



November 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

The latest operational information reflects the national picture for ambulance services, which experienced more pressure than any October on record. After a challenging start to September, we have continued to see increased pressure in demand for our services in October, with demand increasing by four per cent, which has impacted our response times to patients. In **A&E Operations**, our category 2 performance for October deteriorated from September by 3 minutes, with a Trust-wide average of just over 38 minutes - our target for the year is 30 minutes.

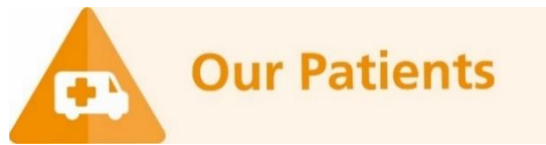
Nationally, ambulance services responded to more than three quarters of a million incidents (759,019) in October, including a record 84,108 of the most serious category 1 incidents. We have continued to see delays in handing patients over at hospitals during October, with a five minute increase since September, up to an average of 32 minutes. This is slightly higher than last December and January, however performance varies across the region.

In our **Emergency Operations Centre**, we are seeing an increase in 999 calls and demand. However, 999 call handling remains good with an average call answer time of 8 seconds, which is in line with September and meeting the target of within 10 seconds. Nationally, call demand is up almost three per cent on the same time last year, with more 999 calls received than any month so far this year (1.187million nationally compared to 1.156million in October 2023).

Our 'hear and treat' performance is good, increasing to just over 16 per cent for calls in October, meaning we are optimising alternative pathways for our patients. We are looking at what more we can do with our partners to access alternative pathways for our patients.

In **Integrated Urgent Care**, our call answering performance for NHS 111 calls remains good, with 93% of 111 calls in October answered within one minute. This is a slight decrease from September, but remains one of the best in the country.

In our **non-emergency patient transport service**, (PTS) our timeliness of response remains good, with 79% of calls answered within 3 minutes – a slight decrease from last month. We are seeing very high levels of demand, with over 70,000 journeys in October, an increase of 10.8 per cent against the plan for October, and an overall year to date increase of 10.6 per cent compared to last year.



Alignment of triage systems for 999 and 111 call handling

As part of our new strategy for 2024-2029, we set out our ambition to integrate our services for the benefit of patients and as part of this ambition, we have been exploring the option of a single primary triage solution (NHS Pathways) for our 999 Emergency Operations Centres (EOCs) and our NHS 111 contact centre. Following approval by our board, we are embarking on a major transformation project which will change the primary triage tool for 999 call handling in EOC to NHS Pathways, matching the tool used by NHS 111.

By aligning systems across both 999 and 111, we aim to make the patient journey smoother and ensure patients get the most appropriate care at the earliest point in their journey, with improved patient outcomes. NHS Pathways allows a more detailed assessment of a patient through a series of questions and through a Directory of Services, offering call handlers a much broader range of options for patients. It will also allow us to work better with our partners to help patients who do not require an ambulance response to reach the most appropriate care settings.

With a number of other ambulance services already introducing NHS Pathways across 999 and 111, we have learned from their experience and are currently finalising our plans and developing these for changes in technology, operating procedures and training to support a smooth transition. Training on the new systems will begin in early 2025 and progress throughout the year.

Restart a Heart Day

Our eleventh annual [Restart a Heart Day](#) was a runaway success with around 35,000 students being given the skills to save a life in just seven hours. More than 750 off-duty ambulance staff, community first responders and volunteers from partner organisations visited 172 secondary schools to provide the life-saving lesson and help us build on our bold ambition to create a generation ready to act in the event of a cardiac arrest.

We were supported by [cardiac arrest survivors](#) from across the region who shared their stories to highlight the importance of bystander CPR.

And, in an exciting new development, we also saw the first five students, trained as part of our [Restart a Heart Ambassador Programme](#), deliver the CPR training at E-ACT Parkwood Academy in Sheffield to their fellow pupils.

In addition, we have launched our [Heart of the Community accreditation scheme](#) which recognises schools and colleges for their commitment to CPR training and defibrillator availability, another legacy of our Restart a Heart campaign.



