



January 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.

### Operational update

The Trust has seen an increase in demand for its emergency services in December 2023, compared to the previous month, with the average responses at scene increasing by 552 per week (79 per day) between November and December and compared with December 2022; this is an increase of 1,781 per week (254 per day).

The Trust's performance in category 2 calls, (which have a target response time of 30 minutes), was 9 minutes 44 seconds longer in December 2023 than November, at 46 minutes 24 seconds. However overall, Trust performance was around 6 minutes better than most recent forecast performance because of hospital handover delays being lower than expected. For December 2023, the category 2 mean response time for the Trust overall was more than 33 minutes faster than December 2022.

Average hospital handover times have increased slightly from 29 minutes 26 seconds in November to 33 minutes 6 seconds in December. However, this is considerably lower than last December which was 43 minutes 34 seconds, with most the challenging handover times were at hospitals in South Yorkshire and Humber and North Yorkshire.

In our Emergency Operations Centre, there were over 100,000 999 calls taken in December 2023, with demand down 13% on last December and improvements of nearly 50% in calls being answered in 5 seconds compared to the same time last year.

In our Integrated Urgent Care (IUC)/NHS 111 service, the average speed to answer calls increased by 33 seconds to 1 minute 50 seconds in December and there was a slight reduction of the number of clinical call backs to patients made within one hour to 44.3% from 49.5% in November (the national target is 60%). Demand was 17.4% lower compared to December 2022 and overall performance is in line with other NHS 111 services across the country. There continues to be a focus on recruitment and retention of staff in IUC, with an improvement programme underway.

Our non-emergency Patient Transport Service (PTS) has remained busy and continues to perform well, with the addition of the dedicated discharge planning desk improving performance, achieving 85.6% of short notice outwards journeys within 2 hours' notice in December. The service saw an increase in demand with 8% more journeys compared to December 2022, equivalent to approximately 5,500 additional journeys.

[NHS England reported](#) that the week ending 31 December was the busiest for ambulances so far this winter, with more than 93,500 arriving at hospitals to hand over patients, alongside significant performance improvements.

## Appointment updates

Following a comprehensive and robust recruitment process, I am pleased to be able to continue my journey at Yorkshire Ambulance Service as [substantive Chief Executive](#), working with the Trust's dedicated staff and volunteers. I have thoroughly enjoyed my first seven months at the Trust and will continue to progress the implementation of our new strategy and provide the very best services we can for our patients and local communities

Nick Smith has been appointed to the role of Chief Operating Officer (COO). This newly introduced role provides overarching leadership for all aspects of operational patient care delivery at YAS including 999 delivery, Integrated Urgent Care (NHS 111), Patient Transport Service, Community Resilience, Hazardous Area Response Team, Emergency Planning, Business Continuity and Private Events.

We have also made three further permanent appointments, following interview processes.

- Julia Nixon has been appointed as the Associate Chief Operating Officer (Remote Patient Care). This role has responsibility for our Emergency Operations Centre (999) and Integrated Urgent Care (NHS 111) call centres. Julia is currently Deputy Chief Operating Officer at Airedale NHS Foundation Trust and will join us in February 2024
- Jackie Cole has been appointed into the role of Associate Chief Operating Officer (Central Services), working closely with the Chief Operating Officer and providing support in both the day to day and strategic leadership of all operational service lines across the Trust.
- We have also appointed Claire Lindsay to the role of Head of Service Delivery and Quality for our Emergency Operations Centre (EOC, our 999 operations centre) and Claire's role will be responsible for the effective delivery of emergency and urgent care operations in the EOC and leadership of the operational workforce.

## Our new strategy

Last year, we completed a comprehensive engagement exercise to support the development of our new strategy, for 2024-29. Some of you will have been involved in that process and your feedback, alongside feedback from our staff, partners and the public, helped us to shape our vision and bold ambitions for the next five years.

We are now getting ready to launch our new strategy at the end of the month and I am looking forward to sharing more with you in the coming weeks.

## Further updates on developments at Yorkshire Ambulance Service



## New dementia friendly ambulances

YAS has introduced new vehicles in both A&E and Patient Transport Service (PTS) to improve the experience of patients with dementia. The [improvements to the vehicles](#) will create a calmer environment for someone who is living with dementia, and help to put them at ease. This includes printed blinds, which feature a landscape of the countryside for a sense of comfort and familiarity. The vehicles also have improved contrasting on the seats, floor and steps for better visibility.



