



March 2024

Stakeholder Update

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

Our new strategy

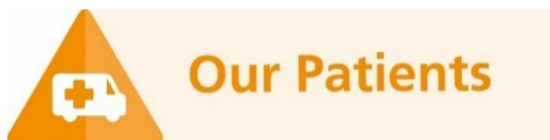
Following comprehensive engagement to support the development of [our new strategy](#), thank you to many of you who engaged with us, alongside feedback from our colleagues and the public, which has helped us to shape our vision and bold ambitions for the next five years. We are using our strategy to drive our actions and outcomes for 2024-29 and look forward to working with you to achieve this for our patients, our communities and our colleagues.

Operational update

In **A&E Operations**, the average response time for a category 2 incident in December 2023 was 46 minutes (against a target response time of 30 minutes). We have seen marked improvement in this area and by February the average response time was 30 minutes. We are on track for an average response time of 32-33 minutes in March 2024.

We continue to work in partnership with colleagues to improve patient handover delays at emergency departments. There are currently a number of challenges but we have seen an improvement in average turnaround times across the Trust, from 55 minutes in December to 48 minutes in early March which makes a big difference in how we are able to provide our service and respond to patients. Significantly, average turnaround times have reduced during this period by 18 minutes in North Yorkshire and the Humber which is encouraging.

In our **Emergency Operations Centre** we have seen improvements in 999 call answering. The year-to-date average is 11 seconds but the average in February was four seconds and the average in March is three seconds. Performance in **Integrated Urgent Care** is good and we are currently one of the best in the country. We are receiving national support which finishes in April and we have a range of improvement plans in progress. In our **Patient Transport Service**, call answering times continue to improve, as does responsiveness to patients being discharged from hospitals.



PTS crew successfully uses defibrillator at roadside

A Patient Transport Service (PTS) crew from Keighley successfully used their Automated External Defibrillator (AED) last week after being flagged down by a member of the public alerting them to a person who had collapsed in the street.

The crew, Megan Jordan and Andrew Beverley, started CPR and applied the AED, while advising the member of the public to call 999.

The patient was then rushed to the nearby Emergency Department at Airedale Hospital and later transferred to the Intensive Care Unit. Just 48 hours later the team were informed the patient had woken up and was in a stable condition.

Steve Smalley, Service Delivery Manager, said: “I couldn’t be prouder of Megan and Andrew; they did a fantastic job and their fast intervention, I believe, saved this man’s life. This incident reinforces how valuable it is to have AEDs on PTS vehicles and how PTS staff are far more than just drivers, they really do make a difference to patient’s lives day in, day out. Whilst emergencies such as this aren’t part of our regular day to day work, it’s great to see our PTS staff using their skills to help a person in need.”



Our People

NHS England publishes culture review in ambulance services

An [independent review](#), commissioned by NHS England (NHSE), has been published to support the improvement of the culture within the ambulance service. The review has considered the main factors impacting on culture and recommends six areas for improvement, set out for NHS England, Integrated Care Boards and ambulance trusts. It was commissioned in May 2023, and follows the publication by the National Guardian’s Office of ‘[Listening to Workers – a Speak Up Review of Ambulance Trusts in England](#)’ by the National Guardian’s Office. It was chaired by Siobhan Melia, previously an interim chief executive at South East Coast Ambulance NHS Trust.

At YAS, we recognised the need to make improvements to our culture and, over 18 months ago, commissioned an independent review to support this. The results identified some key cultural challenges and we have developed a programme focused on improving our organisational culture and providing practical support and guidance to help us embed and enable new ways of working, to bring about change and address these challenges.

As a Trust, we have already recognised the seriousness of the issue of sexual safety and we launched our own Sexual Safety Charter in October 2023. We are committed to improving sexual safety and reducing misogyny and don’t underestimate the challenges we face in reducing and removing this behaviour and changing inappropriate workplace culture in our own Trust, in the ambulance sector and across the NHS. You can read the Association of Ambulance Chief Executive’s response to the review on their [website](#).

