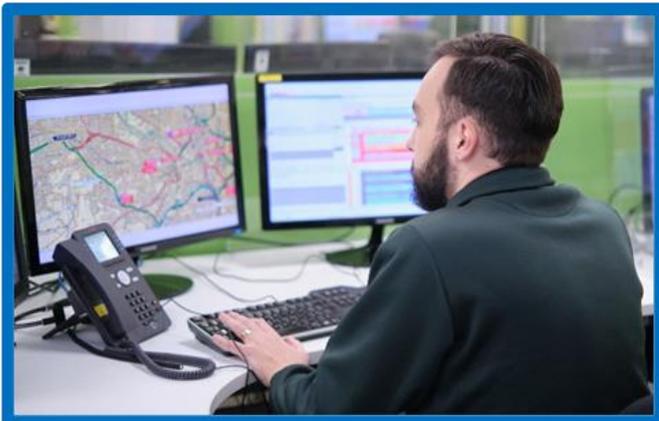




# Quality Account 2022-23



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## This report tells you:

- how well some of our services work.
- what we will do to make services better.

## About us



We are Yorkshire Ambulance Service, and we help people who are ill and injured and we save lives.

We run our services for 5 million people living in Yorkshire.

Phone services: People ring 111 or 999 to get help from us.

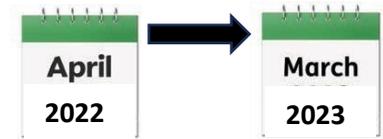


We have emergency ambulances for 999 calls.



The non-emergency patient transport service is used to transport patients to their hospital appointments.

## What happened between April 2022 – March 2023



We received over 1.2 million 999 calls.  
We received over 1.5 million 111 calls.



We made over 700,000 patient transport journeys.



We work with other organisations in Yorkshire to make sure that emergency care and transport is:

- right for the patient
- sent to the right place
- provided at the right time.



# About the Quality Account



A Quality Account is a report. It tells people how well an NHS healthcare organisation works.

Quality Accounts must be written every year. They must also be put on a website for everyone to read.



For the report we look at and check how well an organisation is working on things like:

- Patient safety
- Patient experience
- Checking the way we do things and improving.



The report also tells you our plans for the next year. And what areas we think are important to work on.

## Listening to our Patients

We listen to the people who live in Yorkshire and those who use our services. The things people tell us help us make services better. Here are some of the ways that we listen to people.



## Critical Friends Network

People from the network take part in our meetings. For example, the Quality Committee and the Clinical Quality Development Forum.



## Patient stories

We listen to patient stories at our big meetings. We also use them to train our staff.



## Looking back at 2022 – 2023

We had 4 important things to look at for the year.

Here are the 4 areas and what we did.



### **Patient safety**

We worked with patients and other people, on how to change the way we do things about patient safety.

### **Patient experience**

We had to write a patient experience plan to help patients get better care. We worked with patients to do this.

### **Checking the way we do things and improving**

We have got a new person to work in 111 and 999 to help them work better together.

### **Checking the way we do things and improving**

We have given staff more training on things they need to know about. We have done more work on looking after staff following a very bad day and making sure they are well and looked after properly.

## We have to explore to make things better



We look at things that have gone wrong and try to make sure they don't happen again.



This includes things like how to look after people when they are having a heart attack or a stroke.



We also make sure that medicines are safe for people.



### **Freedom to Speak Up (FTSU)**

This is where staff can speak about their work worries and concerns, and leaders will listen and do something about it.



## Quality Improvement

We have a team that works with other people to help make things better for everyone.



They also show people how they can help to make things better too.



## Restart a Heart Day

In 2022, we showed 30,000 students in Yorkshire how to help when someone's heart has stopped beating.

## Care Quality Commission

The Care Quality Commission visits us regularly.



The Care Quality Commission is called the CQC for short. It is an organisation that checks NHS health trusts are giving people good services.



The CQC rated the Yorkshire Ambulance Service **good** in all the areas that they checked.



## Checking how well we are doing

The law says that we must report on certain parts of our work.

In this report we use **percentages**.

**Percentages** are a way to show how many people got the help they needed.

This symbol **%** tells you it is a percentage.

