



July 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

June was a challenging month for the Trust's A&E Operations service with demand up just under 5% against our forecast, particularly towards end of the month.

The Trust's Category 2 performance in June was 30 minutes 42 seconds against the target of 30 minutes set for ambulance services for this year. We are seeing some success in improving our rates of hear and treat, which remains a focus, to ensure that those people who do not need an ambulance response receive the most appropriate care and increase ambulance availability for our sickest patients.

Handover delays remain challenging with significant variation across Yorkshire. However, the Trust saw an overall improvement of over a minute in June. Work continues with partners in acute trusts to reduce handover delays to achieve the target of 21 mins 30 seconds for this year.

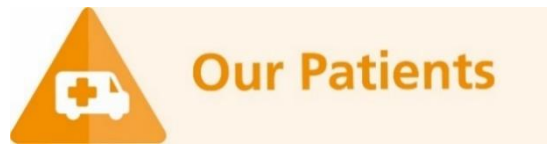
In our Emergency Operations Centre, our 999 call answering time was eight seconds in June, meeting the target of within 10 seconds. Performance in our Integrated Urgent Care/NHS 111 service remains good.

The Trust's non-emergency patient transport service (PTS) is also experiencing increased levels of demand, an increase of around 12% compared to this time last year. We are maintaining good levels of service delivery in both call handling and response.

The situation in Yorkshire and the Humber reflects the national picture and similar experiences in ambulance trusts across the country. We would usually expect to see a reduced demand in the summer period, but nationally in May there were around 10 per cent more calls than April and the highest number of category 1 incidents (the most serious) on record and this heightened demand has continued into June.

Our strategy and business priorities for 2024/25

With the publication of our 2024-29 [strategy](#) earlier this year, we are focused on delivering our business priorities for this year, guided by our four bold ambitions. Details of our business priorities for 2024/25 are set out in our [business plan](#).



New report published on the experiences of the rough sleeper community in Hull

We recently commissioned a project from Healthwatch Hull and in collaboration with our partners, on the experience of rough sleepers and those experiencing homelessness in Hull. The aim was to better understand their experiences of accessing ambulance services, identify any concerns, and help to drive improvements across health and social care partners.

Funded by the Yorkshire Ambulance Service Charity, a detailed [report](#) has now been published outlining the findings and recommendations from an engagement initiative. The six-month project saw Healthwatch Hull talking to rough sleepers and those experiencing homelessness across the city to gain a clear picture of any access issues. The report reflects positive experiences of the various services and their staff, and also areas where issues were highlighted and recommendations made.

The recommendations provided are wide-ranging and will lead to further work to identify how the ambulance service and health and social care partners can respond meaningfully, in a way that will make a difference for patients. The report contents and recommendations will not only be relevant to Hull, but across the wider health and care system in the region and nationally and we will be sharing these and working to respond to the recommendations.

Video triage for stroke patients in Hull and East Yorkshire

Following a pilot in South Yorkshire which began in 2022, **stroke patients** in Hull and parts of East Yorkshire will also benefit from a pilot starting in August of pre-hospital video triage. Our staff will link up with stroke service consultants via video-technology to provide visual checks and evaluation of patients to help get them straight to the care of the specialist stroke team for CT scans or to begin life-saving treatment such as mechanical thrombectomy to remove blockages from their arteries.



YAS staff recognised in King's Birthday Honours list

[Ola Zahran](#), Chief Technology Officer, was awarded the King's Ambulance Medal for Distinguished Service (KAM).

During her career, Ola has played a key role in the development of the digital agenda and healthcare technologies at the Trust, regionally and nationally.

She has led on a number of complex national projects for the ambulance sector and wider healthcare community, including the Unified Communications project where she was responsible for supplier engagement and implementation, and was instrumental in sharing learning from the roll-out in Yorkshire to benefit other ambulance services across the country.



