



Annual General Meeting 2021-22

Rod Barnes
Chief Executive
Review of the financial year, 2021-22

Our response to COVID-19 and increased demands



Our work to support patients has included:

- Additional staff in our contact centres
- Providing hospital liaison officers to facilitate timely clinical handover of patients at hospitals
- Support from military to transport patients with less urgent needs
- Patient Transport Service – risk-assessed patients to support safe transport and removal of single patient journeys
- Pilot mental health response vehicle
- Established local Operations Co-ordination centres to support resilience and business continuity
- YAS Charity funding training and equipment to support patients who have fallen
- Continued research collaboration to deliver COVID-19 vaccine studies



Our response to COVID-19

Our work to support and help staff has included:

- Continued Infection Prevention and Control measures, with Personal Protective Equipment for our frontline staff and COVID-19 secure workplaces
- Supported corporate staff to continue to work remotely, enabling more space for contact centre expansion
- Roll out of vaccinations given to staff, volunteers and health and social care colleagues
- Retaining of volunteers to support all service areas
- Welfare support for frontline staff at emergency departments
- YAS Charity received funds from NHS Charities Together to support staff physical and mental health





A&E OPERATIONS



1.29
million

emergency and routine
calls received in 2021-22



3,545

Average calls per day
in 2021/22

An 25% increase
on 2020-21



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

90,723

callers with their healthcare
needs over the telephone



National funding was
made available to support
A&E performance
throughout the winter



147 ECAs
joined the Trust,
211 new
Paramedics,

putting YAS in a stronger staffing
position going into 2022-23



'Safer Right Care' implemented in
October 2021, and Team Based
Working model fully implemented
across A&E Operations



IUC – INTEGRATED URGENT CARE



Much higher than forecast
demand with

1,964,057

calls received

with the most impact seen in
the first quarter of the year

1,669,087

patients

supported through IUC

Of the calls triaged

69.7%



were referred to attend a
primary or community care
service or attend another
service such as dental



Reviews of staff schedules
to better align with
patient demand



Working in partnership

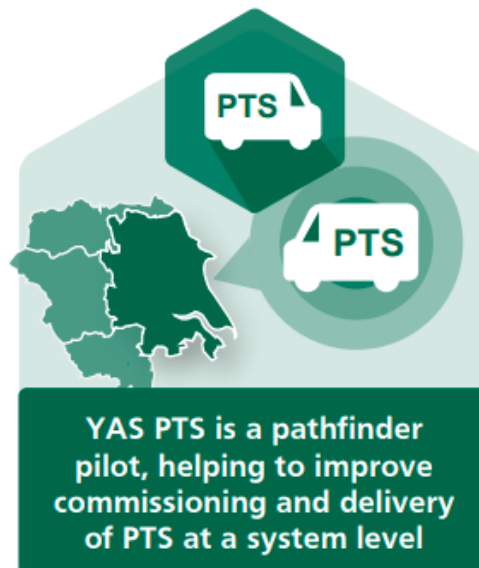
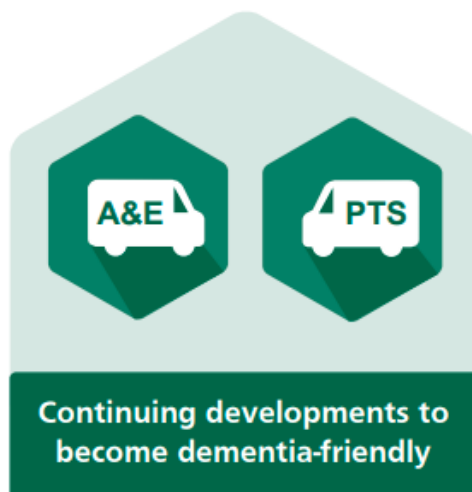
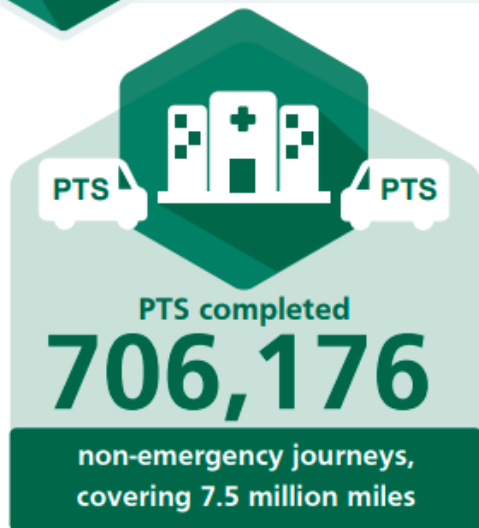
to improve clinical
assessments and decisions



