



Public Trust Board
Chief Operating Officer Report
26th October 2023

Item 4.4

Presented for:	Information
Accountable Director:	Nick Smith. Interim Chief Operating Officer
Presented by:	Jackie Cole. Deputy Director of Operations (interim)
Author:	Nick Smith. Interim Chief Operating Officer
Previous Committees:	None
Legal / Regulatory:	No

Key Priorities/Goals	Deliver the best possible response for each patient, first time Equip our people with the best tools, technology and environment to support excellent outcomes
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Strategic Ambition	(✓)	BAF Strategic Risk
1. Patients and communities experience fully joined-up care responsive to their needs		1a Ability to deliver high quality care in 999/A&E Operations
2. Our people feel empowered, valued and engaged to perform at their best		2b Ability to ensure the physical and mental well-being of staff
3. We achieve excellence in everything we do		3c Ability to respond well to climate change and other business continuity threats
4. We use resources wisely to invest in and sustain services		Choose an item.

Key points	
This paper needs to be read in conjunction with the September Integrated Performance Report (IPR) which identified the key performance metrics across all service lines.	Information

Highlights		Lowlights	
<p>Emergency Operations Centre (EOC) 999 call answer times have remained consistent with the number of calls waiting more than 2 minutes significantly reduced.</p> <p>The turnover of staff in EOC has reduced significantly from last year.</p> <p>Accident & Emergency Operations (A&E) YAS has remained one of the best performing ambulance services for Category 2 calls and remains on target to achieve the revised standard of a 30-minute average response (dependant upon handover performance of acute hospitals)</p> <p>Integrated Urgent Care (IUC) With national support the 111 call answer times have improved and are in the top quartile nationally.</p> <p>Patient Transport Service (PTS) Timeliness of response remains good, especially for our vulnerable renal patients.</p> <p>Conversations with system on going around Eligibility implementation and impact on YAS.</p> <p>Emergency Planning Resilience and Response (EPRR) The self-assessment against the National EPRR Core Standards is 97% which is the highest we have scored.</p>		<p>Emergency Operations Centre (EOC) 999 call answering times, despite improvement, remain in the lower quartile nationally.</p> <p>Accident & Emergency Operations (A&E) Handover delays, specifically in Humber and North Yorkshire have increased and are having a significant negative impact on Category 2 response times.</p> <p>The recruitment of Ambulance Support Workers is behind schedule due to delays in applicants securing the necessary provisional driving licence from the DVLA.</p> <p>Integrated Urgent Care (IUC) Attrition continues to be a challenge in IUC, especially during the first few weeks of training.</p> <p>Clinical call backs continue to be a challenge with 44% of patients called back in 60 minutes (the target is 60%).</p> <p>Patient Transport Service (PTS) PTS call taking performance continues to deteriorate with the percentage of calls answered in 3 minutes being 13% in September.</p>	
Key Issues to Address		Action Implemented	Further Actions to be Made
<p>Emergency Operations Centre (EOC) Maximise the number of Clinicians/Clinical Navigators working with EOC and EOC Hubs.</p> <p>Course fill of EMD training courses needs to improve.</p> <p>Accident & Emergency Operations (A&E) Category 2 response times within Humber and North Yorkshire are a significant outlier to the rest of YAS and are impacting on the overall YAS performance.</p>		<p>Emergency Operations Centre (EOC) Band 7 Clinical Navigator agreed and will be implemented.</p> <p>Accident & Emergency Operations (A&E) Operational Senior Leadership Group met and have implemented a performance improvement plan to support Hull and East Riding due to the extensive delays being experienced.</p> <p>Rescheduled ASW courses for 2023/24</p>	<p>Emergency Operations Centre (EOC) Fully embed Category 2 Segmentation. Additional call taking support to be secured from NWS.</p> <p>Accident & Emergency Operations (A&E) Deliver the performance improvement actions for Humber and North Yorkshire.</p> <p>Integrated Urgent Care (IUC) Commence consultation with IUC workforce once Case of Change is approved.</p>

<p>Integrated Urgent Care (IUC) Reduction in attrition is needed through reducing the reliance on staff joining via an agency.</p> <p>The IUC Case for Change needs approval and Phase 1 commencing.</p> <p>Patient Transport Service (PTS) Call answering times within PTS is unacceptable. The recruitment of more staff and a reduction in AHT is essential to addressing the issue.</p> <p>Emergency Planning Resilience and Response (EPRR) We need clarity from NHSE of how the additional funding to meet the requirements of the Manchester Arena Inquiry will be provided.</p>	<p>Integrated Urgent Care (IUC) Case for Change will be discussed at Board on the 26th October which will help address issues around recruitment and retention.</p> <p>Incentives have been agreed for the Q3 and Q4 of 2023/24.</p> <p>Patient Transport Service (PTS) Recruitment plan has commenced for PTS Call Takers.</p> <p>Emergency Planning Resilience and Response (EPRR) Core-Standard self-assessment has been completed and submitted for approval via internal governance.</p>	<p>Patient Transport Service (PTS) Maximise the discharge capacity for winter period.</p> <p>Identify further process improvements for PTS call taking.</p> <p>Emergency Planning Resilience and Response (EPRR) Continue to pursue funding for the recommendations of the Manchester Arena Inquiry.</p>
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