




Integrated Performance Report

September 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).

Improvement Model Ambulance (July 2019)	Single Oversight Framework Score	Inspected and rated
	2	Good 



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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

- Increasing focus on health inequalities across the health and care sector – particularly in response to COVID – increasing role for system partners to develop clear action plans
- Phase 3 planning submissions successfully completed – overview summary received and being reviewed for YAS focused summary against each ICS level plan
- Increased emphasis on the NHS People Plan and Mental Health Guidance.
- Ongoing YAS engagement with system level planning to support response to COVID and winter planning.
- Winter and flu vaccination planning commenced.
- Awaiting confirmation of capital bids, to support ICS response to COVID
- 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	<p>The IUC / NHS 111 saw much higher than forecast demand (calls answered) during September 2020 at 151,588; up 19.7% compared with September 2019 and 25% above the contract ceiling demand for September. As a result of high demand levels there were exceptions across many KPIs in September. They most notable are:</p> <p>Call Performance (answered in 60 seconds) was significantly below target at 70.3%, the worst performance since April and 17.7 percentage points down on August. Relatedly, the abandon rate for calls was 5.2%, missing the target of 5% for the first time since April.</p> <p>Clinical demand for September was 41,205 cases compared to the contract level of 32,903, a rise in demand by 25%, subsequently the KPIs for clinical advice and validations were below target, even though we had provided more clinical input than the contract level.</p> <p>Clinical Advice was just below target in September at 29.3%, however proportion of call backs made within 1 hour was much further below target at 41.2%, down from 49.7% in August. Proportion of Call Backs made within 1 hour is now below target for year to date.</p> <p>ED and Ambulance Validations also fell below target for the first time since May, both around 10 percentage points short of the target proportion. YTD figures for both are now around 5 percentage points below target. This needs to be set in the context of significant increase in demand and acuity with ED validations for September were 6,609 against 4,031 in the plan, 64% above plan levels.</p>
EOC	002	Telephony - 999 Calls Answered within 5 Seconds has been challenging. Overall staffing capacity, sickness and COVID absence have resulted in much lower than expected call answer standards.
	009	PDR Staff Appraisals - Given the staffing challenge in September and focus on operational delivery PDR compliance recovery plans that have been produced have been challenging to improve upon.
A+E	003	Significant pressure as a result of increased total abstractions resulted in a lack of delivery in all but Cat 1 90th performance standards and represents a significant degradation from the year to date position.
	009	PDR Staff Appraisals - Given the staffing challenge in September and focus on operational delivery, PDR compliance recovery plans that have been produced have been challenging to improve upon.
	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.
	021	The vehicle availability remains under target partly due to the turnaround time within the dealer network were they are experiencing high abstraction rates due to Covid self isolation, Fleet are working with the manufacturers to ensure vehicles are repaired in a timely manor.
PTS	004	July to September has seen a surge in PTS bookings as planned care restarts. In addition, more questions must be asked in order to ensure that patient safety is maintained, and PTS resource capacity is protected for those patients who are eligible and average call durations are up. Sept saw a 6% improvement upon previous month.
	009	PDR Staff Appraisals - current rate is below the Trust target but 15% better than the Trust average, PDR compliance improved by 3.4% in September to 85.3% with plans in place to improve further going forward.
	PTS Chart 6	Short Notice - Picked Up in 120 Mins - Performance for discharge at acute sites is under pressure due to exceptional levels of discharge demand. Short notice bookings account for 24% of total PTS activity, up to 120% pre-COVID. NHS E mandates that KPIs are suspended due to Rapid Covid discharge requirements. Regionally we missed target by 0.1% of the On Day 120 min KPI.
	021	Vehicle availability has increased slightly but still remains under target, this is mainly due to the over age vehicles and the manufacturers no longer supplying parts for these vehicles. There are 126 vehicles on order which will bring the age profile in line with the trusts vehicle replacement plan, these vehicles will be delivered through Q3 / 4.

Service Line	Indicator ID		Exception Commentary
INFORMATION MANAGEMENT	016		<p>Although FOI compliance decreased in September but remains above the previous monthly rate. Remedial action has been taken and it is hoped that this will increase compliance for next month.</p> <p>IG compliance is continuing to improve at 91.1%. Mitigating actions continue by contacting 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 rate.</p>
FINANCE	019	020	<p>In line with COVID-19 Financial Regime the Trust is in a breakeven position at M6.</p> <p>A full review of financial metrics will be undertaken and aligned to the Trust's overarching COVID-19 recovery plan.</p>

Indicator ID	Key Operational Standard Description	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Sep-20				
														Target / Forecast	Actual	Actual v Target/Fcast		
001	Integrated Urgent Care	Calls Offered	137,427	156,871	175,308	144,564	148,175	308,185	175,235	153,686	133,386	139,324	154,845	173,929	128,644	173,929	▲	
		Call Answered	122,183	132,591	160,403	135,455	135,463	155,346	143,075	141,878	127,239	132,417	147,469	151,588		151,588		
		Calls Answered within 60 Seconds	81.7%	75.8%	83.1%	90.7%	85.0%	26.2%	67.3%	87.8%	94.8%	90.1%	88.0%	70.3%	90%	70.3%	▼	
		Core Clinical Advice	31.2%	29.5%	28.3%	30.5%	28.3%	28.2%	28.0%	30.7%	32.7%	31.3%	29.7%	29.3%	30%	29.3%	▼	
		Clinician Called Back within 1 Hour	53.2%	51.2%	56.9%	59.8%	46.6%	45.9%	71.7%	70.4%	58.1%	56.2%	49.7%	41.2%	60%	41.2%	▼	
		Direct Bookings	44.9%	44.7%	45.2%	45.8%	45.0%	35.0%	29.9%	35.1%	34.0%	33.4%	32.6%	32.6%	30%	32.6%	▲	
		Bookings into UTC	54.0%	52.2%	51.0%	56.7%	56.7%	49.0%	16.0%	15.1%	18.8%	21.5%	22.5%	19.0%	50%	19.0%	▼	
		Bookings into IUC Treatment Centres	61.2%	60.4%	60.2%	62.9%	61.6%	55.5%	48.3%	49.9%	51.4%	48.3%	42.9%	42.5%	95%	42.5%	▼	
		ED Validations	54.6%	52.1%	46.6%	50.8%	37.7%	29.9%	33.0%	35.4%	52.8%	53.0%	50.2%	39.7%	50%	39.7%	▼	
		Ambulance Validations	97.5%	98.1%	97.8%	98.3%	90.4%	53.6%	74.3%	94.1%	97.6%	96.4%	95.9%	86.7%	95%	86.7%	▼	
002	EOC	Telephony - 999 Calls Answered	63,779	63,358	68,507	57,223	54,569	67,046	50,458	46,629	47,355	53,867	57,811	60,000		60,000		
		Telephony - 999 Calls Answered within 5 Seconds	91.4%	87.6%	88.0%	94.8%	96.1%	77.6%	93.1%	97.9%	93.0%	92.2%	90.6%	82.7%	95%	82.7%	▼	
003	A&E Operations	All Activity (H&T + STR + STC)	71,982	71,517	76,409	72,149	67,218	73,608	64,197	64,125	63,924	68,032	69,026	67,600		67,600		
		Hear & Treat (H&T)	6.5%	7.3%	8.5%	6.5%	7.2%	12.6%	9.8%	7.9%	7.6%	7.6%	8.8%	8.9%		8.9%		
		See, Treat & Refer (STR)	24.5%	23.9%	25.0%	25.1%	25.5%	31.0%	39.0%	33.4%	30.7%	29.6%	28.7%	28.1%		28.1%		
		See, Treat & Convey (STC)	69.0%	68.8%	66.7%	68.4%	67.3%	56.4%	51.2%	58.7%	61.7%	62.7%	62.5%	62.9%		62.9%		
		999 Responses (STR + STC)	67,273	66,263	70,017	67,446	62,407	64,362	57,916	59,083	59,057	62,855	62,961	61,555	70,509	61,555	▼	
		Category 1	Mean	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	00:07:46	00:07:00	00:07:46	▲
			90th Percentile	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	00:13:22	00:15:00	00:13:22	▼
		Category 2	Mean	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	00:22:42	00:18:00	00:22:42	▲
			90th Percentile	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	00:47:27	00:40:00	00:47:27	▲
		Category 3	90th Percentile	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	02:22:07	02:00:00	02:22:07	▲
Category 4	90th Percentile	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	03:02:41	03:00:00	03:02:41	▲		
Average Turnaround Time	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	00:36:15	00:30:00	00:36:15	▲			
Average Job Cycle Time (Responses)	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	02:02:19		02:02:19				
004	PTS	Journeys	81,442	75,033	69,065	78,620	72,004	63,751	30,448	37,068	44,138	53,887	54,984	62,594	74,548	62,594	▼	
		Patient Journeys < 120 Minutes	99.1%	99.0%	99.2%	99.5%	99.5%	99.4%	99.4%	98.7%	98.5%	97.9%	98.0%	99.4%	90.0%	99.4%	▲	
		Patients Arrive at Appointment on Time	89.5%	88.0%	88.7%	90.2%	88.9%	91.0%	93.2%	92.8%	92.5%	90.1%	88.6%	90.0%	90.0%	90.0%	◀▶	
		% Pre Planned - Picked Up in 90 Minutes	90.3%	89.4%	89.4%	89.7%	90.3%	93.0%	97.9%	97.4%	96.9%	93.5%	93.1%	92.9%	90.4%	92.9%	▲	
		% Short Notice - Picked Up in 120 Minutes	75.9%	74.3%	73.0%	71.9%	74.5%	81.0%	89.4%	93.8%	93.8%	91.4%	87.9%	87.9%	88.8%	87.9%	▼	
		Calls Answered within 180 Seconds	91.9%	93.4%	94.4%	88.3%	93.1%	88.2%	98.0%	99.4%	95.3%	70.9%	58.5%	64.8%	90.0%	64.8%	▼	

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%		94.6%		
	% Received Sepsis Care Bundle			60.9%			72.7%			76.8%			

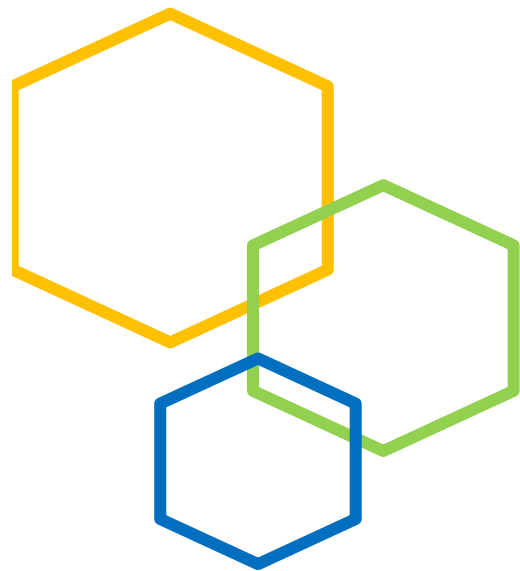
Please Note: ACQI Care Bundle Data for STEMI, Stroke and Sepsis are submitted quarterly on a rotational basis.

Indicator ID	Key Operational Standard Description	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Sep-20			
														Target / Forecast	Actual	Actual v Target/Fcast	
006	Workforce	Total FTE in Post	4,732	4,773	4,753	4,759	4,777	4,836	4,898	4,924	4,993	4,987	4,986	5,026		5,026	
		BME %	5.2%	5.1%	5.1%	5.1%	5.3%	5.3%	5.2%	5.3%	5.4%	5.4%	5.5%	5.6%	11.1%	5.6%	▼
007	Recruitment	New Starters (FTE)	62.3	53.1	13.3	44.6	42.1	89.1	104.3	41.8	60.1	50.0	27.9	107.3		107.3	
008	Turnover (FTE)	YAS (Rolling 12 Month Periods)	9.7%	10.1%	9.7%	9.7%	9.7%	9.2%	9.2%	8.7%	8.4%	8.6%	8.3%	8.3%		8.3%	
009	PDR / Staff Appraisals	YAS	77.6%	76.4%	75.7%	74.6%	75.9%	71.6%	65.5%	64.6%	66.3%	68.1%	69.5%	70.5%	90.0%	70.5%	▼
		A&E Operations	80.2%	80.5%	78.8%	78.3%	78.8%	74.8%	68.2%	63.4%	65.8%	69.0%	72.0%	74.0%	90.0%	74.0%	▼
		EOC	67.0%	65.1%	67.1%	68.7%	68.5%	65.3%	63.9%	69.4%	71.8%	72.5%	69.4%	66.1%	90.0%	66.1%	▼
		Integrated Urgent Care	67.5%	63.0%	60.8%	56.2%	65.0%	58.6%	58.1%	81.5%	89.6%	93.4%	92.4%	89.3%	90.0%	89.3%	▼
		PTS	89.1%	86.2%	88.4%	86.9%	87.7%	82.9%	74.5%	80.3%	79.9%	81.2%	82.3%	85.3%	90.0%	85.3%	▼
010	Training: Stat & Mand (Substantive Employees)	YAS	98.4%	98.0%	97.6%	97.2%	97.6%	97.4%	Stat Mand Reporting is currently under review						90.0%		
		A&E Operations	99.0%	98.6%	98.2%	97.8%	97.9%	97.8%							90.0%		
		EOC	97.7%	97.7%	97.4%	96.5%	98.3%	98.0%							90.0%		
		Integrated Urgent Care	98.7%	98.2%	96.1%	95.7%	97.1%	96.7%							90.0%		
		PTS	99.5%	99.6%	100.0%	100.0%	100.0%	100.0%							90.0%		
011	Health & Wellbeing	Total Sickness Rate	6.5%	6.5%	7.1%	6.5%	6.0%	8.4%	8.8%	6.9%	6.2%	5.9%	6.4%	7.2%		7.2%	
		Long Term Sickness Rate	4.0%	3.7%	4.3%	3.8%	3.6%	3.8%	3.8%	4.0%	3.9%	3.7%	4.2%	4.2%		4.2%	
		Short Term Sickness Rate	2.6%	2.8%	2.8%	2.7%	2.5%	4.6%	5.0%	2.9%	2.3%	2.2%	2.2%	3.0%		3.0%	