[Jason Carlyon](#), Community Engagement Manager and Paramedic, was awarded an MBE in the King's Birthday Honours list 2024 in recognition of his services to resuscitation.

Jason has been given the honour for being a driving force behind the local, national and international roll-out of the multi-award-winning Restart a Heart campaign which provides life-saving cardio-pulmonary resuscitation (CPR) training to members of the public.



International Paramedics Day 2024



On Monday 8 July, we celebrated International Paramedics Day which is hosted by the UK's College of Paramedics to honour the dedication and impact of paramedics, first responders and community volunteers around the world.

We joined forces with more than 100 organisations to promote the campaign theme, "The Difference We Make", which will look at the many ways our frontline clinicians

make a difference, from responding to life-threatening emergencies to providing comfort to patients and their loved ones in their hour of need. Our staff have [shared their stories](#) about the difference they make.

Dave Green, Executive Director of Quality and Chief Paramedic at YAS, said: "International Paramedics Day provides us with perfect opportunity to celebrate the incredible contribution that paramedics make to patients every minute of every day.

"At YAS we have 1,960 paramedics who work in a variety of roles, including on the frontline, in our Emergency Operations Centre and NHS 111 service as well as in other departments such as research and quality improvement. They do a fabulous job, often in challenging and unpredictable circumstances, alongside our other frontline clinicians.

"Healthcare is continually evolving, and the role of the paramedic is no different. As the profession continues to develop, our patients benefit from enhanced learning in areas such as critical care where we help those who are seriously ill or injured, and urgent care where we are often able to treat our patients in their own home and prevent unnecessary hospital admissions."

Volunteers' Week at YAS

In June, during [Volunteers' Week](#), we celebrated the amazing people who give up their spare time to support our service for the benefit of their local communities.

We have almost 1,000 volunteers who have offered over 267,000 hours, supported over 64,000 patients and engaged with an estimated 3,200 people in our communities over the last year.

Volunteering enables us to dedicate more time, care and attention, not only to our patients and communities, but also for the benefit of our staff. This is possible because volunteers can

take on tasks that free up staff to focus on patients with more complex needs, or by contributing to service improvements by providing a patient voice, which ultimately enhances the quality of care we provide.

Armed Forces Day

To mark Armed Forces Day, [members of our Armed Forces Network have shared their military and ambulance journeys.](#)

We are a proud recipient of the Ministry of Defence's Employer Recognition Scheme (ERS) Silver Award which recognises our contribution to supporting the military community. Our Armed Forces Network offers support and comradeship for staff and volunteers of the armed forces community at YAS.



Yorkshire Ambulance Service
Armed Forces Network

New Chief Digital Information Officer

[Sam Robinson](#) has now joined the Trust as our Chief Digital Information Officer (CDIO), The leading our information technology and business intelligence teams.

Sam joined YAS in June from NHS England, where she was Associate Director for Live Services.



Our Partners

Apprenticeship programme success

YAS has scooped the Large Employer of the Year Award in the University of Huddersfield's annual Apprenticeship Awards.

We were recognised for our excellent career path which supports apprentices to develop through apprenticeships and enables those who may have not otherwise had the opportunity to attend university to gain a degree.

The award was also a recognition of our partnership with the University and how we have supported one another to develop and continually improve the apprenticeship programme.





Our Planet and Pounds

New Patient Transport Service vehicles

Our Patient Transport Service (PTS) has started to receive delivery of new Peugeot Boxer diesel vehicles and, over the coming months each area of the Trust will receive a number of new vehicles. In total, PTS will receive 25 diesel vehicles and 35 electric vehicles, and they will all be operational by the end of the summer.

Both vehicles (electric and diesel) will be a mixture of stretcher and multi-purpose vehicles. The electric vehicles will be Ford E-Transits, which offer up to 120 miles on full charge and will support the Trust in delivering the new non-emergency PTS contractual and legislative changes that require an increase in zero emission vehicles in the YAS fleet.



With best wishes

Peter Reading
Chief Executive