



**NHS**

**Yorkshire  
Ambulance Service**  
NHS Trust



# Annual General Meeting 2020-21

**Rod Barnes**  
Chief Executive

Review of the financial year, 2020-21

# Our response to COVID-19



## Responding to the challenges of COVID-19 - our work to support patients has included:

- Remote video clinical triage pilot in A&E
- More mental health nurses
- Ambulance Vehicle Preparation (AVP) pilot at emergency departments
- Electronic Patient Record – new major incident mode developed
- Successful delivery of NHS 111 First
- Integrated Urgent Care – trained 123 additional staff
- Patient Transport Service - co-ordinated resources and fitted bespoke passenger bulkheads
- Remote workers for 111 and PTS and virtual working for support staff
- Temporary ambulance station at the Nightingale Hospital
- Supported research efforts, including vaccine and antibody trials

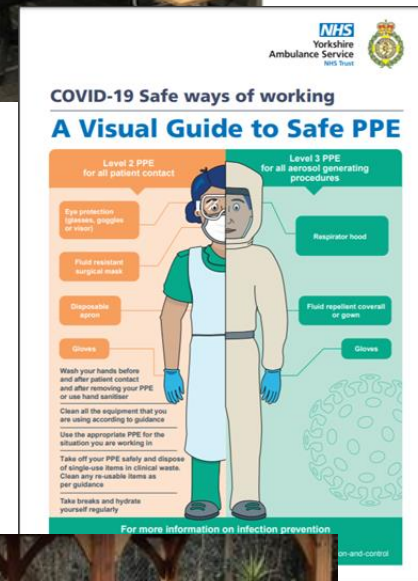


# Our response to COVID-19



## Our work to support and help staff has included:

- New 24/7 trauma support line for staff and volunteers
- Provision of Personal Protective Equipment for our frontline staff
- Over 16,000 vaccinations given to staff, volunteers and health and social care colleagues
- All Trust premises risk assessed; introduced COVID-19 secure workplaces
- COVID-19 health risk assessments introduced for all staff
- Antibody testing offered to all staff
- Support for our staff staying away from home to protect shielding relatives
- YAS Charity received funds from NHS Charities Together to support staff
- Dedicated health and wellbeing newsletters to support with physical, mental and financial health and wellbeing
- An additional days leave for rest and wellbeing.





A&E



2,837

Average calls per day  
in 2020/21

Emergency  
Operations Centre



Clinicians in our Clinical Hub,  
within EOC, triaged and helped

70,819

callers with their healthcare  
needs over the telephone



Phase one career of our  
development pathway for  
paramedics was fully implemented.

Gold Award at the Learning  
Awards 2021 for 'Apprenticeship  
Programme of the Year'



148 ECAs  
joined the Trust,

62 EMT1s  
trained and upskilled using the

Associate Ambulance  
Practitioner (AAP) courses

we recruited a further 149  
full-time equivalent paramedics



New Pathways Clinical Consultation  
Support tool (PaCCS), produced by  
NHS Digital, successfully tested



Team based working pilot: New  
way of working to support  
colleagues and have a positive  
impact on patient care



IUC



Much higher  
than forecast demand with  
**1,701,699**  
patients supported through IUC  
up **7.5%**

NHS 111

Despite the pressures  
**84.1%**  
of calls answered within  
**60** seconds

NHS 111

Of the calls triaged  
**66.5%**  
  
referred to attend a primary  
or community care service  
or attend another service  
such as dental



Further support for  
patients with urgent  
healthcare needs

NHS 111 First



Continued work to refer  
patients directly to the most  
appropriate local care setting



A new Clinical Decision Support  
System for our clinicians to assist  
them to identify the right  
outcome for patients depending  
on their needs



PTS



An increase of journeys by

up **78,000**  
on the previous year to  
**573,711**

Social distancing - only one patient per journey in 2020/21

Despite pressures, average performance of 90% on time

Mobilised two non-emergency Patient Transport Service (PTS) contracts in Hull and North Lincolnshire in challenging circumstances

**123**

dementia-friendly Patient Transport Service vehicles

Integrated transport solution pilot for patients in need of our services





# CONTINUOUS IMPROVEMENT



**167**  
staff members

Since our QI strategy launch, we have trained 167 staff members on QI methodology, including 10 Certified Leaders training and 14 Improvement Leaders training



In October 2020, six new Fellows joined the QI team to continue focus on improving quality for our patients and staff

**900** users and counting

**35** diverse challenges so far



**SIMPLY DO IDEAS**

Simply Do Ideas platform launched in May 2020

more than **300** challenge views

**500** ideas submitted

more than

Simply Do Ideas

Over **1,200** comments posted

**80%** of users surveyed would recommend using Simply Do Ideas

Simply Do Ideas

Nearly **1,000** likes/votes across all challenges

**100%** staff surveyed said Simply Do ideas helped them feel YAS is committed to improvement

Simply Do Ideas

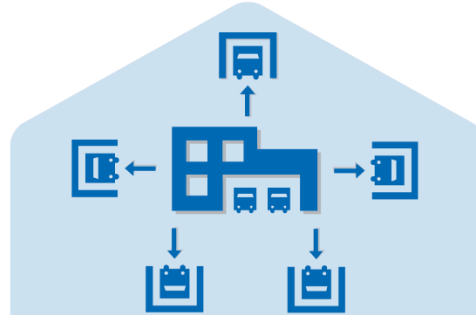




# TOOLS, TECH and ENVIRONMENT



PTS received 11 new ambulances to join the fleet of 350 vehicles  
29 new emergency ambulances