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														Target / Forecast	Actual	Actual v Target/Fcast		
012	Incidents	All Reported	666	736	735	801	739	687	524	633	716	758	721	709		709		
		Serious	1	6	7	2	2	4	1	1	3	1	5	5		5		
		Moderate	14	23	23	8	23	16	11	18	22	31	27	28		28		
		Medication Related	75	69	69	60	64	50	43	58	81	63	52	47		47		
013	Patient Relations	A&E	Complaint	19	20	13	16	16	21	17	15	25	29	33	32		32	
			Compliment	88	117	102	125	109	91	82	69	87	104	79	94		94	
			Concern	23	12	20	17	15	10	8	7	16	18	9	14		14	
			Service to Service	26	25	16	29	23	13	21	21	18	33	29	19		19	
		EOC	Complaint	11	18	12	4	6	1	6	5	9	10	9	11		11	
			Compliment	0	4	2	3	3	3	1	0	0	1	0	5		5	
			Concern	17	9	17	6	8	3	0	1	9	3	2	6		6	
			Service to Service	13	18	23	20	5	15	2	4	4	13	10	13		13	
		Integrated Urgent Care	Complaint	29	18	31	19	24	14	9	15	18	13	13	9		9	
			Compliment	4	7	12	10	4	2	2	5	7	8	3	3		3	
			Concern	6	3	9	2	3	1	1	3	1	2	2	2		2	
			Service to Service	21	17	17	26	40	52	31	24	43	53	44	57		57	
		PTS	Complaint	14	15	7	9	11	14	2	6	9	6	11	16		16	
			Compliment	4	7	9	5	3	2	2	2	1	11	8	5		5	
			Concern	31	23	22	24	24	24	10	3	7	12	11	15		15	
			Service to Service	27	24	24	47	34	22	7	7	7	24	17	13		13	
014	Clinical Outcomes Data	Stroke - Call to Hospital Arrival (Mean)	01:21	N/A	01:19	01:10	01:14	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		Stemi - Call to Catheter Insertion for Angio (Mean)	02:06	02:18	02:12	02:08	02:10	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		ROSC (Utstein)	61.1%	75.0%	52.9%	57.1%	54.8%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
		Survival (Utstein)	34.6%	30.4%	41.4%	37.8%	30.8%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		N/A		
015	Safeguarding	Adult Referrals	906	1,013	1,045	1,049	947	749	833	1,054	1,030	1,095	1,145	1,056		1,056		
		Child Referrals	587	551	540	603	638	532	441	539	608	653	657	615		615		
016	Information Management	Information Governance Training Compliance	95.2%	73.3%	70.3%	64.3%	72.3%	72.3%	72.8%	76.1%	81.3%	83.3%	88.8%	91.1%	95%	91.1%	▼	
		FOI Request Compliance	60.5%	32.3%	61.9%	69.7%	70.3%	57.1%	56.0%	83.3%	85.7%	70.6%	90.9%	82.6%	90%	82.6%	▼	
017	IPC Audit	Hand Hygiene	99.1%	98.3%	98.4%	99.3%	98.8%	98.9%	99.8%	100.0%	99.0%	99.0%	100.0%	99.0%	95%	99.0%	▲	
		Premise	98.9%	99.0%	96.7%	98.4%	98.3%	98.7%	98.8%	100.0%	99.0%	99.0%	99.0%	99.0%	95%	99.0%	▲	
		Vehicle	99.4%	99.1%	98.0%	98.7%	99.1%	98.4%	99.3%	99.0%	99.0%	98.0%	99.0%	99.0%	95%	99.0%	▲	
018	CQUIN	National CCG2: Staff Flu Vaccinations									No reporting required							
		National CCG10: Ambulance – Access to Patient Information at Scene (Assurance)									No reporting required							
		National CCG10B: Ambulance – Access to Patient Information at Scene (Demonstration)									No reporting required							
		Local 1: Supporting the needs of complex Mental Health Patients via Teleconferencing									No reporting required							
		Local 1: IUC/111 Staff Flu Vaccinations									No reporting required							
		Local 2: IUC/111 Frequent Callers									No reporting required							
		Local 3: IUC/111 Sepsis Awareness									No reporting required							
		Local 1: PTS Vehicle Electronic Checklist App									No reporting required							
		Local 1: PTS Staff Flu Vaccinations									No reporting required							



Indicator ID	Key Operational Standard Description	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Sep-20			YTD								
														Plan	Actual	Plan v Actual	Plan	Actual	Plan v Actual						
019	Finance Overview	Risk Rating	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	-2,073	-1,315	-812	-824	-855	-998																	
		Surplus	-507	-249	238	4	240	159																	
		Capital	1,152	1,889	1,947	957	2,967	4,908																	
		Cash	53,688	57,627	58,179	58,364	54,700	46,201																	
		CIP	532	532	532	582	582	623																	
020	CIP	A&E	28	28	28	28	28	28																	
		Business Development	0	0	0	0	0	0																	
		CEO Directorate	2	2	2	2	2	2																	
		Clinical	2	2	2	2	2	2																	
		Estates	19	19	19	19	19	19																	
		Finance	36	36	36	36	36	36																	
		Fleet	87	87	87	87	87	123																	
		Planned & Urgent Care	67	67	74	81	81	82																	
		Quality, Governance	0	0	0	0	0	0																	
		Hub & Spoke	0	0	0	0	0	0																	
		Workforce OD	57	57	57	57	57	56																	
		RESERVE	234	234	227	269	269	274																	
		Current Position (Cumulative YTD)	532	532	532	5,387	5,969	6,592																	
021	Transport/Fleet	A&E	Vehicle age +7	3.3%	1.8%	3.5%	6.6%	3.5%	3.5%	6.7%	6.7%	8.9%	8.2%	8.4%	8.4%		8.4%								
			Vehicle age +10	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.2%	0.2%	0.2%		0.2%							
			Availability	91.0%	91.2%	91.7%	91.2%	90.6%	90.6%	92.5%	95.9%	92.7%	92.9%	92.7%	91.4%	95%	91.4%	▼							
		PTS	Vehicle age +7	16.9%	19.4%	15.3%	10.7%	16.7%	16.7%	8.6%	8.6%	17.7%	18.2%	16.5%	16.5%		16.5%								
			Vehicle age +10	24.0%	22.5%	26.6%	36.5%	27.2%	27.2%	22.5%	22.5%	20.8%	16.9%	17.7%	17.7%		17.7%								
			Availability	90.0%	90.0%	88.0%	89.0%	89.0%	89.0%	91.9%	92.4%	93.1%	93.1%	91.0%	91.7%	95%	91.7%	▼							

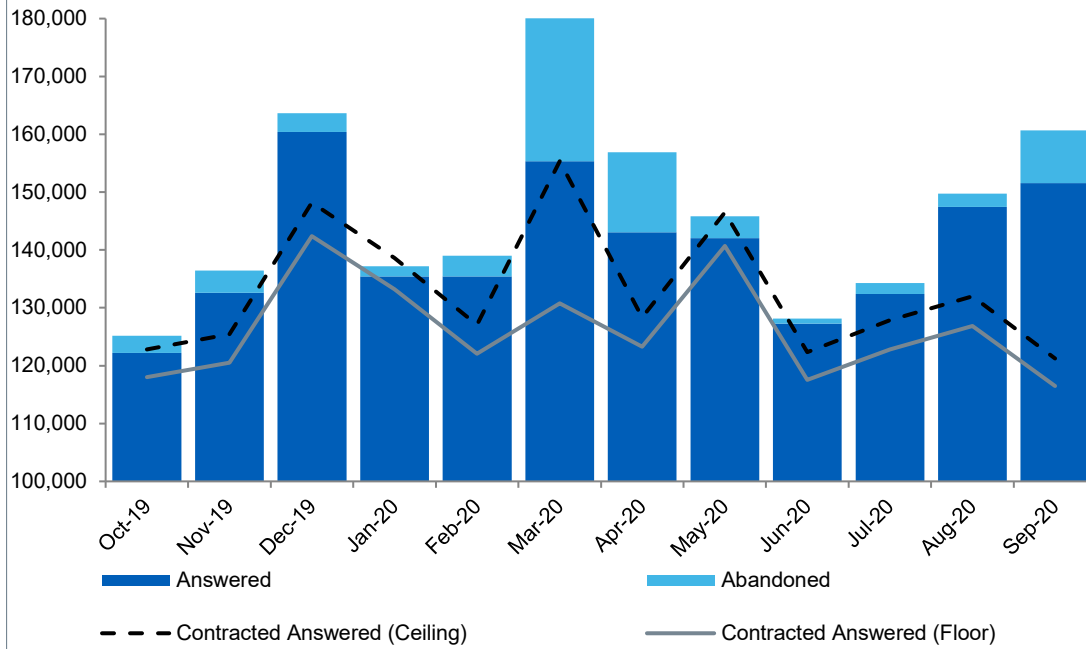


SERVICE LINES

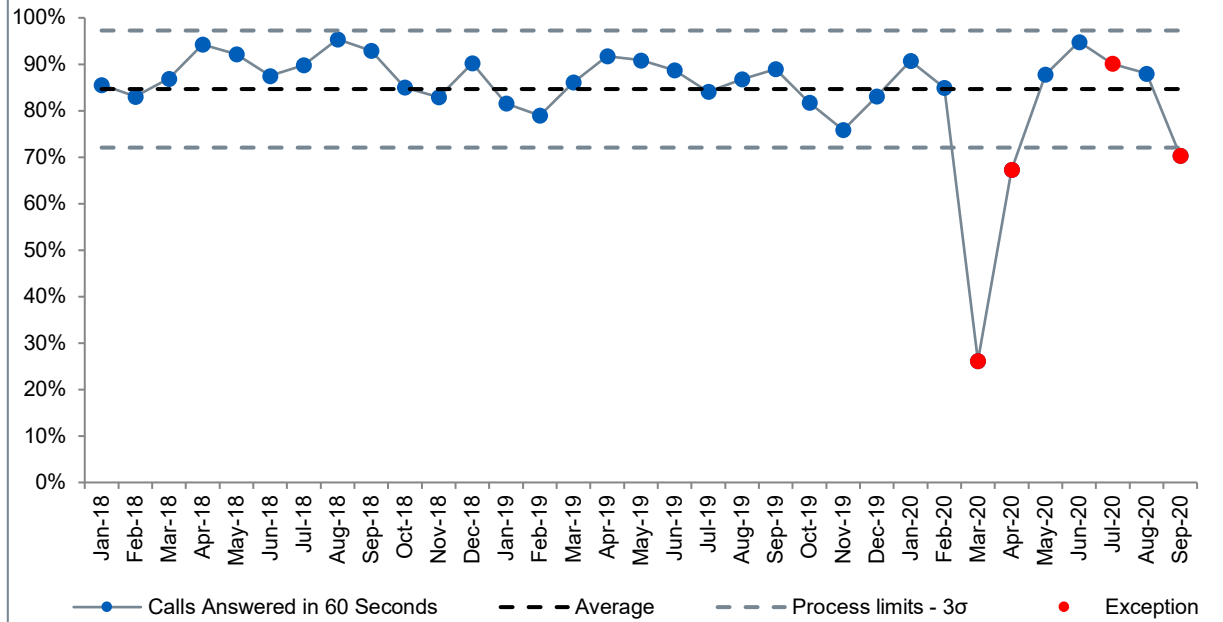
Integrated Urgent Care

September 2020

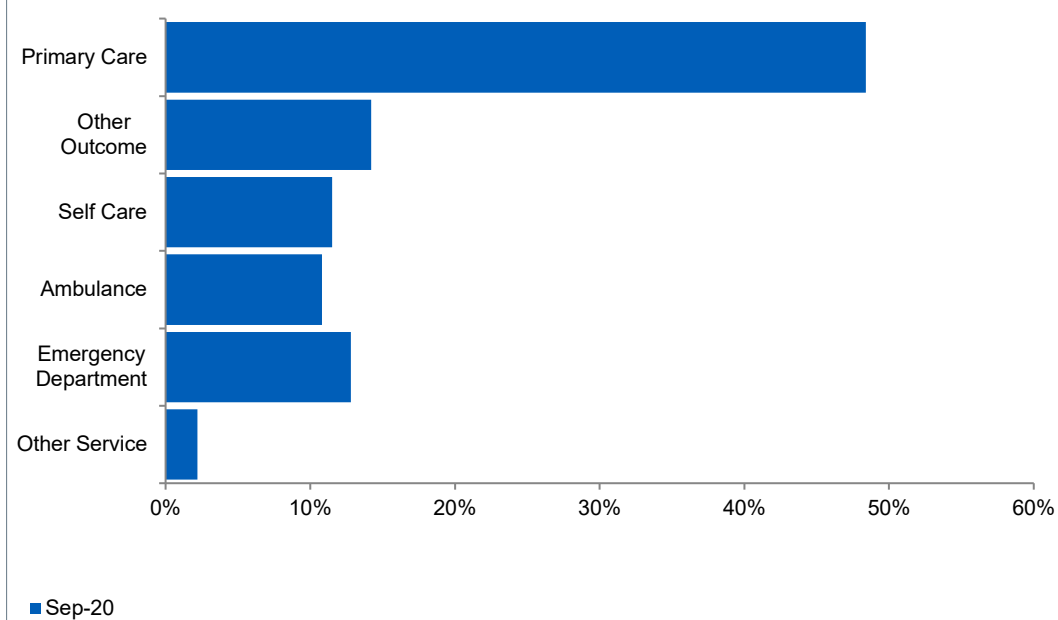
IUC Chart 1: Demand - Calls



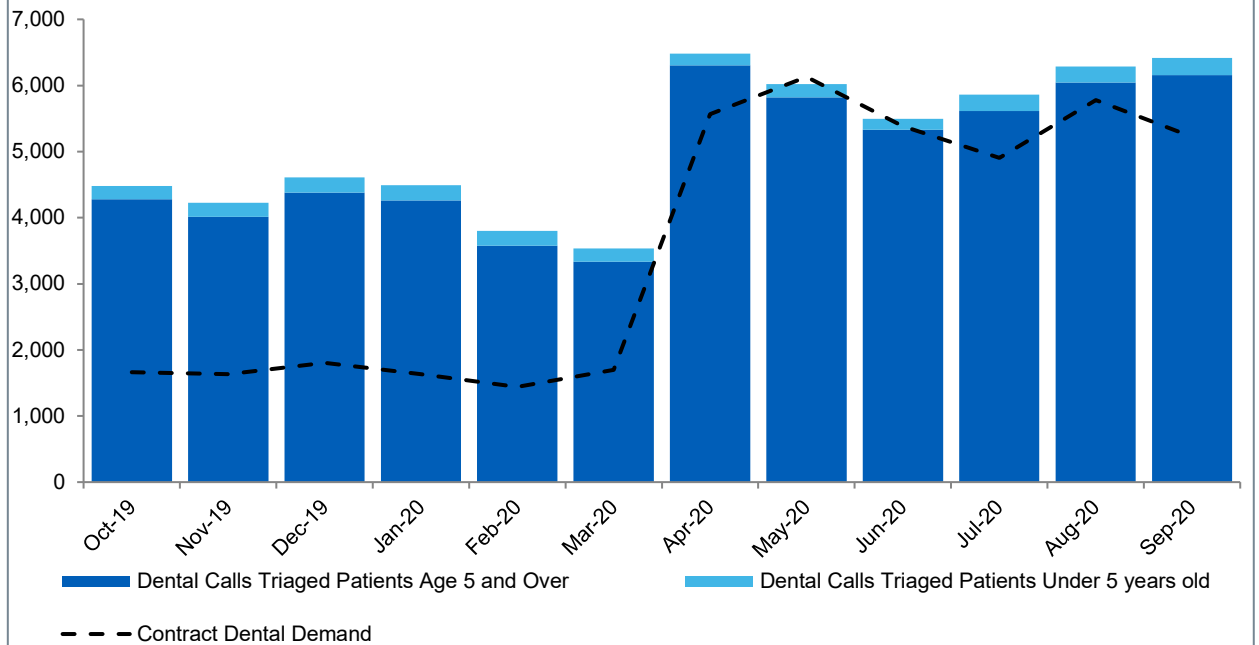
IUC Chart 2: Performance - Calls Answered in 60 Seconds



IUC Chart 3: Outcomes



IUC Chart 4: Demand - Dental





Integrated Urgent Care

September 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%	70.3%							82.6%
Core Clinical Advice (30%)	28.0%	30.7%	32.7%	31.3%	29.7%	29.3%							30.2%
Clinician Called Back within 1 Hour (60%)	72.2%	70.3%	58.1%	56.2%	49.7%	41.2%							57.6%
Direct Bookings * (30%)	29.9%	35.1%	34.0%	33.4%	32.6%	32.6%							33.0%
Bookings into UTC * (50%)	16.1%	15.1%	18.8%	21.5%	22.5%	19.0%							19.1%
Bookings into IUC Treatment Centres * (95%)	48.3%	49.9%	51.4%	48.3%	42.9%	42.5%							47.0%
ED Validations (50%)	33.0%	35.4%	52.8%	53.0%	50.2%	39.7%							44.4%
Ambulance Validations (95%)	74.3%	94.1%	97.6%	96.4%	95.9%	86.7%							90.8%

* 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:

Most performance measures were below target levels in September, in general as a result of very high demand that mirrored the challenges faced during March and April.

