



May 2024

Stakeholder Update

Here is our latest briefing for stakeholders from Yorkshire Ambulance Service NHS Trust (YAS), to keep you updated with our work, achievements and challenges.

Operational update – review of performance in 2023/24

Overall, 2023/24 was another challenging year for our service and health and social care partners, but we saw significant improvements on previous year's performance.

In our A&E Operations service (999) in 2023/24, the average response time for a category 1 incident (the most serious incident) was eight minutes 30 seconds; an improvement on the year before, but not achieving the national standard of seven minutes. The other performance measure is to reach at least nine out of 10 patients (the 90th percentile) within 15 minutes and we achieved 14 minutes. For category 2 incidents, our average response time in 2023/23 was 32 minutes 32 seconds against the standard of 30 minutes (this has previously been 18 minutes). The 90th percentile response time was 73 minutes 30 seconds, against the standard of 40 minutes and there were significant variances across the region, with West Yorkshire performing well and some more challenging performance in North and East Yorkshire, and this is an area of focus for the year ahead. There were no ambulance service trusts in England that achieved the category 1 standard and only two out of 10 trusts achieved the category 2 standard in 2023/24.

In our Emergency Operations Centre, we achieved an average answer time of 10 seconds for a 999 call. Significantly, performance improved from the first half of the year, where the average answer time was 14 seconds, improving to six seconds from September onwards and three seconds from January onwards. This is a considerable improvement on 2022/23 when our average answer time was 50 seconds.

In Integrated Urgent Care, (NHS 111) our performance in 2023/24 was one of the best in the country, although we know we still have work to do. The average answer time was two minutes but we did see one in 20 people wait more than nine minutes. For those patients who needed a call back from a clinician, 47% received this within one hour.

Our Patient Transport Service also made significant improvements in call answering times. The average for calls answered within three minutes was 52% for the whole year, but since January this was 81% and for the last two weeks in March it was 93%. Our performance for regular renal patients saw 99% of patients arriving at hospital before their appointment time and 97% were picked up within an hour of their appointment finishing.

Our strategy and business priorities for 2024/25

With the publication of our 2024-29 [strategy](#) earlier this year, we are finalising our business priorities for this year, guided by our four bold ambitions, ensuring that we will deliver for our patients, people, partners, planet and pounds. We will share further details on these priorities in a future update.

Vision for the ambulance sector

[A vision for the NHS ambulance sector](#) was developed and shared by the Association of Ambulance Chief Executives (AACE), NHS Providers and NHS Confederation, as a conversation prompter with systems and partner providers. The report calls for a fresh approach to designing and delivering urgent and emergency care, including an expanded role for paramedics in helping to treat people at home and ease pressure on hospitals.



Celebrating work to improve accessibility of our services

Staff, partners and community groups came together for an event to ensure that our patients with learning disabilities and those who are neurodivergent are better listened to, respected and supported.



The event in Leeds on 22 March served to highlight the work that has been done by YAS over the last year to improve access to our services.

Achievements over the last year have included:

- The Community Engagement Team and Learning Disabilities and Neurodiversity Project Team have been working with community groups to develop an awareness raising workshop for people with a learning disability and/or those who are neurodivergent.
- A pilot in A&E Operations and PTS at four locations using RITA (Reminiscence Interactive Therapy Activities), a software solution designed to help reduce distress, agitation, isolation and improve the wellbeing of patients, has now come to an end and is currently being evaluated.
- The first part of the Oliver McGowan Mandatory Training is now available on ESR and aims to provide the health and care workforce with the right skills and knowledge to provide safe, compassionate, and informed care to autistic people and people with a learning disability.

Research Institute showcases latest in ambulance research at YAS

Colleagues from across YAS and our partner organisations came together for the latest YAS Research Institute event. The Spring Seminar built on the success of the launch of the institute last October and served as an opportunity to showcase the wide range of research projects currently underway as well as hearing from a variety of inspirational speakers.



The speakers gave in-depth insights into research projects ranging from staff retention in a post-Covid-19 world, venous blood point of care testing for paramedics, and female ambulance staff experiences of menopause transition.

Patient Transport Service (PTS) improvements

A new risk assessment tool is now available to all PTS operations staff. The tool allows crews

to view risk assessments in full before undertaking any journeys meaning they are better informed when attending a patient to support them to provide the best possible care.