Development work to integrate
services between 111, 999 and
PTS, with a flow of seamless
information and technology



PTS – PATIENT TRANSPORT SERVICE





CONTINUOUS IMPROVEMENT



QI fellows focused on improving quality of care, cleaning and waste and improvements in EOC




Plans developed to provide QI introduction to all new staff and volunteers



Prepared for new frameworks on patient safety



Launched our GREATix programme to recognise colleagues in line with our values



Simply Do ideas generated 393 suggestions from staff



Simply Do suggestions have covered ideas on hospital handovers, training and learning from incidents





TOOLS, TECH and ENVIRONMENT



£££



Investment in fleet



Investment in our stations at
Bradford, Brighouse and Leeds



New station planned for
Scarborough and first net zero
ambulance station



Increased zero-emission fleet,
installed EV charging and
solar generation

ePR



2 million electronic patient
records, ePR, completed

ePR



First ambulance trust with
automatic transfer of care of
patient records



TOOLS, TECH and ENVIRONMENT



Expanded contact centres and remote working for staff



Implemented Unified Communications supporting collaboration and remote clinical assessment



Rolled out personal issued mobile smartphones for all frontline staff in A&E Operations



Rolling out **body worn** cameras for frontline ambulance crews



Piloted improved data collection as part of **Ambulance Data Set** programme



Migrated to Office 365 and launched new intranet



WORKFORCE



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



Introduced our new
appraisals and
career conversations



Supported staff with disabilities
and long-term conditions with
launch of Reasonable Adjustment
Guidance and Health Passport



Launched new **Carer Support
Group** and **Carer's Passport**



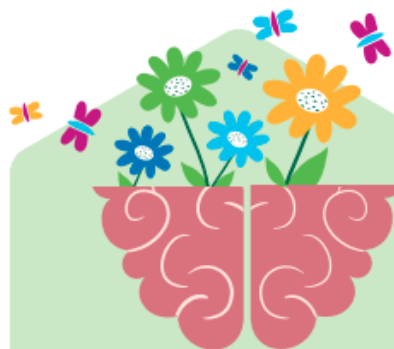
Our **staff networks**
launched an
allyship campaign



Completed our
reverse mentoring pilot,
with plans to extend



WORKFORCE



We supported staff with
a programme of health
and wellbeing



Check-in campaign
focused on mental
health support



Our apprenticeship
programme was recognised
by Ofsted



34% of staff responded
to our staff survey



We recognised colleagues at
our **STARS** and long-service
and retirement awards



We thanked staff and
volunteers with a voucher





RESOURCES TO SUPPORT PATIENT CARE



National ambulance support programme launched to add capacity and support performance



Delivered £8.53m financial surplus against a breakeven financial plan



Additional income and expenditure for additional staffing and responding to COVID





SAFE AND HIGH PERFORMING



Safe working and
infection control measures
continued



Supported national work to
highlight patient harm due to
hospital handover delays



Introduced clinical tool to
support patient decisions in
IUC and EOC



Paediatric Liaison nurse
supported children and
young people



Approved our 3-year
research strategy



Started registering our
defibrillators on the national
network, The Circuit





RESPECTED SYSTEM PARTNERS



Worked in partnership
with our three ICSs in
response to the pandemic



Launched our paramedic
rotation programme, covering
27 Primary Care Networks
across the region



Launched our mental health
response vehicle supporting
patients in crisis



Supported development
of Urgent Community
Response teams



Northern Ambulance Alliance:
working in partnership on
computer-aided dispatch



Part of Non-Patient Emergency
Transport Review, partnering
with West Yorkshire



COMMUNITY ENGAGEMENT



New community engagement strategy launched, setting out our ambitions to build relationships with local communities and reduce health inequalities



Nearly 3,000 people took part in core community activities, including free first aid and basic lifesaving skills

30,000



young people across Yorkshire completed face-to-face CPR training in October 2021 to mark Restart a Heart Day



852

Community First Responders responded to 15,684 calls



15,684 calls

calls received and responded to by Community First Responders



Our Yorkshire Ambulance Service Charity benefited from grants totalling £728,500 from NHS Charities Together