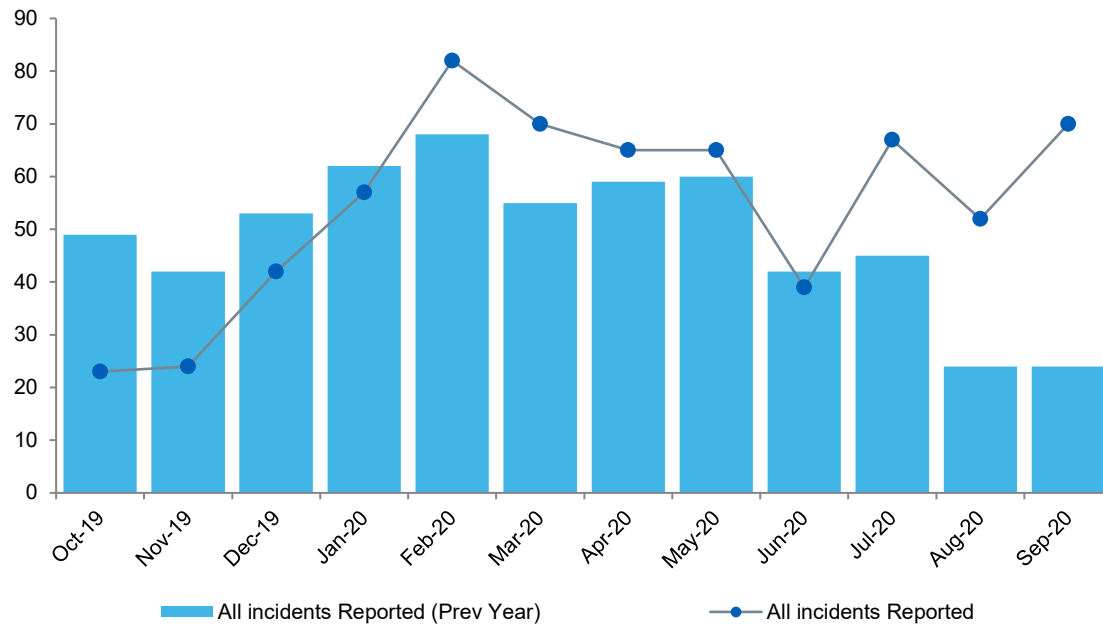
Demand (Calls offered) in September saw an increase of 2.8% compared with August, and were 19.7% higher than the same month last year.

Call Performance was substantially below target, with the proportion of calls answered in 60 seconds for September at 70.3%, down 17.7 percentage points on August's figure. The proportion of Clinician Call Backs made within 1 hour was 41.2% against a target of 60%.

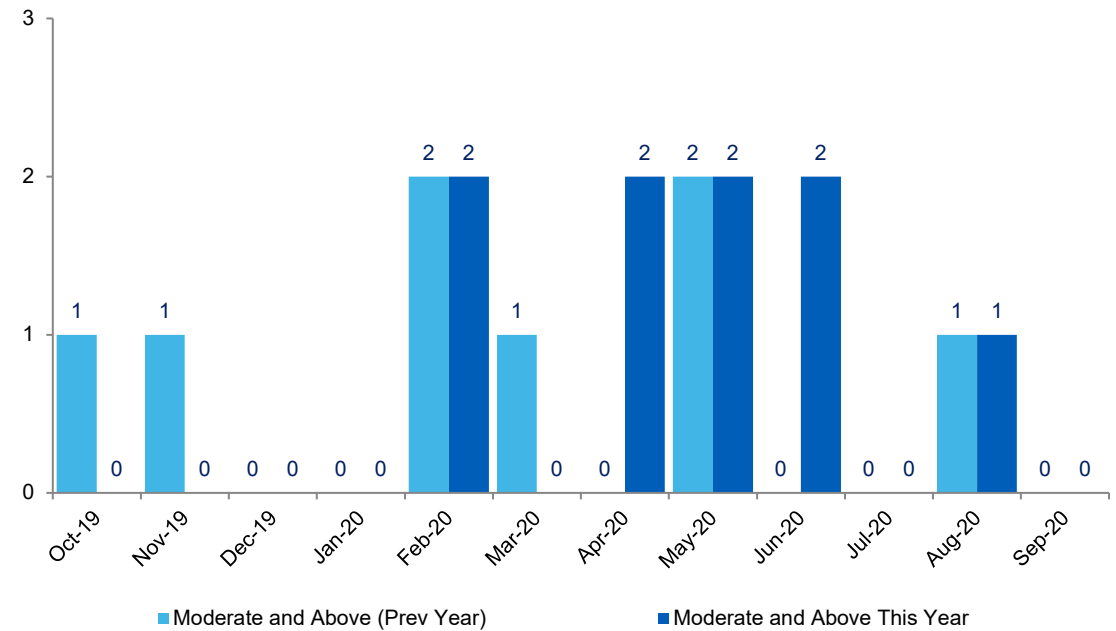
ED and Ambulance Validations were also considerably below target levels all as a result of this unprecedented demand.

As a result of the demand within the NHS 111 Brand locally and nationally NHS England are now standing up the national covid response service (CRS) to remove the covid demand from core IUC services. The CRS was nationally in place 5 October 2020.

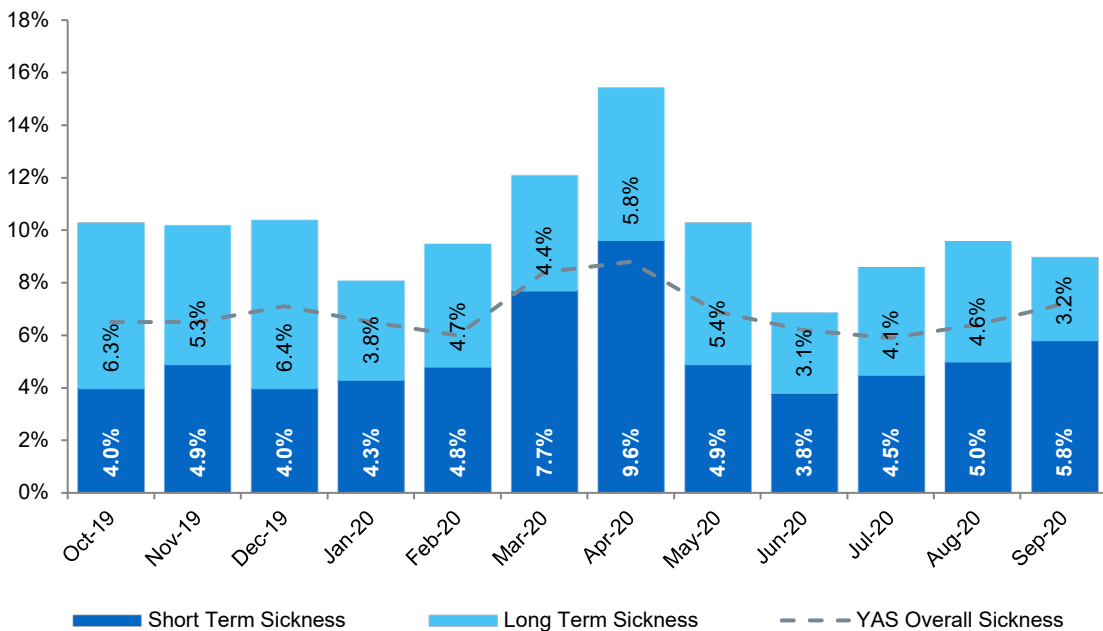
IUC Chart 5: Quality - Reported Incidents



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:

The IUC team continue to support the ongoing pandemic, preparation for NHS 111 First and winter with the following key achievements associated with workforce:

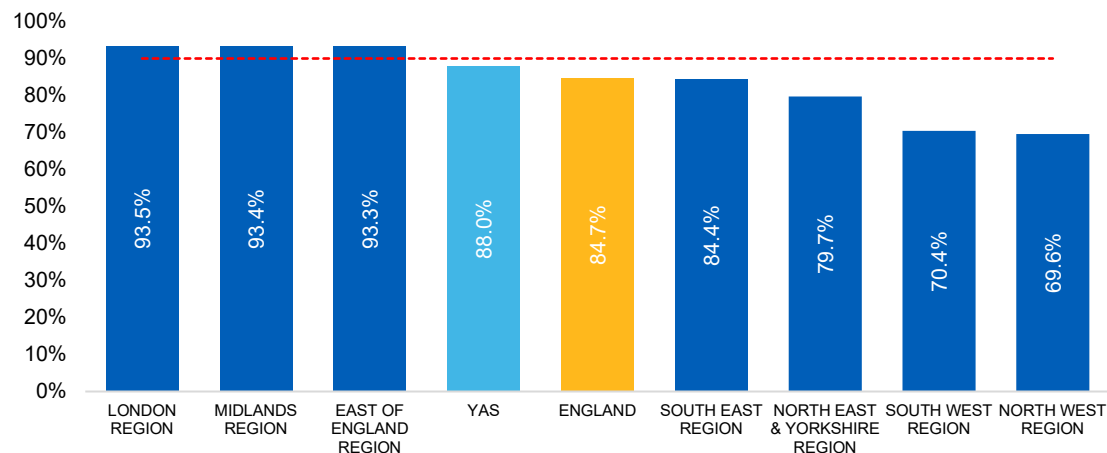
Successful recruitment and training: 121(heads) Health Advisors and 12 (heads) clinical advisors recruited into the service Sept and October intakes. Additional 5 (heads) clinical advisors planned for a November course with ongoing recruitment process and interviews planned for 12 clinical bank staff and 16 clinical advisors.

NHS Pathways: successful training / implementation of version 21 of NHS Pathways, Tuesday 6 October 2020

Flu Vaccinations: Flu clinical rolled out across the call centres with already 68% of staff in IUC vaccinated.

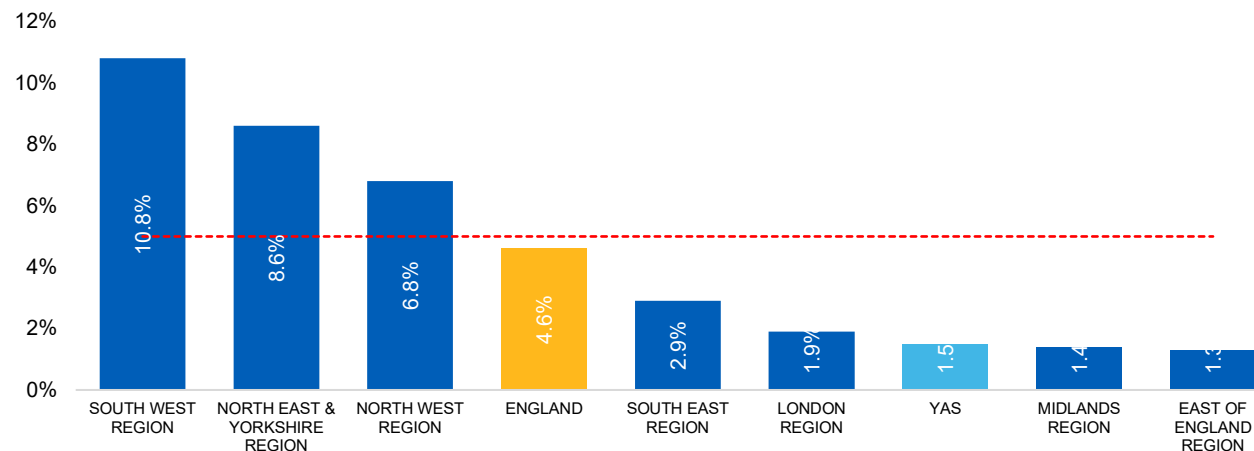
Updated IPC measures: Introduced new measures into the call centre based on updated national guidance and internal learning including the use of masks for staff walking away from their workstations.

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

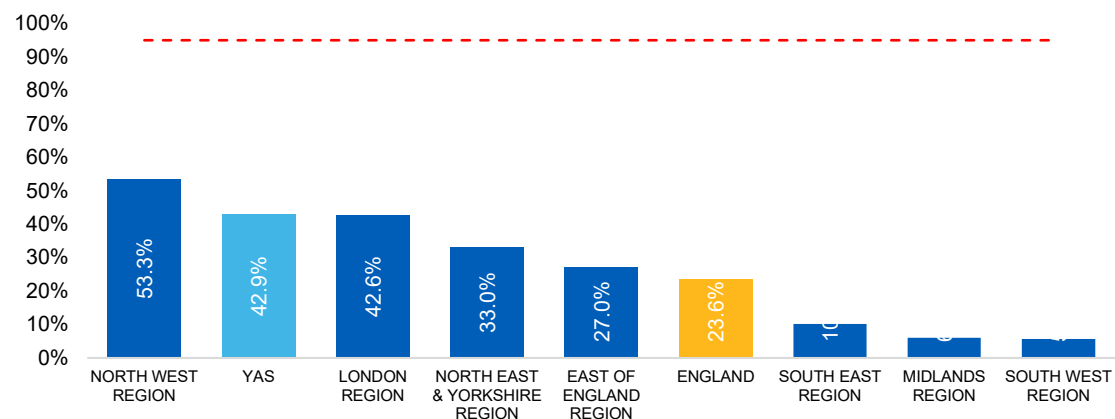


IUC Chart 9: Calls Abandoned (5%)

Benchmarking Information is based on the



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



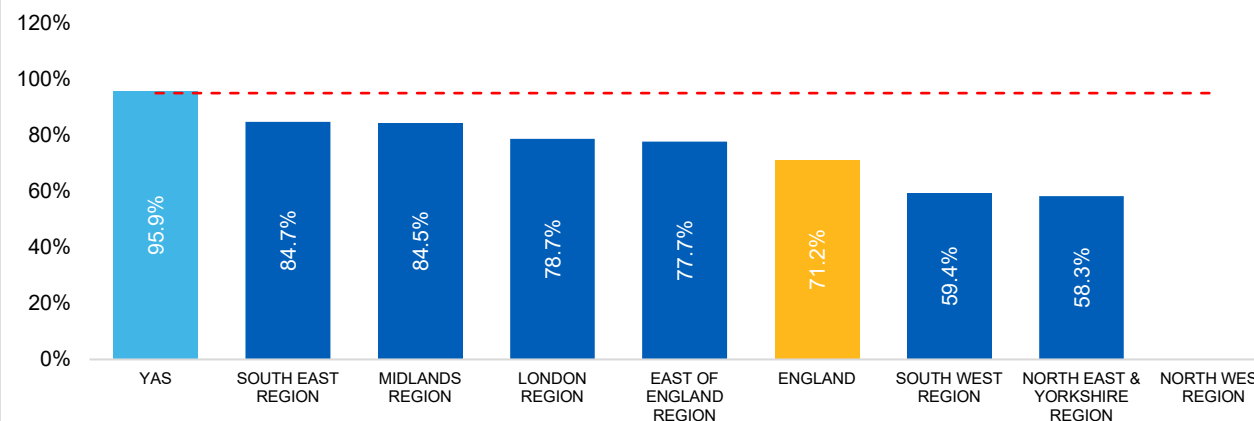
IUC Chart 11: Bookings into UTC (50%)



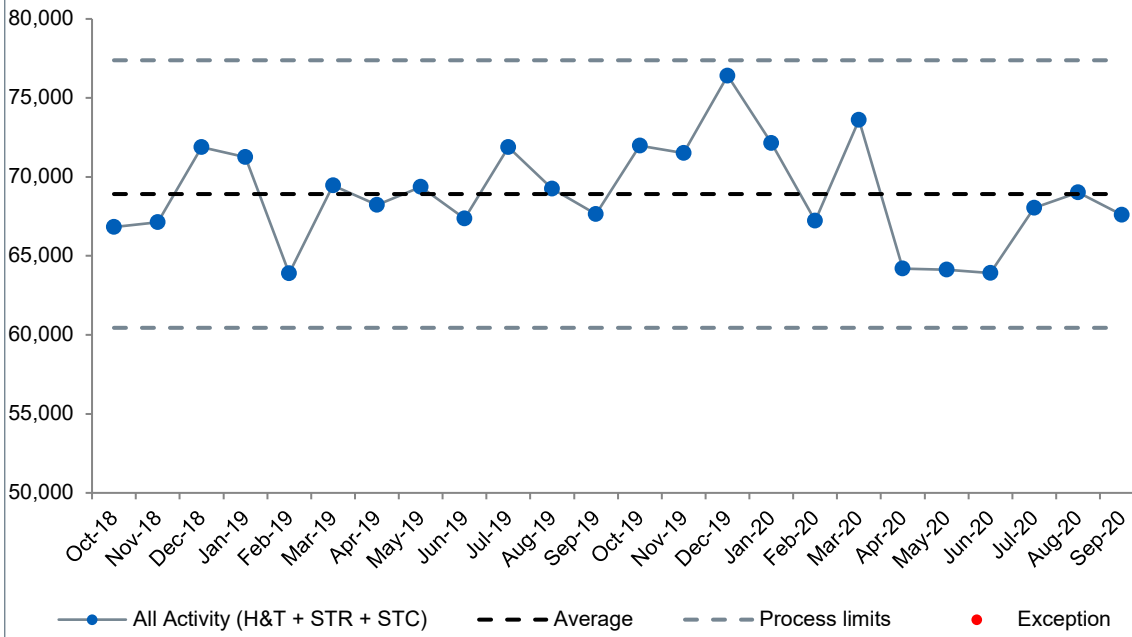
IUC Chart 12: ED Validations (50%)