We have also made improvements to our SMS reminder service, streamlining the process for patients by allowing them to reply to either cancel or confirm their booking.

Rough sleepers and homelessness patient experience project

YAS Charity commissioned work alongside our community engagement and patient experience team to better understand the experience of rough sleepers using YAS services. The work has involved engaging with rough sleepers, colleagues and agencies in the Hull area to better understand how and why rough sleepers use our services and some of the barriers they face.

The [project](#) held a wrap-up event in April to hear the experiences and to learn about some of the findings from the project. A final report is being produced for YAS and partners to respond to and to share learning from patients experiencing homelessness across the region.



Enhanced support for people with hidden disabilities

The Trust has joined the [Hidden Disabilities Sunflower network](#) to better support our staff, volunteers and patients who have an invisible disability.



The Hidden Disabilities Sunflower symbol indicates to people that the wearer may need additional support, help or a little more time.

By becoming a member of the initiative, we are committed to:

- ensuring that our staff and volunteers with a non-visible disability are, and feel supported and can access the help they need
- providing our staff and volunteers with training to enable them to better support colleagues and patients with invisible disabilities.

Celebrating HSJ digital shortlist

We have been shortlisted in the 'Generating Impact in Population Health Through Digital' category at this year's [HSJ Digital Awards](#).

The annual awards recognise digital projects that transform care delivery, enhance efficiency, and improve patient outcomes - 343 entries were received this year. The Trust's Business Intelligence (BI) team's entry is for its [Place-Based Populational Health Management Analytics Tool for Ambulance and Integrated Urgent Care](#).



Place-based reporting allows YAS to generate insights to better understand its population and its health needs, alongside the Trust's own data. The team presented to a judging panel on Thursday 2 May, before the winners are announced at the awards ceremony at Manchester Central on Thursday 6 June 2024.

Celebration of 10 years' certification to the international standard for business continuity at YAS

YAS has successfully passed its 10-year audit of certification to the ISO 22301 standard for Business Continuity and Societal Security, having started this journey back in 2014.

This is a significant achievement as YAS remains the only UK ambulance service and one of a handful of NHS organisations to have achieved certification to ISO 22301.

YAS runs its first Resuscitation Council Advanced Life Support (ALS) course

Congratulations to all those who took part in the first Resuscitation Council UK (RCUK) Advanced Life Support (ALS) course run by YAS on 10 and 11 April. Led by Dr Jerry Morse (course director) and Dr Andy Pountney (course medical director), the training was supported by a multi-disciplinary faculty including a large cohort of paramedics.



16 YAS paramedics attended the two-day course which takes students through the key theoretical and practical aspects of providing ALS and culminates in a practical assessment and a multiple-choice question examination. As this was the first course YAS has run, an RCUK regional representative was on hand to review the training and, following excellent feedback, YAS has been signed off as an accredited ALS centre for the next four years.

New Chief Digital Information Officer

The Trust has [appointed Sam Robinson](#) to the role of Chief Digital Information Officer (CDIO) following the recent retirement of Simon Marsh, the previous post-holder.

Sam will be joining YAS in June from NHS England, where she is currently Associate Director for Live Services. The CDIO leads the Trust's information technology and business intelligence teams.



Our Partners

New partnership in Bradford area to install community Public Access defibrillators



The Yorkshire Ambulance Service Charity has announced the launch of a new scheme supporting communities in Bradford to install defibrillators in their local area.

Generously funded by Bradford Central Lions Club CIO and Bradford Council, the Bradford cPAD Scheme has been provided with £20,000 to install up to 40 new community Public Access Defibrillators (cPADs) in the Bradford area.

The [Yorkshire Ambulance Service Charity](#) is supporting the scheme by providing the defibrillators and secure cabinets, helping communities with their own fundraising and ensuring that those areas most in need of a cPAD are prioritised. YAS can also provide free training sessions to communities on how to use the defibrillator once installed.



Fairfield Project

Volunteers from YAS Charity, Starbucks, Hubbub and NHS Charities Together planted over 100 trees and 50 plants at our site in York.

Despite the very wet day, everyone worked hard and had a rewarding day out in nature. Our [Fairfield project](#) is only possible thanks to a grant from the Greener Communities Fund which is a partnership with NHS Charities Together & Hubbub funded through the Starbucks 5p cup charge.



With best wishes

Peter Reading
Chief Executive