NHS Staff Survey results show improvements

The 2023 NHS Staff Survey results, published on 7 March, saw YAS record improvements across all nine themes explored by the survey’s questions and significantly higher scores in seven of the nine themes. We also saw improved scores to almost all individual questions and the majority of our results are either above average or average for the ambulance sector.

While welcoming the marked improvements in results, we also recognise the need for further work. Although our own scores are some of the best in the ambulance sector, the sector overall is the lowest scoring in the NHS and as covered in update on the culture review, there are some serious issues to address around sexual safety and improving culture. Details of our results are available on our [website](#).

Celebrating national apprenticeship success

The Trust has been named the Health and Science Apprenticeship Provider of the Year in the national Annual Apprenticeship Conference Apprenticeship Awards 2024.



The accolade recognises our employer provider career development pathway to paramedic and our overall commitment to using apprenticeships to support the professional development of our staff. We are exceptionally proud to be recognised, not just amongst other health organisations, but nationally and across the whole apprenticeships education sector.

Overseas NHS Workers Day



**Overseas NHS
Workers Day**



We celebrated Overseas NHS Workers Day to recognise the outstanding contribution of our colleagues who have migrated to the UK to work at the Trust.

Over the last two years we have carried out an international recruitment drive to employ paramedics and senior clinical advisors from India, Australia and New Zealand, to supplement those recruited within the UK. In addition, we have recruited 11 nurses from Kerala in India to work as Senior Clinical Advisors for our NHS 111 service.

Associate Non-Executive Director change

Associate Non-Executive Director Zafir Ali has left YAS to join Bradford Teaching Hospitals NHS Foundation Trust as Non-Executive Director. Zafir joined the YAS Board in June 2021 as an Associate Non-Executive Director (Development) and became an Associate Non-Executive Director in January 2023. We wish him well in his new role.



Our Partners

Sharing 999 patient records through the Yorkshire & Humber Care Record

We are now [sharing electronic care records of all emergency patient encounters](#), via the Yorkshire and Humber Care Record (YHCR), with health and social care professionals in the region to benefit individuals' ongoing clinical care.

Since its launch in mid-October 2023 up until the end of January 2024, over 305,000 records have been shared and this has helped other health and social care partners to be as well informed as possible about someone's condition and treatment.

YAS is responsible for conveying over 400,000 patients every year into 21 emergency departments across the Yorkshire and Humber region and thousands more patients are helped via telephone advice.



Records of these encounters, from 18 October 2023 onwards, are available to view via the YHCR Interweave Portal for all participating health and social care organisations. The portal is a web app which presents a holistic view of the patient for providing ongoing care and supports informed decision-making.

Benefits from this development include:

- Care providers gain a fuller knowledge of patients' use of emergency services, with access to the clinical record and data from those encounters.
- Improvements to patient experience, reducing the need for them to repeat information already recorded.
- Improved care options' evaluation through access to the emergency care patient record.
- Identification of patients who frequently access services, and information on recent patient observations and treatments to improve continuity of care.

Rugby League stars kick off life-saving campaign

Rising talent from the world of Rugby League kicked off our [Restart a Heart campaign](#) to improve cardiac arrest survival rates across the region.

Fifty players taking part in England Rugby League's Diploma in Sporting Excellence (DiSE) learnt cardiopulmonary resuscitation (CPR) to mark the launch of the Restart a Heart campaign on 14 February. The players, aged between 16 and 18, have the potential to reach the highest level of the women's game, and were taught the life-saving skill by our staff and volunteers in Huddersfield.

All secondary schools across Yorkshire can now [sign up to provide their students with free life-saving training](#) on Restart a Heart Day (Wednesday 16 October 2024) when it is expected that over 35,000 young people will learn CPR in one day.



With best wishes

Peter Reading
Chief Executive