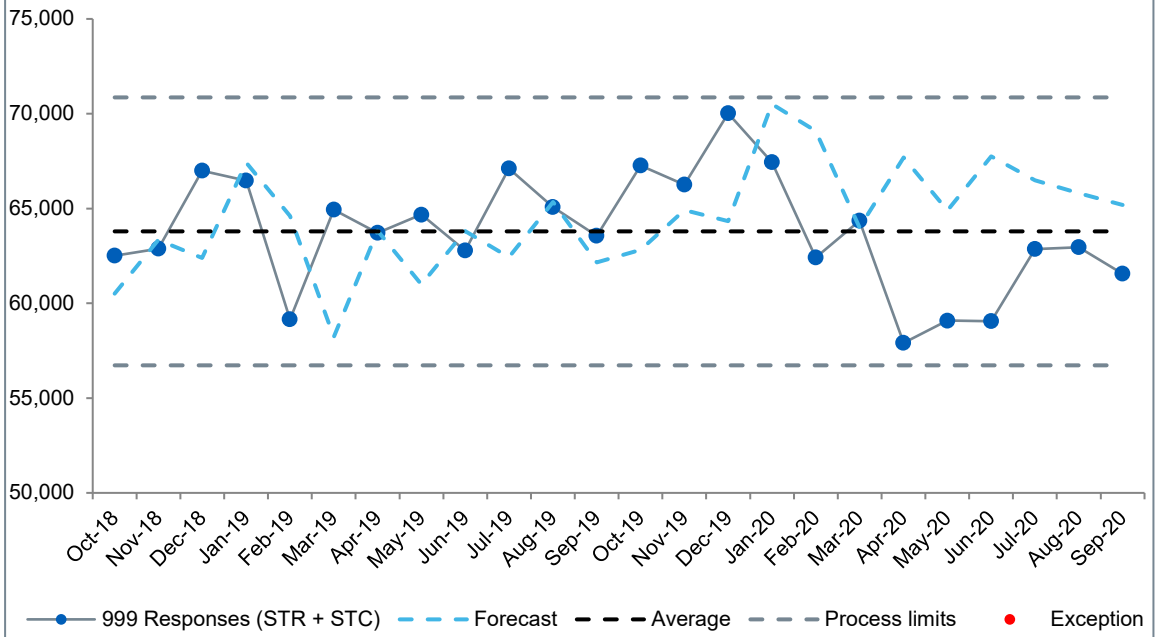
IUC Chart 13: Ambulance Validations (95%)



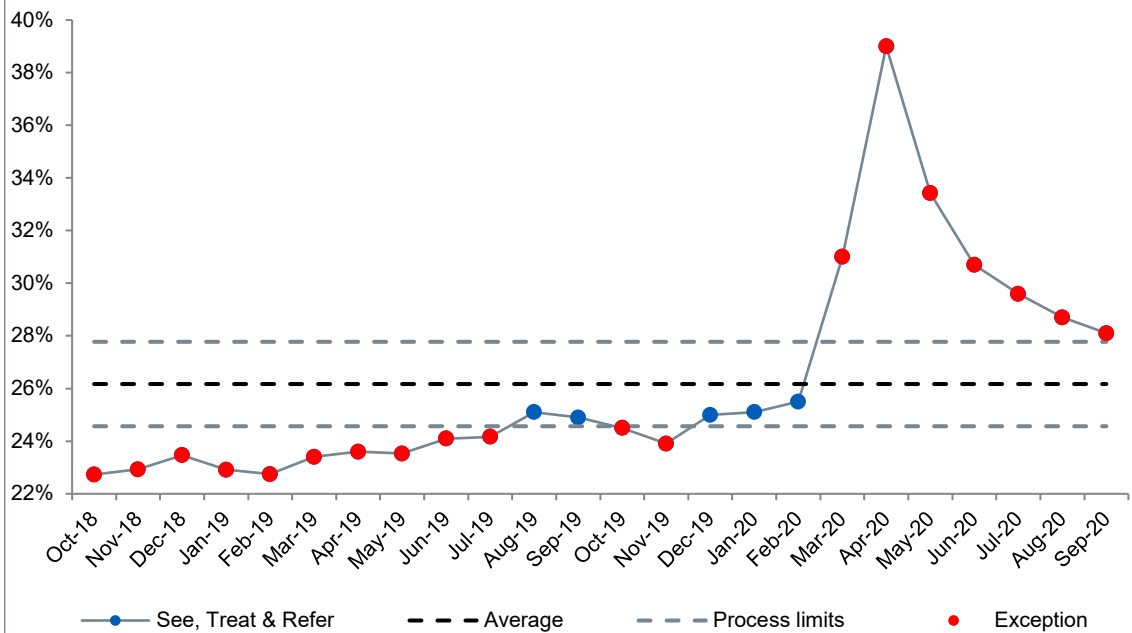
A&E Chart 1: Demand - All Activity (H&T + STR + STC)



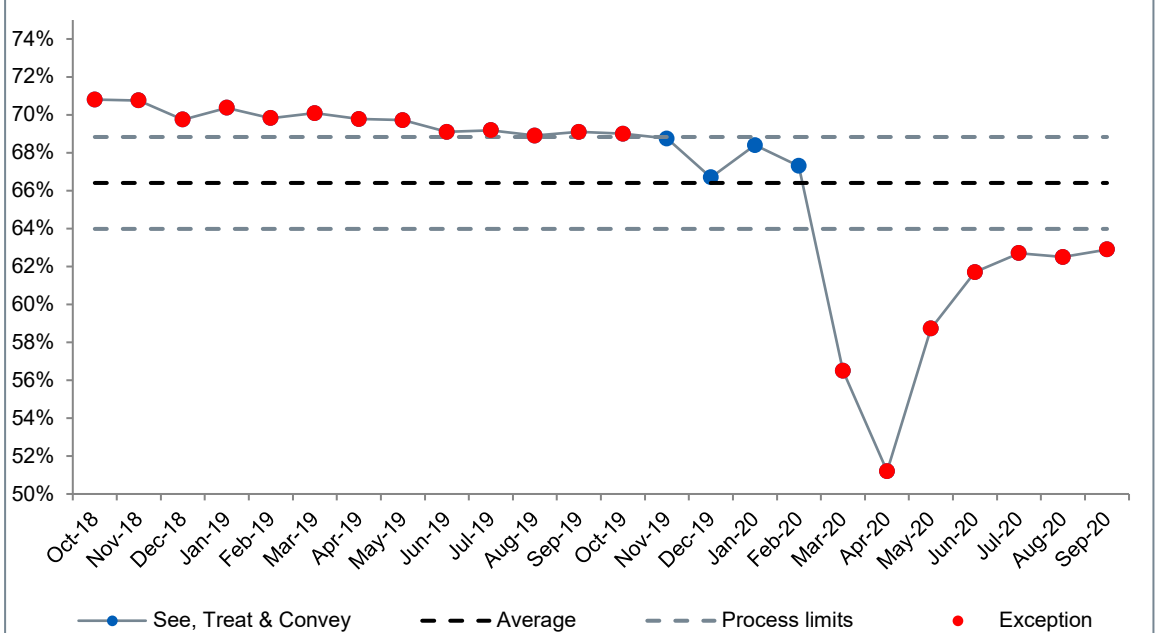
A&E Chart 2: Demand - 999 Responses (STR + STC)

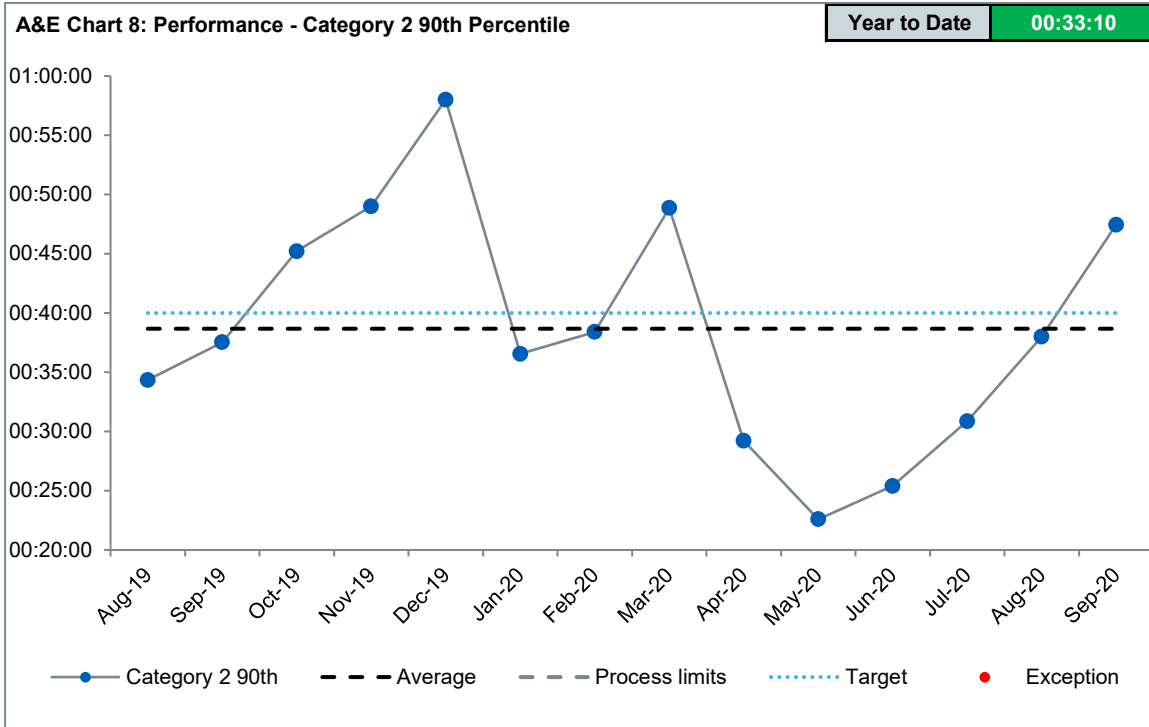
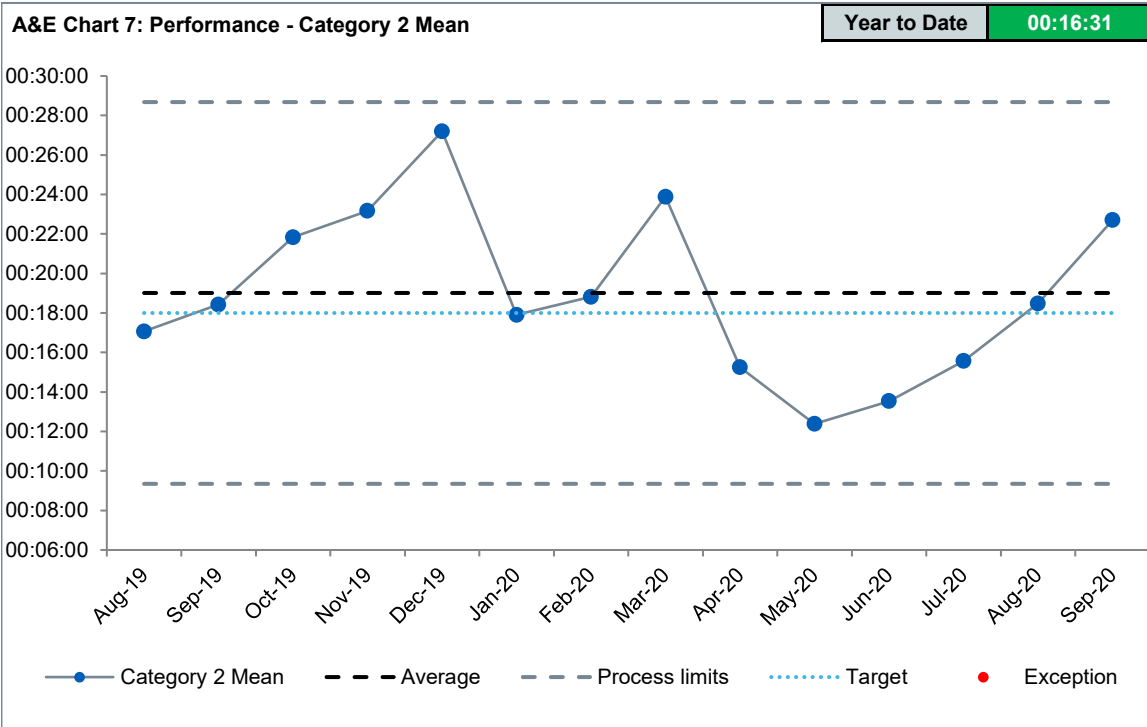
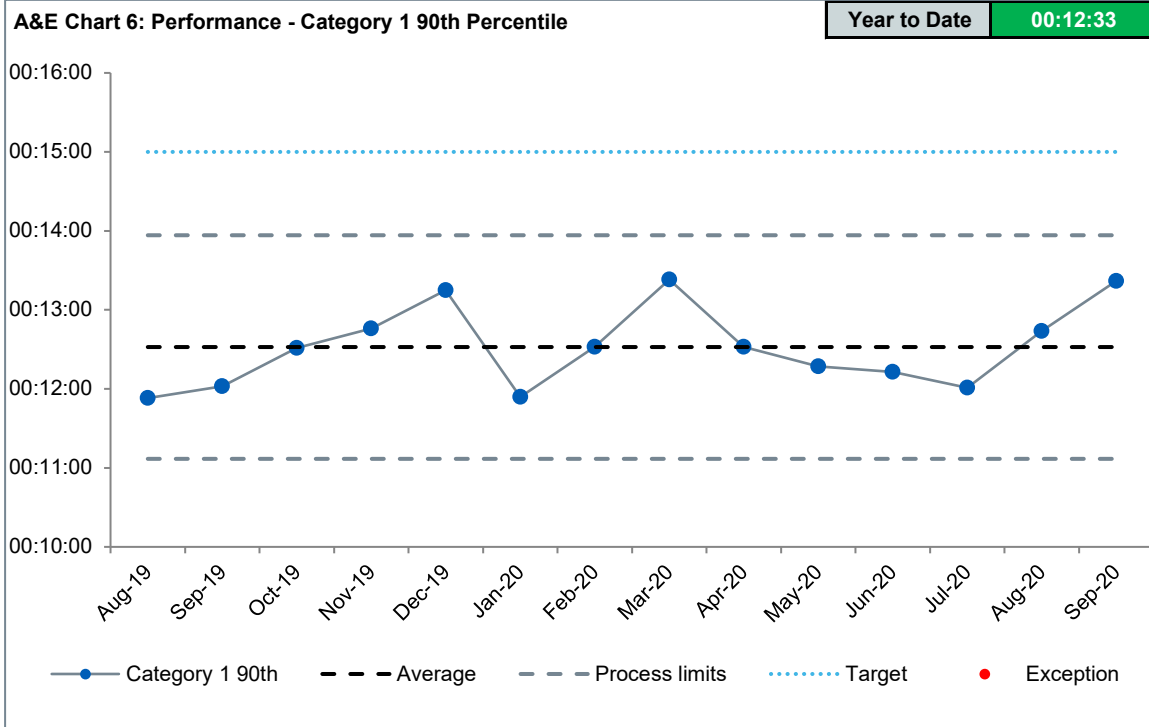
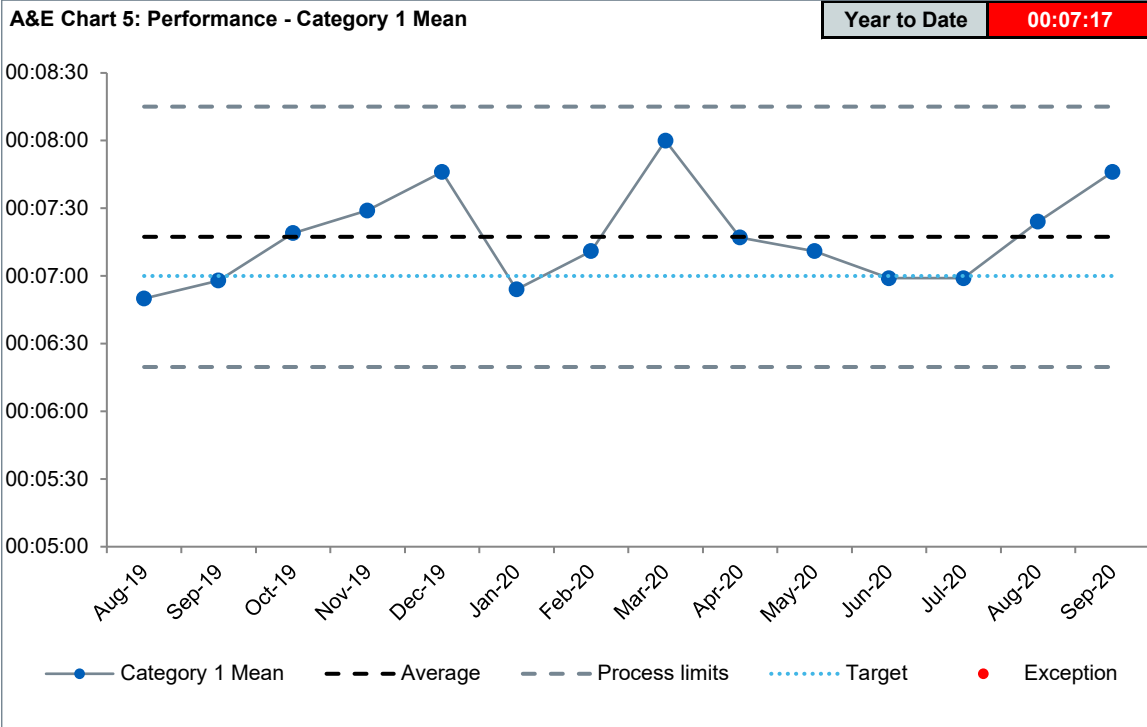