**0%** means nobody got help

**50%** means half of the people got help

**100%** means everyone got help

**Here is how we are doing in 5 areas**



## **1. How quickly an ambulance gets to people**



When people phone 999 for an ambulance, they tell us what is wrong and we must decide how quickly the ambulance needs to get to them.



The **average** time it took for an ambulance to get to the most serious emergencies was 9 minutes and 42 seconds.

The target is 7 minutes.



**Average** means that some ambulances arrived more quickly, and some arrived more slowly than this.

The average time for the next most urgent emergencies was 42 minutes and 1 second.

The target is 18 minutes.

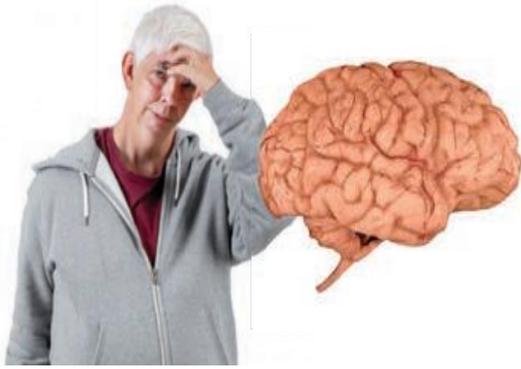
## 2. Care for people who need help after a heart attack or stroke



**Heart attack:** This is when your blood suddenly stops going to your heart.

**61%** of people got the help they needed for a heart attack.

The average for the whole country is **73%**. This means we did worse than other areas.



**Stroke:** This is when you have a bleed or blockage in your brain.

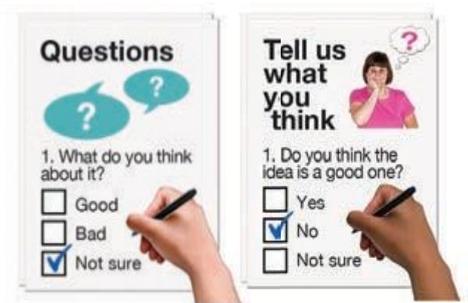
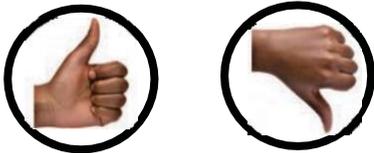
**95%** of people got the help they needed for a stroke.

The average for the whole country is **97%**. This means we did a little worse than other areas.

### 3. Staff Survey

Hearing what our staff think of Yorkshire Ambulance Service.

Our staff took part in 2 surveys.



**The surveys were about:**

- How well we care for people.
- What it is like to work for us.



## From the surveys we found out:

Staff **morale** has gone up a little since 2021.

**Morale** is how good you feel about your job and how motivated you are.

About half of our staff said they were happy to come to work.

**54%** of our staff would be happy for a relative to be cared for by Yorkshire Ambulance Service.

## 4. Learning from deaths

When a patient dies, it is important to learn from what happened.

We find out about:

- where we have given the patient the best possible care
- how we could make things better in the future.



We reported 7,379 deaths.

525 needed looking at to make sure we had done things properly.

## 5. Incidents

An incident is when something happens that:

- might have hurt someone or broken something harmful but didn't.
- did hurt someone or break something.
- caused serious injuries to someone, or sadly someone dies.

Just like deaths, it is important for us to learn from incidents. Keeping our staff and patients safe is the most important thing.

- The number of incidents like this was 9,190.

## Our plans for 2023-2024

Here are the 4 things we think are important to look at next.



### **Patient Safety**

There is a plan for all the country about keeping patients safe. We will make sure that we do everything the plan says we need to do.

### **Patient experience**

We have our own plan for making sure we work with people with learning disabilities to make sure they are treated well and get the best care.



### **Checking the way, we do things and improving**

We will make a plan to be better at helping people who have

stopped breathing. We will look to help people who call 999 many times.

## **Staff health and mental wellbeing**

It is important that our staff have good health – both physical and mental.

If our staff are well, they will provide good services for patients.



## Contact us



Yorkshire Ambulance Service NHS Trust

Phone 0333 130 0550

[www.yas.nhs.uk](http://www.yas.nhs.uk)

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