There are 13 dementia-friendly A&E vehicles now in service, with a further 21 in the commissioning process and a further 91 vehicles to be delivered this financial year. 60 PTS vehicles are also currently in build.

### **National Ambulance Volunteering Dashboard**

Following work between YAS, the Association of Ambulance Chief Executives (AACE) and South Western Ambulance Service NHS Foundation Trust (SWASFT), a new [National Ambulance Volunteering Dashboard](#) has been developed and is now live.

It is designed to highlight the contribution of ambulance volunteering and supports both our own volunteer development framework launched earlier this year, as well as the National Ambulance Volunteering Strategy.

With the dashboard now live, other ambulance trusts are now being invited to include their data to allow us to see the full impact of ambulance volunteering across the UK, and to encourage learning between trusts. The dashboard highlights the huge impact ambulance volunteering has on our service and our patients and gives clear evidence of the contribution our volunteers make.

### **YAS Supports 16 Days of Activism Against Gender-Based Violence**

As part of the '16 Days of Activism' that took place in November and December, we focused on domestic abuse. This affects all people regardless of sex, gender, sexuality, class and wealth etc. However, it is accepted that this is a gender-based crime which is disproportionately experienced by women.



We have introduced several initiatives to improve our response to patients and staff experiencing domestic abuse:

- We are proud to be the first ambulance service in the country to employ an accredited Independent Sexual Violence Advocate. They joined us in September last year as the Specialist Domestic Abuse Practitioner in our Safeguarding Team.
- We have developed our own domestic abuse training package which is currently being rolled out to staff.

- To address gender-based violence and abuse within the workplace we have several policies and procedures in place to support staff. We launched our own Sexual Safety Charter this year and are also a signatory to the NHS Sexual Safety Charter.
- We have a Women & Allies' Network which aims to provide a safe and supportive space for women, colleagues who identify as a woman and male allies, to come together to celebrate women in the workplace, and champion issues that only affect or disproportionately affect women the Trust.



### **Health and Science Apprenticeship Provider of the Year**

We are proud to announce that we have been named as one of two national finalists in the Health and Science Apprenticeship Provider of the Year category of the prestigious Annual Apprenticeship Conference Apprenticeship Awards 2024.

Representatives from our Apprenticeships Team will attend a celebratory reception at the Houses of Parliament on Monday 5 February 2024, hosted by the Rt Hon. Robert Halfon MP. The event will be used to formally recognise national finalists and outstanding apprenticeship delivery and provision across the sector.

The winner will be announced at the Apprenticeship Awards Gala Dinner on Tuesday 27 February.

### **STARS Awards 2023**

Our STARS Awards 2023 celebrated the incredible achievements of our inspirational staff and volunteers, their selfless devotion to providing the best care to the people of Yorkshire, and their solidarity in supporting colleagues and the wider YAS team. We received over 170 nominations, which were reviewed by a panel of judges made up of our executive and non-executive directors who had the difficult job of selecting individuals and teams to be shortlisted.



The awards identify members of staff who inspire others, deliver beyond expectations and are shining examples of all that is excellent about YAS.



### **East Midlands Railway staff in Sheffield partner with Yorkshire Ambulance Service for first responder training**

East Midlands Railway (EMR) staff at Sheffield Railway Station have joined forces with YAS to train colleagues as Community First Responders (CFRs). They are now equipped with



skills to provide vital care, comfort and reassurance to anyone suffering a medical emergency before an ambulance arrives on scene.

Colleagues from the supervisor, platform services and customer information teams have participated in the three-day CFR course which includes training on cardiopulmonary resuscitation (CPR), operating a defibrillator and administering oxygen.

We have provided the EMR team with a CFR kit bag which includes an automated external defibrillator (AED); this is an additional resource to the four AEDs already available on platforms.

The training has been completed by four colleagues with more due to complete the training soon. The station will aim to always have at least one trained CFR on site.



Thank you for taking the time to read this update and I hope you have found it useful and informative. We will be keeping in touch regularly with more news and developments.

With best wishes

**Peter Reading**  
**Chief Executive**