A&E Chart 3: Demand - See, Treat & Refer %



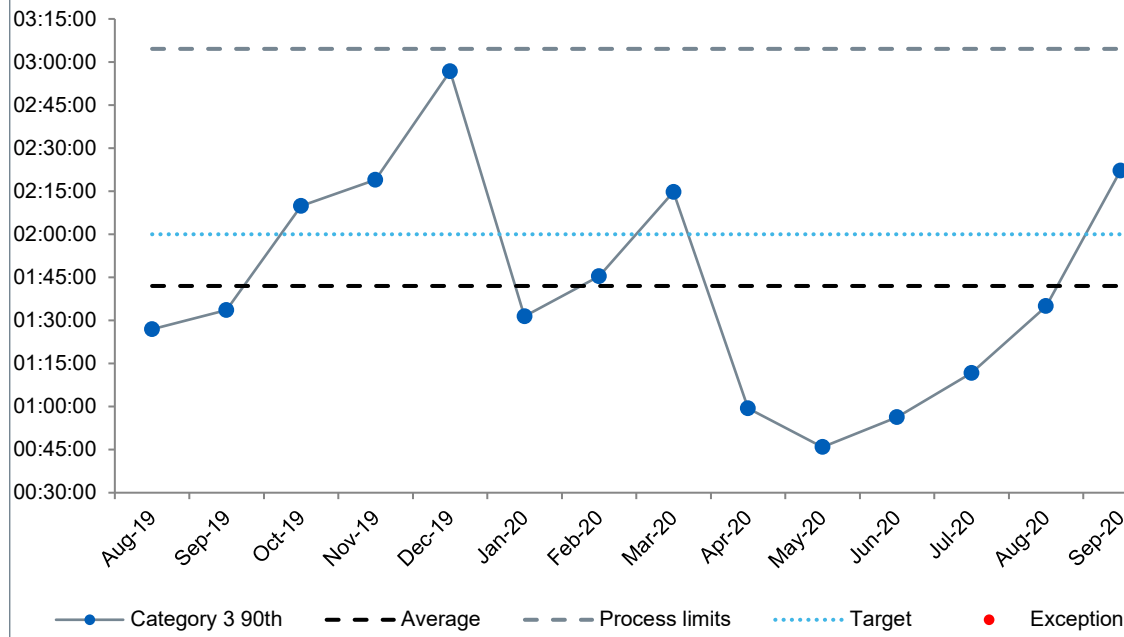
A&E Chart 4: Demand - See, Treat & Convey %





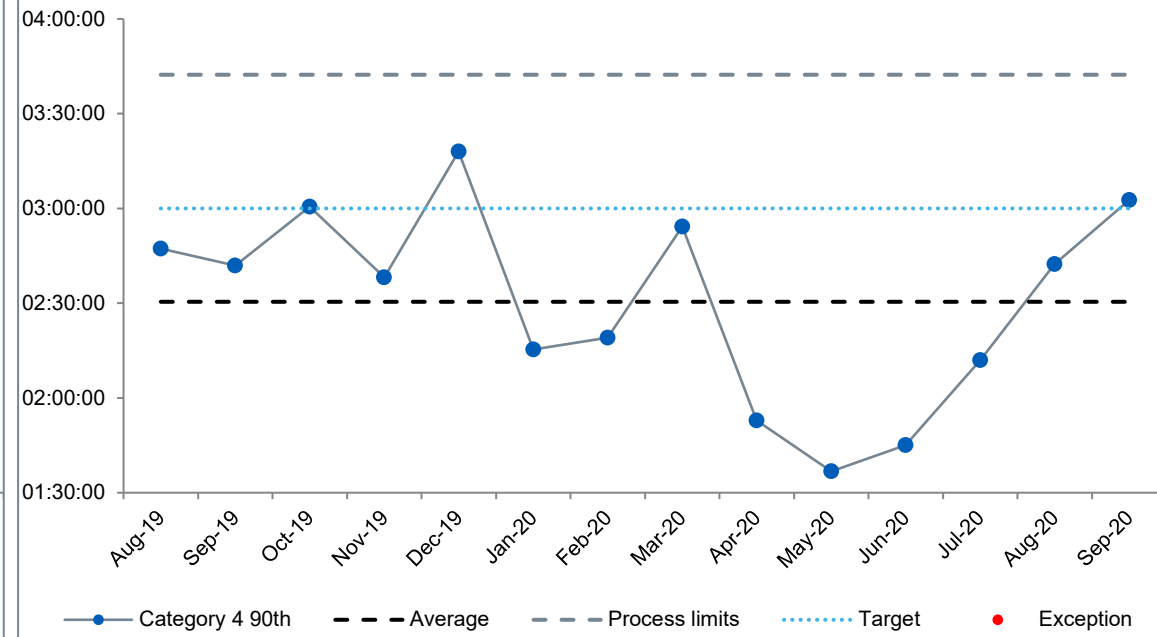
A&E Chart 9: Performance - Category 3 90th Percentile

Year to Date 01:15:48

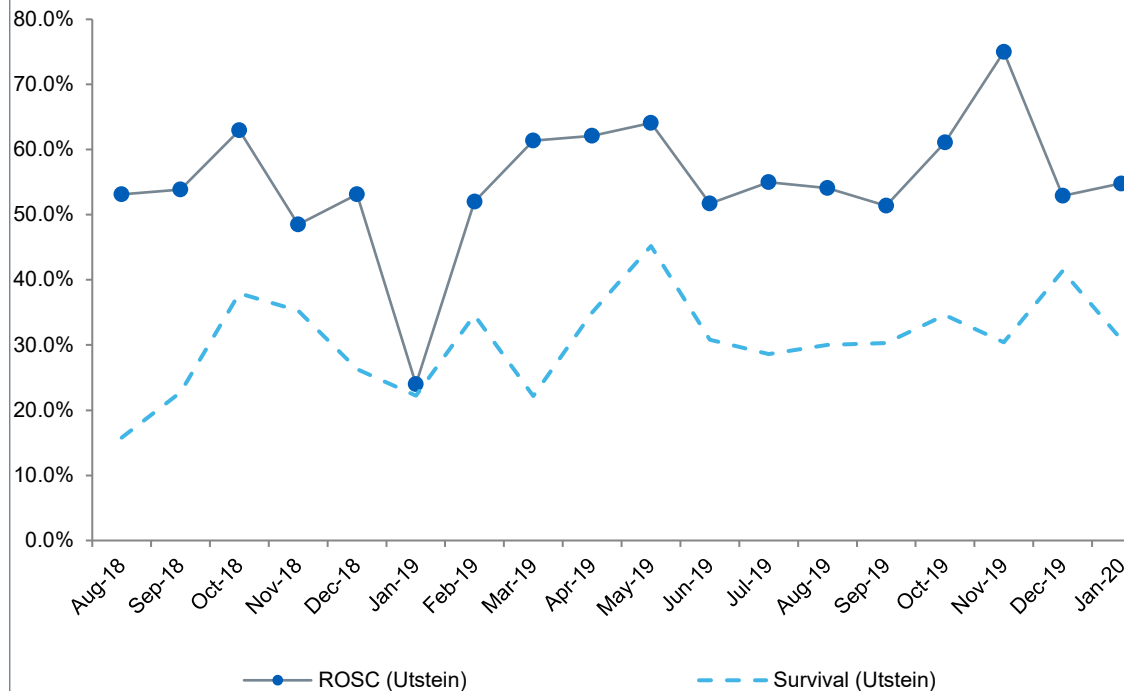


A&E Chart 10: Performance - Category 4 90th Percentile

Year to Date 02:09:28



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



Performance Commentary:

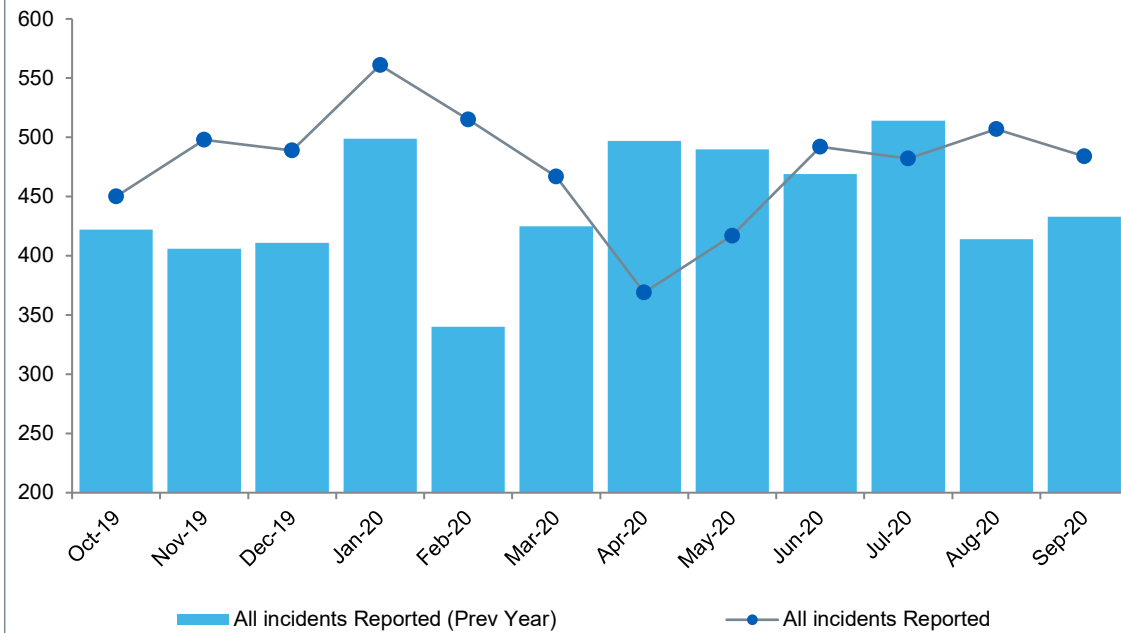
Based upon falling COVID-19 demand RRVs were reintroduced to A&E Operations . Throughout September there was a slight fall in demand however volumes were in expected levels.

The level of STR and STC was similar to August. 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.

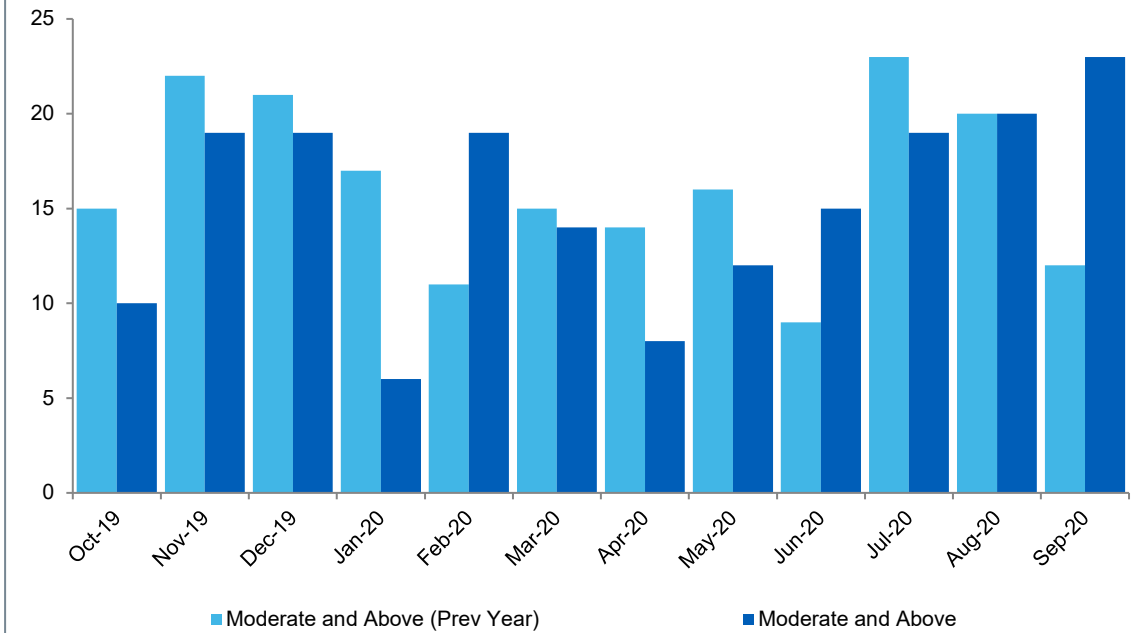
Against the background of a slight fall in demand we had an increased level of total abstraction due to an increase in additional training as university courses enrolled through September. Total abstractions in line with the national COVID picture, additional abstractions were seen above as we enter a second wave. An increase of handover delays at Hospitals were experienced due to entering a second wave.

All categories showed a decline in performance against national standards.