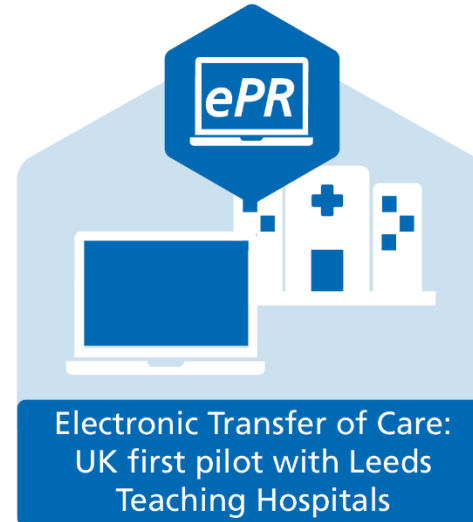
Doncaster hub and spoke and all five Local Ambulance Response Points (Spokes) now operational



New Ambulance Vehicle Preparation (AVP) facilities became fully operational at Bradford Ambulance Station



26 hospitals in Yorkshire and bordering areas receive the YAS ePR




Electronic Transfer of Care: UK first pilot with Leeds Teaching Hospitals






# TOOLS, TECH and ENVIRONMENT




Remote clinical assessment and video triage introduced in EOC



New durable outdoor laptop notebooks: More than 500 devices rolled out to A&E Operations



Unified Communications: Implemented across ambulance stations, support areas, IUC and PTS and planning for rollout to EOC



Pilot to issue emergency vehicles in York, Wakefield and Castleford with pre-packed pouches of prescription-only medicines (POMs)



Mobilised remote working for all support staff; over 100 homeworker kits for 111 and PTS staff





# WORKFORCE



Emerging leaders programme:  
Assessment centres for 85  
colleagues held in February  
2020 and first cohorts started  
in July 2021

**SAY YES  
TO RESPECT**

Say YES to Respect:  
Programme recommenced at  
the end of 2020/21 and will be  
rolled out Trust-wide



Our staff networks:  
Expansion of our LGBT+ network  
relaunched as Pride@YAS



YAS FTSU Guardian:  
Luzani Moyo one of three  
guardians chosen to feature  
in national campaign



Reverse mentoring pilot:  
Reverse Mentoring pilot  
for BAME staff with  
four Executives



# WORKFORCE



Agile working / Safer working:  
Captured learning to support  
our future workforce plan

Celebrating our 900+  
volunteers and the great  
value they bring to us and  
our patients

Listening to feedback:  
Invested £350,000 in  
new staff uniform.

Staff survey: Lower  
response rate of 37%  
due to COVID-19

Staff survey: Above sector  
average for staff engagement  
and quality of care





# RESOURCES TO SUPPORT PATIENT CARE



Delivered a 2020/21 adjusted financial deficit of £0.96m against the planned £1.754m deficit



Additional income in year from new contracts and services



Financial support for COVID-19 response and a national settlement



Investment in response to COVID-19, particularly frontline services



# SAFE AND HIGH PERFORMING



Safe working and infection control measures introduced; social distancing and cleaning at hospital emergency departments



Assurance on our measures and positive feedback on the strength of our arrangements



Paediatric liaison and safeguarding: Frequent caller under-18 service to identify and support vulnerable children




Innovative pilot in North Yorkshire with two Public Safety Officers



Quality Account: Detailed Quality Account report published on our website



# RESPECTED SYSTEM PARTNERS



Paramedic rotation programme developed covering **27 Primary Care Networks** across the region



Pilot mental health response vehicle for dedicated support to patients launched April 2021



Northern Ambulance Alliance: Tranman fleet management project one of many progressed



New partnerships: Initial discussions to work with the Army on newly qualified paramedics (NQPs)



Support creation of Nightingale Hospital and temporary ambulance station





# COMMUNITY ENGAGEMENT



First cohort completed the 999 Aspire programme in Leeds



Development of a wide range of innovative educational resources created for young people and schools, including a virtual reality experience



Placement programme for 18-30s developed with Prince's Trust went live

100



Restart a Heart online sessions delivered to nearly 100 schools

NHS CHARITIES TOGETHER



Funding from NHS Charities Together to YAS Charity, to support colleagues and communities



8,893 calls

Community First Responders responded to 8,893 calls in the year



REDROW

New partnership with Redrow Homes for community public access defibrillators

+33



Thirty-three life-saving community public access defibrillators installed at ambulance stations across Yorkshire

