3%	52.8%	43.5%	50.5%	42.2%
C3 Incidents	21.5%	21.4%	17.2%	21.0%	18.4%	22.0%	24.3%	37.0%	31.8%	33.3%
C4 Incidents	1.3%	1.5%	3.1%	0.3%	0.6%	0.8%	1.0%	2.0%	0.5%	2.1%
C5 Incidents	0.3%	1.5%	2.0%	1.5%	7.1%	7.2%	0.0%	0.1%	0.0%	0.2%
HCP/IFT 1-4 Hour Incidents	8.7%	3.4%	7.3%	4.2%	3.4%	4.0%	7.8%	5.5%	3.7%	6.5%
Hear and Treat	8.8%	9.5%	10.1%	8.5%	8.3%	4.9%	7.0%	4.0%	7.2%	9.8%
<b>Performance</b>	<b>YAS</b>	<b>LOND</b>	<b>NWAS</b>	<b>EMAS</b>	<b>EEAS</b>	<b>SWAS</b>	<b>NEAS</b>	<b>WMAS</b>	<b>SECAMB</b>	<b>SCAS</b>
C1-Mean response time (Target 00:07:00)	00:07:24	00:06:22	00:07:27	00:07:13	00:07:08	00:07:23	00:06:28	00:06:56	00:07:53	00:06:29
C1-90th centile response time (Target 00:15:00)	00:12:44	00:10:49	00:12:35	00:12:56	00:13:22	00:13:58	00:11:09	00:12:09	00:14:50	00:12:05
C2-Mean response time (Target 00:18:00)	00:18:29	00:14:12	00:27:37	00:22:39	00:22:25	00:24:17	00:23:28	00:12:09	00:18:57	00:17:06
C2-90th centile response time (Target 00:40:00)	00:38:00	00:27:00	00:59:30	00:46:20	00:46:46	00:49:33	00:48:04	00:22:21	00:34:57	00:34:08
C3-Mean centile response time (Target 01:00:00)	00:39:55	00:35:58	01:29:22	01:01:54	00:55:39	01:10:58	01:04:39	00:29:15	01:34:11	00:54:55
C3-90th centile response time (Target 02:00:00)	01:34:56	01:21:15	03:27:07	02:30:09	02:14:03	02:52:44	02:36:02	01:02:22	03:31:37	02:08:18
C4-90th centile response time (Target 03:00:00)	02:42:23	02:25:10	03:47:57	03:06:17	02:49:31	03:58:17	02:29:36	01:34:53	05:01:24	03:07:46
<b>Proportion of All incidents</b>	<b>YAS</b>	<b>LOND</b>	<b>NWAS</b>	<b>EMAS</b>	<b>EEAS</b>	<b>SWAS</b>	<b>NEAS</b>	<b>WMAS</b>	<b>SECAMB</b>	<b>SCAS</b>
Incidents with transport to ED	54.6%	54.3%	54.1%	54.5%	56.0%	51.9%	56.1%	52.1%	57.5%	50.0%
Incidents with transport not to ED	7.8%	5.4%	6.6%	6.0%	2.5%	4.2%	8.2%	6.2%	1.6%	5.7%
Incidents with face to face response	28.9%	30.9%	29.2%	31.0%	33.2%	39.0%	28.6%	37.8%	33.7%	34.6%
<b>Clinical - January 2020</b>	<b>YAS</b>	<b>LOND</b>	<b>NWAS</b>	<b>EMAS</b>	<b>EEAS</b>	<b>SWAS</b>	<b>NEAS</b>	<b>WMAS</b>	<b>SECAMB</b>	<b>SCAS</b>
	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	Pathways	Pathways	Pathways	Pathways
ROSC	28.8%	32.5%	35.8%	34.1%	23.6%	30.6%	30.3%	32.1%	27.9%	28.6%
ROSC - Utstein	57.1%	59.1%	48.5%	63.6%	54.2%	56.0%	68.6%	52.5%	55.3%	50.0%
Cardiac - Survival To Discharge	11.4%	8.4%	7.4%	9.2%	8.3%	10.5%	3.9%	9.2%	9.9%	8.0%
Cardiac - Survival To Discharge Utstein	37.8%	28.3%	24.2%	30.3%	34.0%	36.2%	19.0%	25.0%	33.3%	23.5%