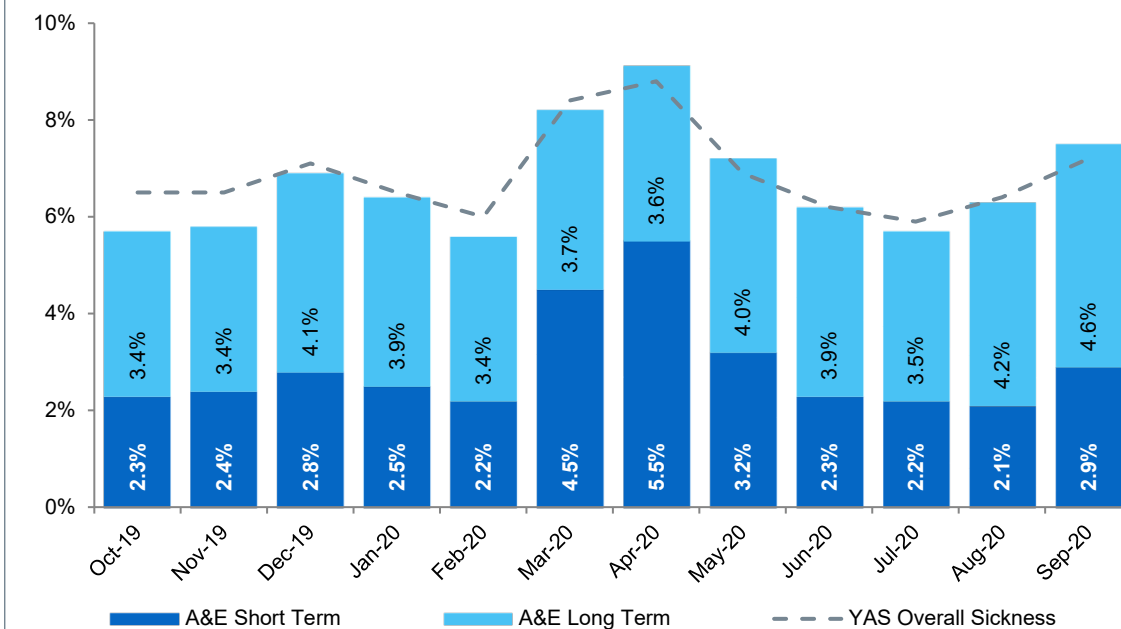
A&E Cht12: Quality - Reported Incidents



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



A&E Cht14: Workforce - Sickness



Quality Commentary:

Reported incidents fell in September but those of moderate and above increased from the previous month. Delays in response were particularly noted towards the end of the month due to the capacity challenges.

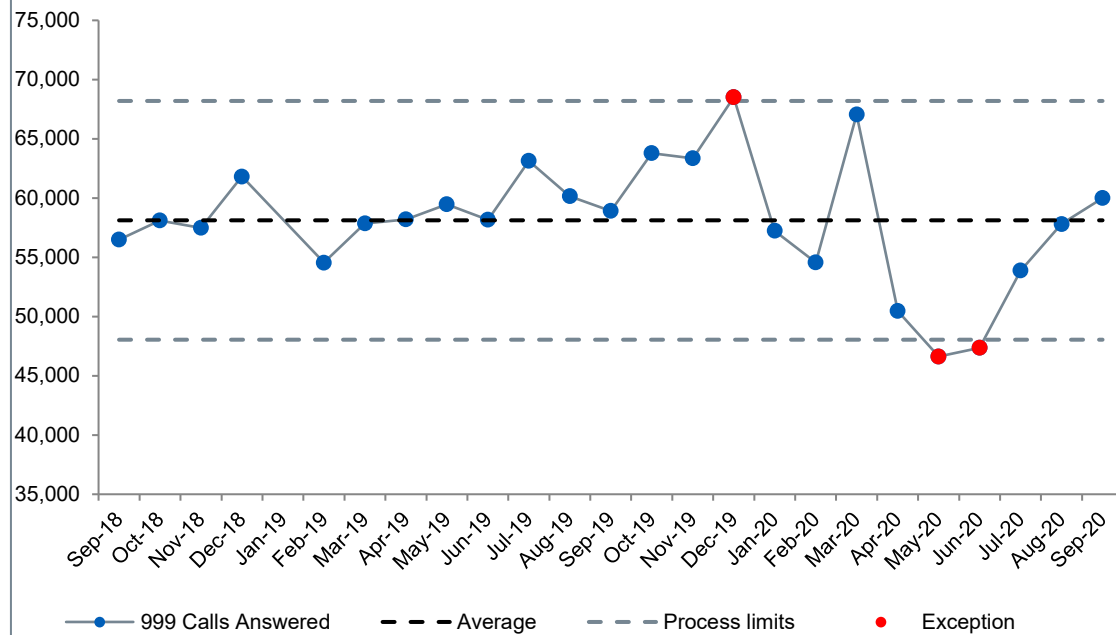
Workforce Commentary:

The overall sickness rate increased in September to above the Trust average.

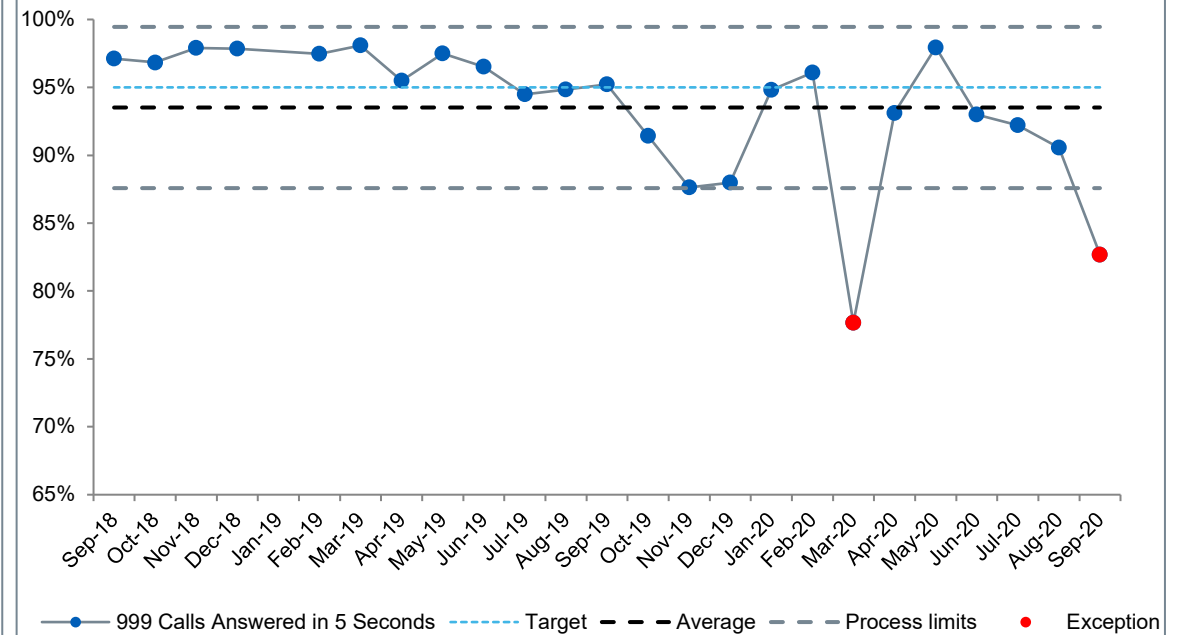
The COVID-19 pandemic has caused higher levels of sickness absence and abstraction due to those in isolation and quarantine. COVID-19 caused have increased regionally through September and is impacting staff numbers. A number of actions have been taken to mitigate sickness absence and the impact government 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.

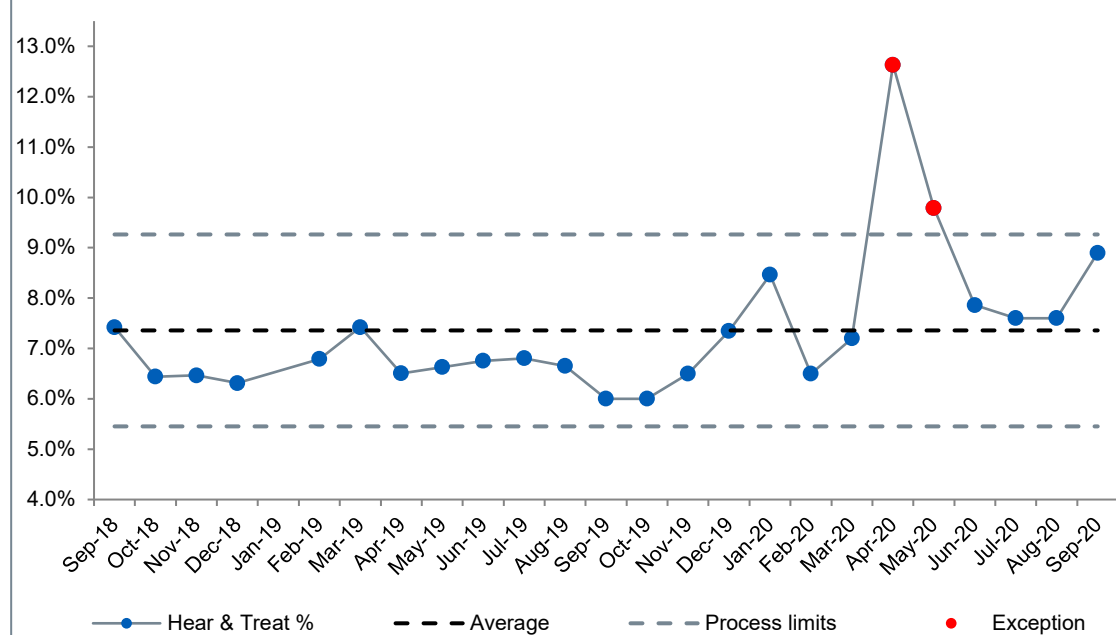
EOC Chart 1: Demand - 999 Calls Answered



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



EOC Chart 3: Performance - % Hear & Treat

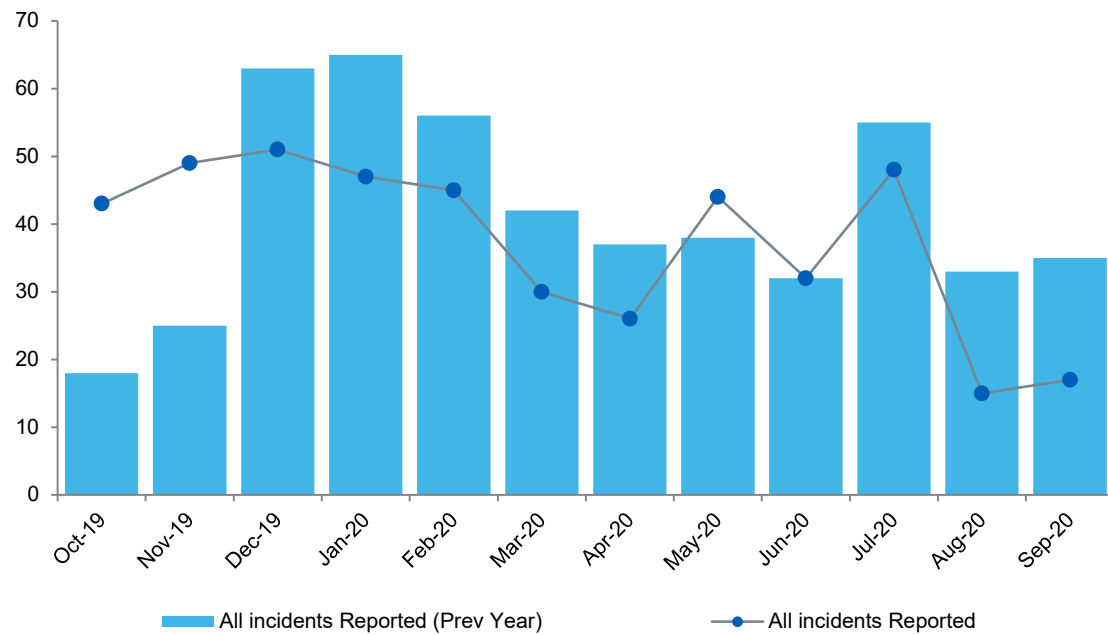


Performance Commentary:

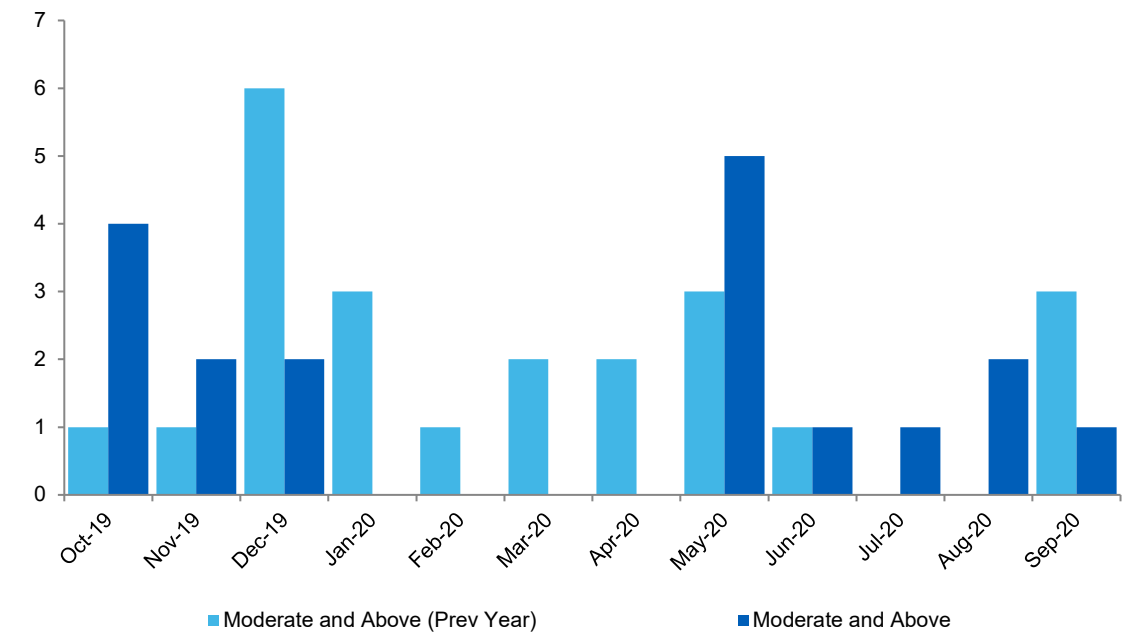
The pandemic card 36 reduced nationally to level 0 which saw call demand and categorisation return to normal levels increasing pressure on operational response. Call handling performance saw a significant downward trend in September as additional absence rates resulted in call handling capacity much lower than was required. Call handling times have extended which has increased pressure. Concerns around EOC capacity and staffing volumes were highlighted and additional support approved to allow return to budgeted establishment of call handling staff.

Hear and Treat performance saw further improvements in September against the background of operational pressure. The specialist advice support cell has had a positive impact on this area in addition to the ST+R performance.

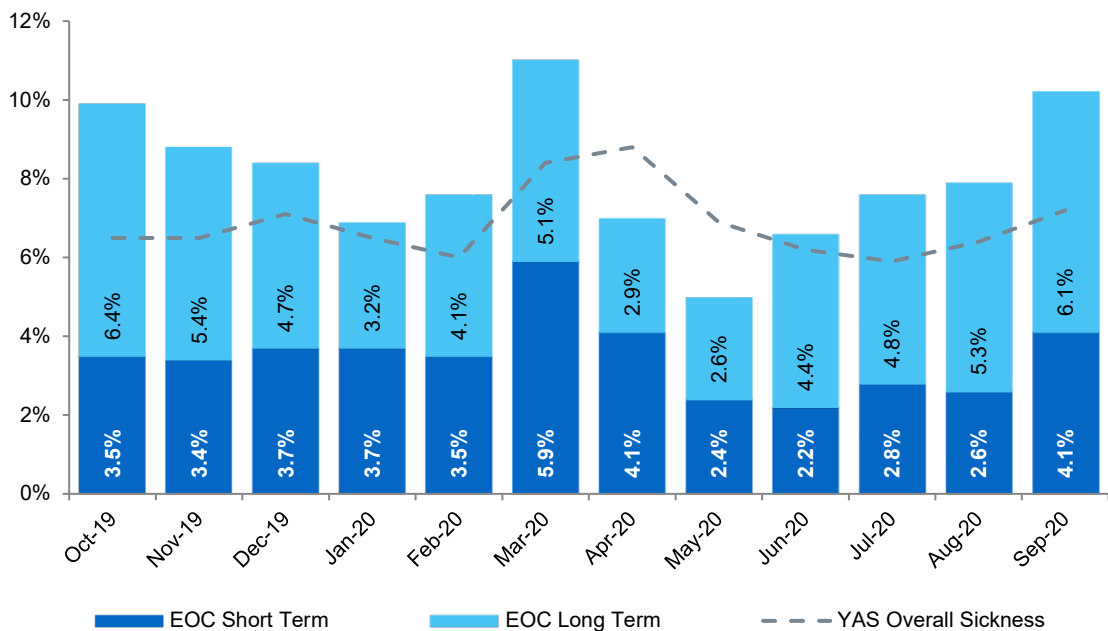
EOC Chart 4: Quality - Reported Incidents



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



EOC Chart 6: Workforce - Sickness



Quality Commentary:

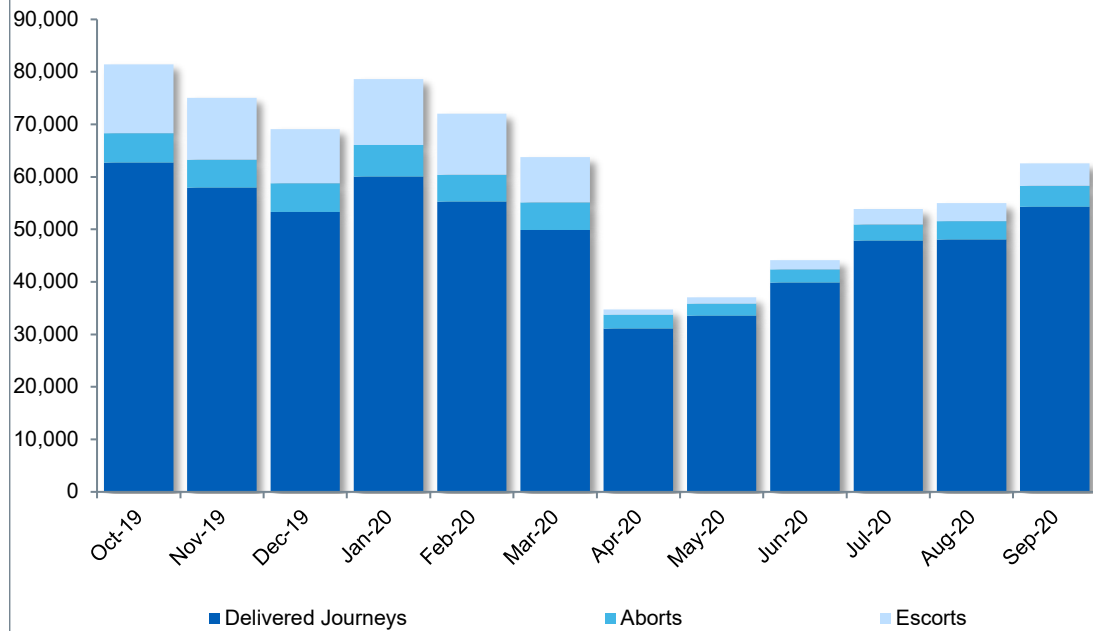
The total number of reported incidents saw a slight increase in September but is below the volume experienced in the previous. There was only 1 incident classed as moderate in September.

Workforce Commentary:

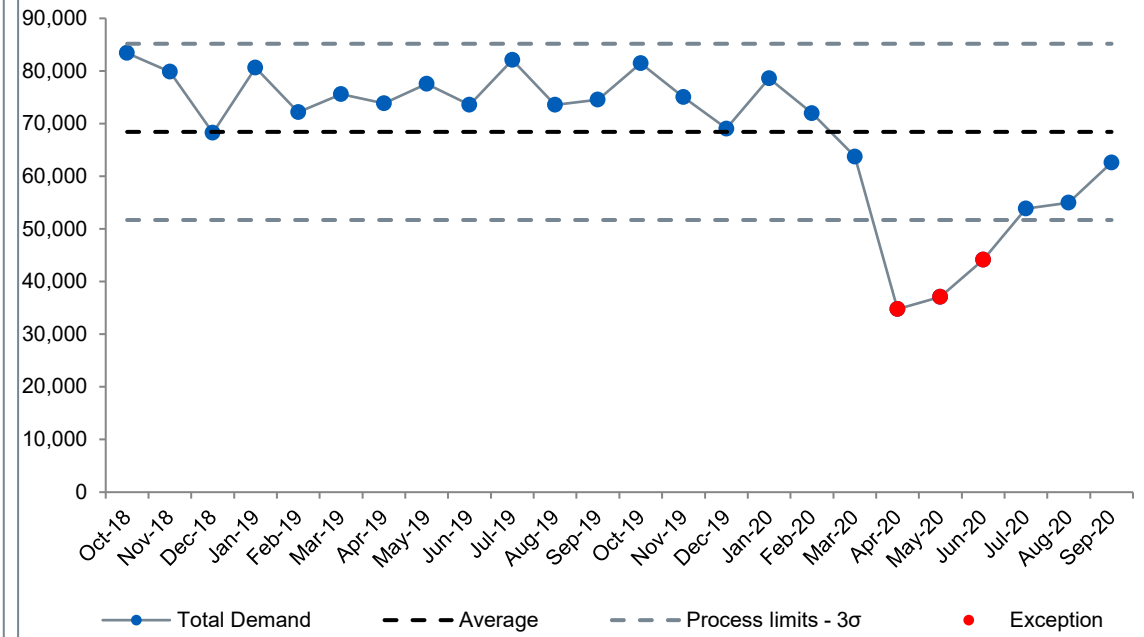
Both long term and short term sickness rates saw significant increase in September. The levels of Covid related absence has significantly impacted upon overall abstraction numbers and has had a negative impact on KPI achievement, This represents a concern around the resilience of staff groups and an ability to continue to work under pressure during the COVID period. Actions to support staff have been undertaken in line with Health and Wellbeing initiatives.

Further actions have been implemented to safeguard staff due to increase in COVID absence.

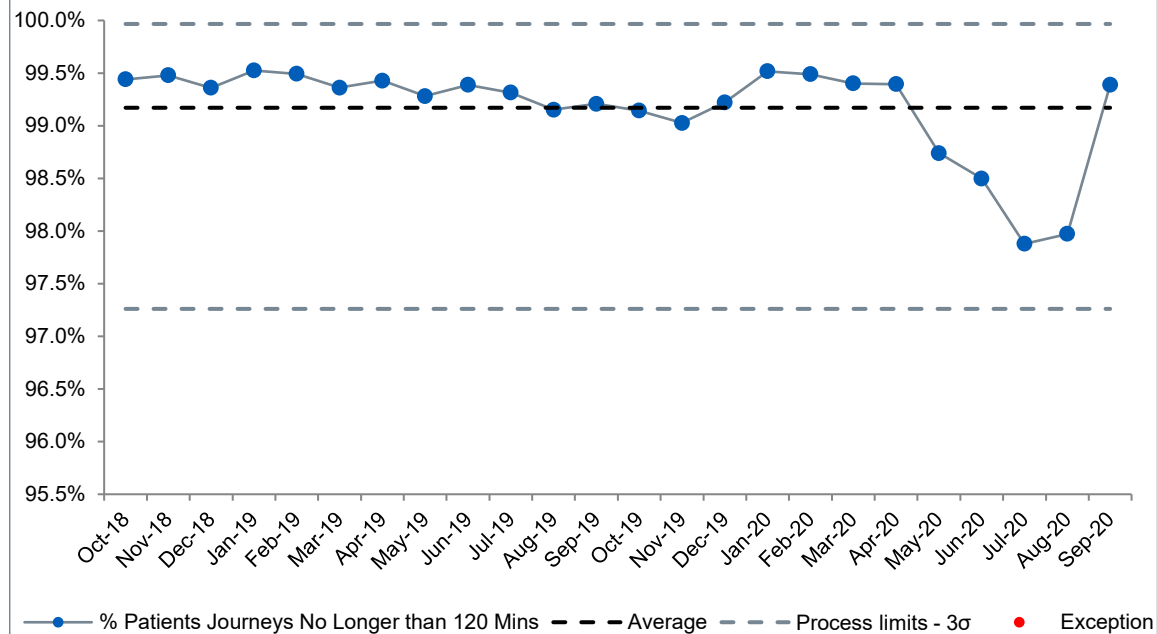
PTS Chart 1: Demand - Journeys



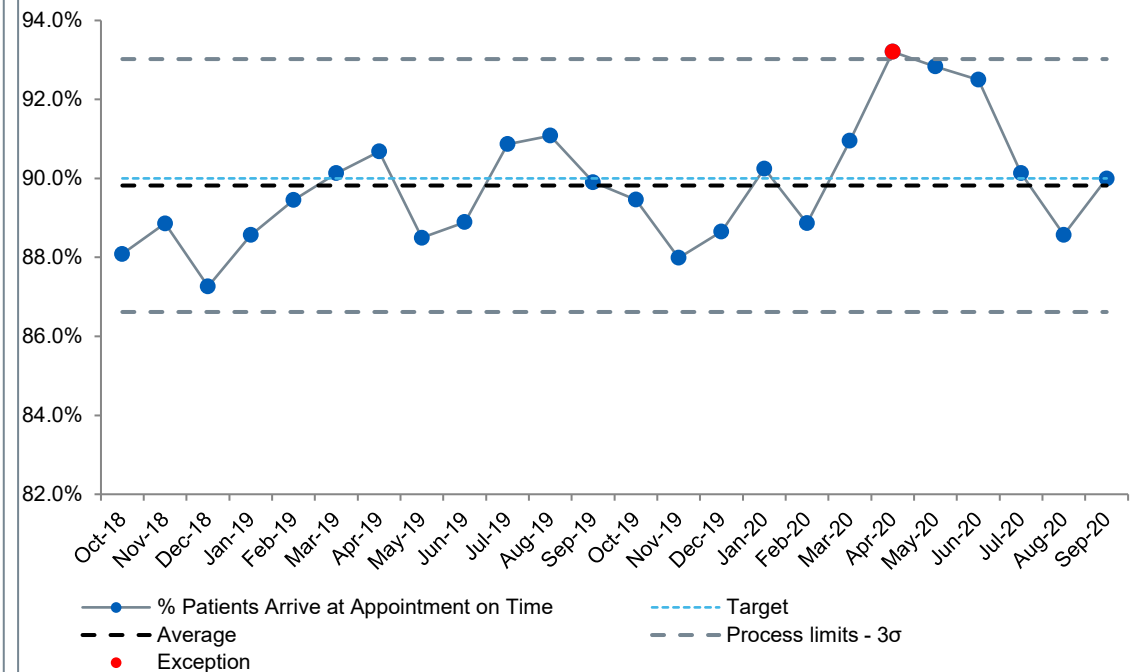
PTS Chart 2: Demand - Total Demand



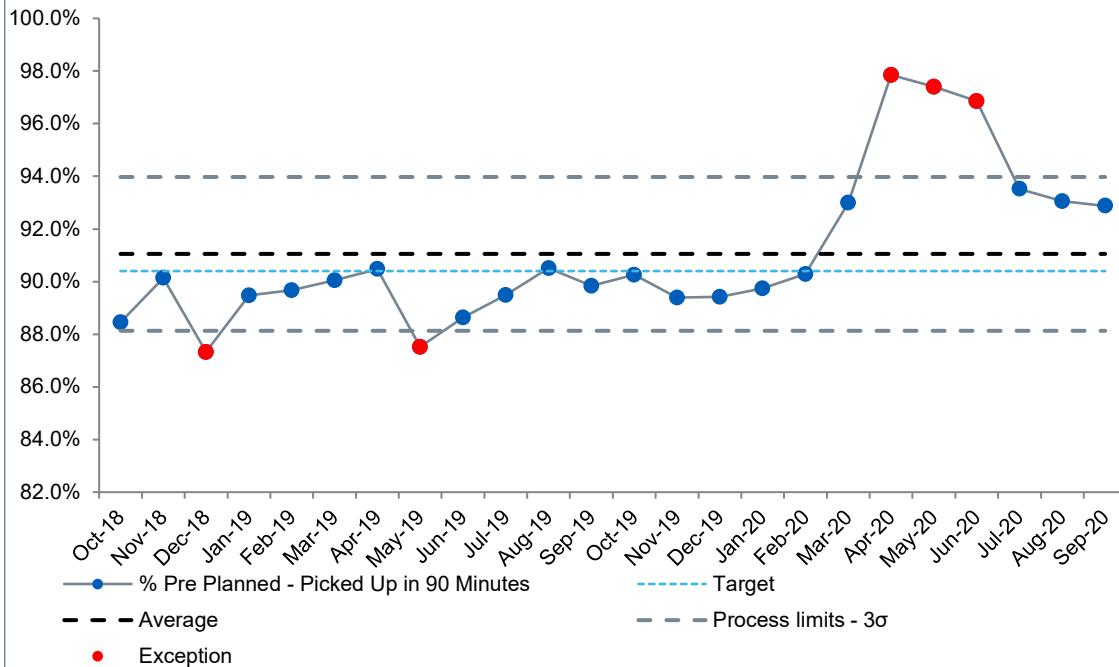
PTS Chart 3: % Patients Journeys to be no longer than 120 Minutes



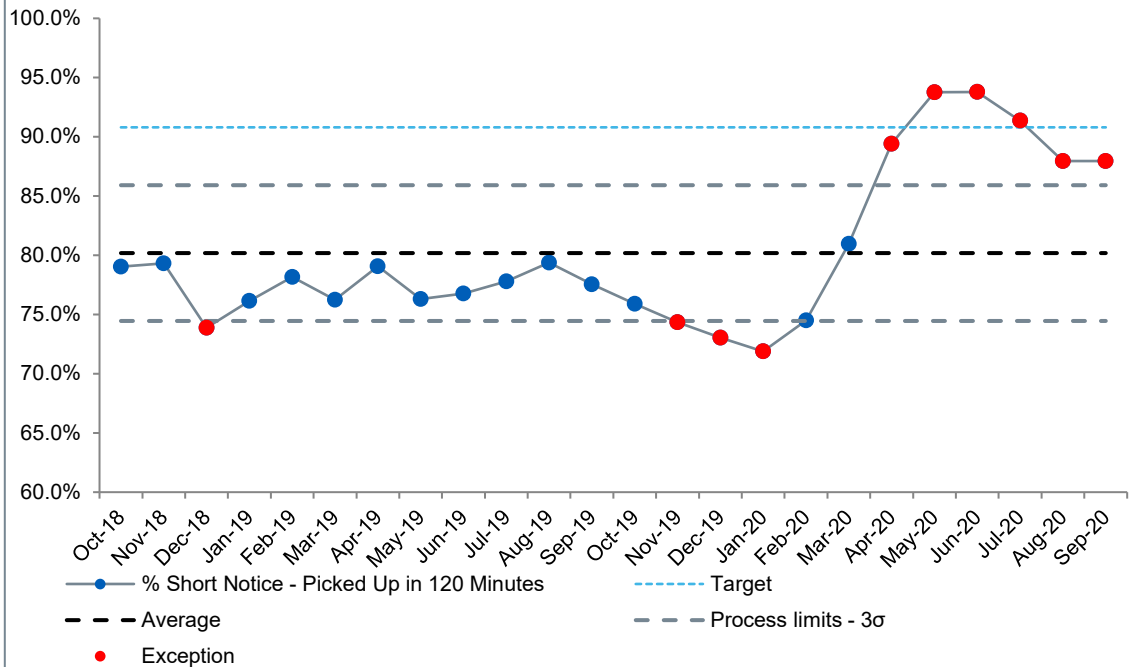
PTS Chart 4: % Patients Arrive at Appointment on Time



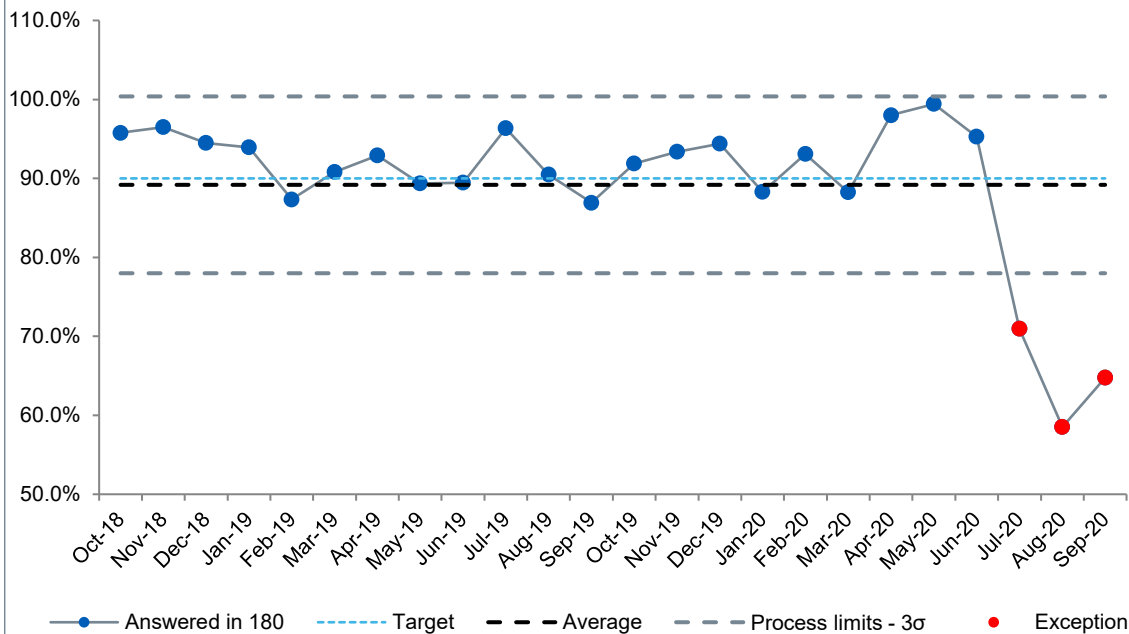
PTS Chart 5: Performance - % Pre Planned - Picked Up in 90 Minutes



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



PTS Chart 7: Telephony - Calls Answered within 180 Seconds



Performance Commentary:

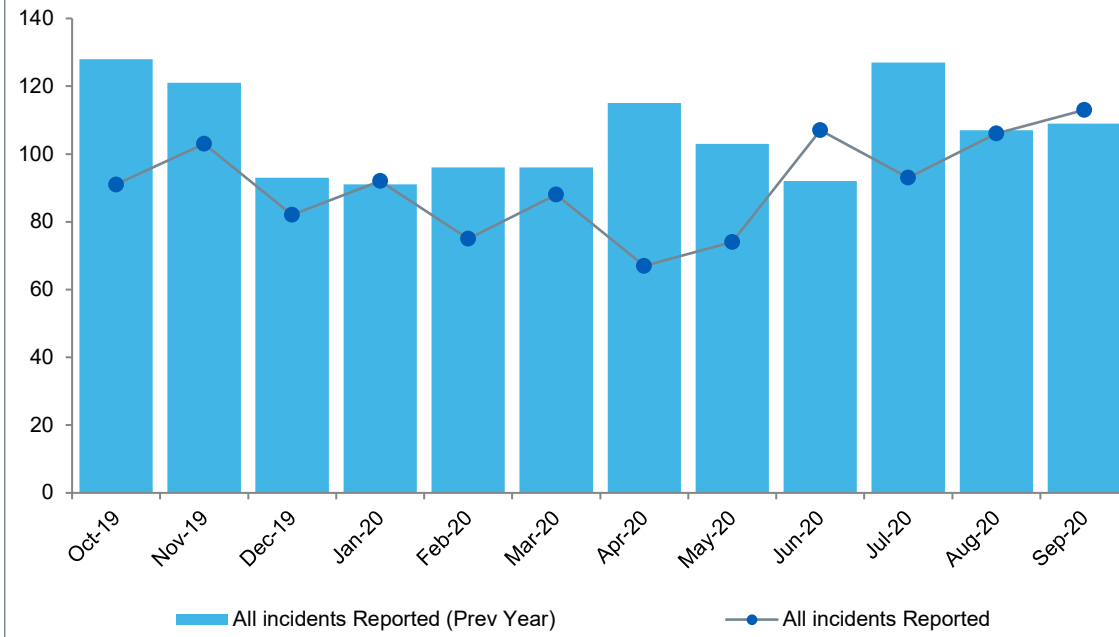
September PTS activity is at 82% (wc 05/10) of pre-COVID BAU including discharge activity. Pre-planned activity is at 77%, same day discharge activity is at 120% of the same month last year. As previously highlighted operating at above 60% of pre covid activity on single patient journeys will present operational capacity challenges for PTS at BAU resource levels. Some PTS contract areas are as high as 95% pre-COVID BAU. Additional resources from our YAS managed alternate provider framework are being very well utilised to cover this shortfall. The trajectory shows week on week increase. Work is ongoing to forecast and plan additional resource requirements and funding for this within the Trust and externally.

PTS staff have conveyed over 7,460 Covid positive and suspected patients. The contractual KPI performance measures have been suspended in line with NHS England Guidance due to COVID 19.

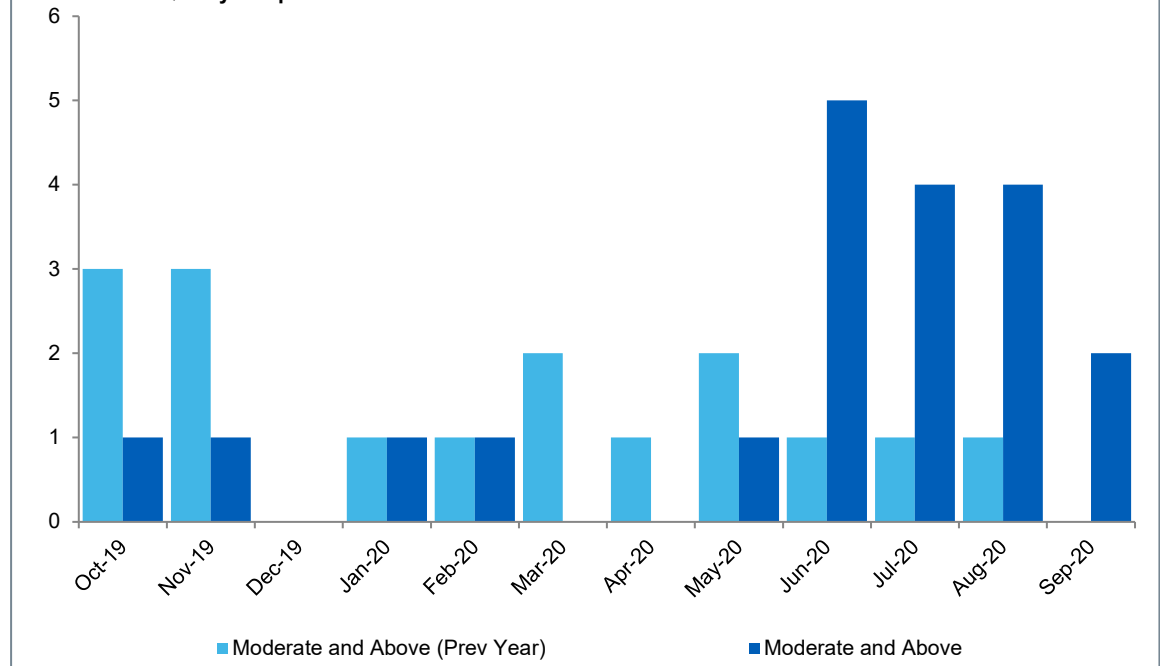
PTS is maintaining a good level of service for our renal patients.

On Day discharge performance for the whole region is above 90% within 120 minute target. NHSE/1 PTS Guidance: 24/9/20 Updated national guidance has now been released and being progressed with YAS PTS ensuring that we continue to move patients safely. Regular updates and sharing of practice with other NHS Ambulance Trusts is taking place. July into September has seen a surge in booking call volumes with more callers being required to undertake screening questions which increases the average length of calls. September performance improved by 6%.

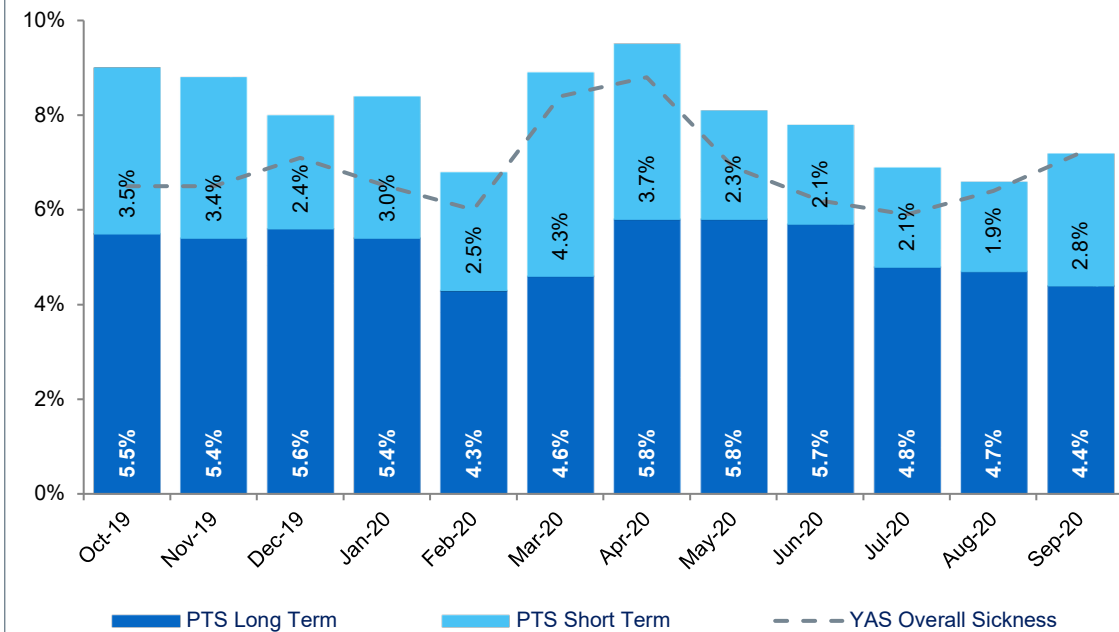
PTS Chart 8: Quality - Reported Incidents



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



PTS Chart 10: Sickness



Quality Commentary:

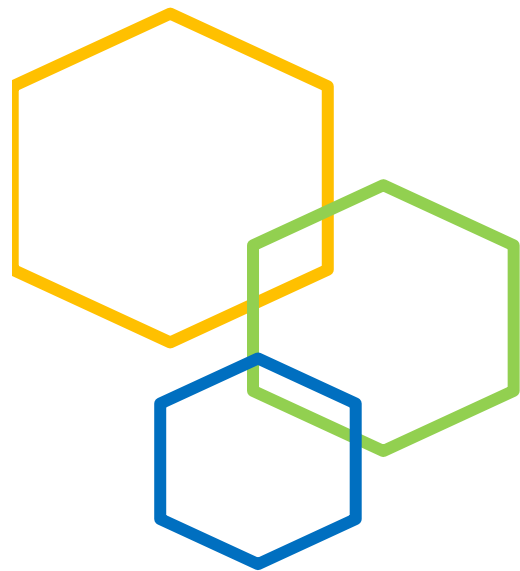
There was a slight increase in the number of reported incidents in September. Incidents continue to remain below 0.01% of total PTS journeys.

Workforce Commentary:

There was a slight increase in short term sickness for the month of September. Long term sickness has reduced month on month since June and at 4.4% is the lowest it has been since February 2020.

PDR compliance improved by 3.4% in September to 85.31%. Plans are 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 an increase for the month of September.



National Benchmarking

Ambulance Quality Indicators

September 2020

System	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	Pathways	Pathways	Pathways	Pathways
Total Incidents (HT+STR+STC)	67,148	101,407	93,130	64,554	74,804	75,407	34,851	93,037	61,313	50,566
Incident Proportions%	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
C1 and C2 Incidents	62.7%	64.4%	62.4%	67.9%	63.4%	63.3%	61.4%	51.6%	57.7%	49.7%
C1 Incidents	7.7%	7.4%	9.2%	9.7%	8.4%	10.1%	6.8%	7.1%	6.5%	6.8%
C2 Incidents	55.0%	57.0%	53.2%	58.2%	55.0%	53.2%	54.6%	44.5%	51.1%	42.9%
C3 Incidents	17.1%	20.5%	16.2%	17.5%	16.5%	19.1%	22.2%	35.3%	32.6%	32.9%
C4 Incidents	0.8%	1.5%	3.0%	0.3%	0.6%	0.7%	1.3%	1.7%	0.5%	2.1%
C5 Incidents	1.4%	1.5%	1.9%	1.3%	7.5%	7.1%	0.0%	0.1%	0.1%	0.1%
HCP/IFT 1-4 Hour Incidents	9.1%	3.3%	7.0%	4.3%	3.3%	4.1%	7.9%	5.6%	3.3%	6.6%
Hear and Treat	8.9%	8.6%	9.6%	8.6%	8.6%	5.7%	7.2%	4.4%	6.4%	9.8%
Performance	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
C1-Mean response time (Target 00:07:00)	00:07:46	00:06:34	00:07:27	00:07:45	00:07:06	00:07:44	00:06:28	00:07:05	00:07:42	00:06:19
C1-90th centile response time (Target 00:15:00)	00:13:22	00:11:03	00:12:27	00:14:00	00:13:12	00:14:22	00:11:00	00:12:26	00:14:22	00:11:55
C2-Mean response time (Target 00:18:00)	00:22:42	00:16:52	00:32:16	00:28:08	00:22:55	00:27:30	00:24:20	00:13:15	00:18:55	00:16:32
C2-90th centile response time (Target 00:40:00)	00:47:27	00:33:40	01:10:34	00:58:05	00:47:04	00:56:14	00:48:26	00:24:36	00:35:28	00:32:19
C3-Mean centile response time (Target 01:00:00)	00:57:32	00:47:18	01:39:17	01:35:37	00:58:26	01:34:46	01:13:53	00:39:50	01:28:43	00:53:21
C3-90th centile response time (Target 02:00:00)	02:22:07	01:53:23	03:51:35	03:54:30	02:22:47	03:54:27	02:59:55	01:29:11	03:15:36	02:00:19
C4-90th centile response time (Target 03:00:00)	03:02:41	03:14:33	04:12:58	04:42:28	02:54:27	04:52:14	02:52:48	02:10:16	04:50:26	03:08:25
Proportion of All incidents	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
Incidents with transport to ED	54.9%	54.8%	53.6%	54.3%	56.0%	51.9%	56.3%	52.0%	58.7%	49.4%
Incidents with transport not to ED	7.8%	5.6%	7.5%	6.4%	2.6%	4.6%	8.4%	5.9%	1.7%	6.2%
Incidents with face to face response	28.4%	31.0%	29.4%	30.7%	32.9%	37.8%	28.0%	37.7%	33.3%	34.6%
Clinical - January 2020	YAS	LOND	NWAS	EMAS	EEAS	SWAS	NEAS	WMAS	SECAMB	SCAS
	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	AMPDS	Pathways	Pathways	Pathways	Pathways
ROSC	27.4%	33.3%	23.6%	25.8%	29.1%	34.0%	29.0%	34.0%	25.5%	28.7%
ROSC - Utstein	54.8%	50.0%	48.6%	53.6%	57.1%	59.3%	56.0%	47.2%	22.2%	45.8%
Cardiac - Survival To Discharge	7.7%	5.8%	4.8%	6.4%	8.1%	12.5%	3.2%	6.8%	6.6%	9.0%
Cardiac - Survival To Discharge Utstein	30.8%	14.3%	13.5%	22.2%	31.3%	27.8%	15.8%	16.3%	9.1%	25.0%