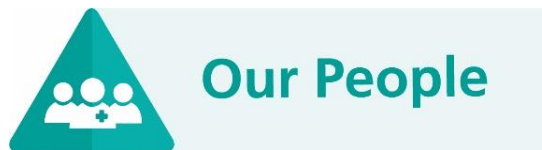
Specialist paramedics providing enhanced patient care

The Yorkshire branch of the British Association for Immediate Care (BASICS) has partnered with Yorkshire Ambulance Service to launch an innovative initiative, which will see a number of Specialist Paramedics - Critical Care (SPCCs), volunteering with the scheme, where they will operate in their own time to support crews and provide enhanced care for patients.



BASICS is a charity focusing on pre-hospital care. The Yorkshire branch of the scheme recognised the opportunity to harness the expertise of the Trust's SPCCs who could contribute on a voluntary basis. The scheme already has a number of doctors across the region who regularly support Trust colleagues at the more complex incidents attended by the ambulance service; YAS BASICS paramedics are now available to offer support at similar incidents.

YAS BASICS doctors and paramedics are managed by the Trust's Emergency Operations Centre, which dispatches ambulance crews, including those for major trauma and allocates resources to incidents where additional skills or enhanced decision making could be beneficial. The paramedics started attending incidents during October, bringing their additional skills and experience to care for patients.



Investing in Volunteers accreditation achieved

The Trust is proud to have successfully renewed our [Investing in Volunteers \(IiV\) accreditation](#) - the UK quality standard for good practice in volunteer management.

Assessed in six quality areas, the Trust met all 29 volunteering practices and had to demonstrate:

- vision for volunteering;
- planning for volunteers;
- volunteer inclusion;
- recruiting and welcoming volunteers;
- supporting volunteers; and
- valuing and developing volunteers.



YAS is supported by almost 1,000 volunteers who offer their time to support patients, staff and communities. These include our Community First Responder volunteers, Critical Friends Network volunteers, and Patient Transport Service volunteers who make a vital contribution to the Trust and our patients.

The Trust's [volunteer development framework](#) sets out our ambitions for volunteering and we have further work planned to develop the type of volunteering roles we offer and recruiting more volunteers from across all our communities.

Celebration of our STARS Awards

Our [STARS Awards](#) 2024 took place earlier this month, where we recognised some of the exceptional achievements of our staff and volunteers who have gone above and beyond the call of duty.

We recognised their ongoing commitment to providing the best care to the people of Yorkshire and supporting their colleagues and the wider YAS team. There were over 120 nominations, across categories of Care Together, Lead Together, Grow Together, Excel Together,



Everyone Together, Volunteer and Team of the Year, as well as commendations from the Chief Executive.

Highlights included staff who were recognised for their bravery in a firearms incident, a crew who helped to rescue a patient who had fallen into a river and a colleague who works with rough sleepers to better understand barriers to accessing the ambulance service.



Our Partners

New partnership launched to install life-saving equipment across Calderdale and Kirklees

Yorkshire Ambulance Service Charity has joined forces with Cardiac Rehabilitation Exercise and Walking Heart Support Group (CREW HSG) to provide more community Public Access Defibrillators (cPADs) in the rural and urban areas across the district.

Generously funded by CREW, the [Calderdale and Kirklees cPAD Scheme](#) has been provided with £10,000 to install up to 20 new cPADs which can be used by bystanders in the event of an emergency to deliver first aid ahead of the arrival of an ambulance should a cardiac arrest happen in the community.



Heart of the community

The Trust and Yorkshire Ambulance Service Charity have launched the [Heart of the Community](#) accreditation scheme for schools and colleges across the region. The initiative recognises a commitment to providing life-saving CPR skills and defibrillator availability to ensure the safety of students and the wider community in the event of a cardiac arrest.



There are three levels of accreditation that schools and colleges can progress through as they achieve more of the evidence requirements; these range from taking part in Restart a Heart Day

at least twice to making defibrillators available to their local community.

Since the launch of the scheme on 11 October 2024, 20 schools have already applied for accreditation and have been successful in achieving a Bronze Award. The accreditation scheme aims to recognise the efforts made so far by schools and colleges towards saving lives across Yorkshire by participating in Restart a Heart Day as well as their commitment towards defibrillator availability.

Delivering lifesaving training at local mosque

Two members of staff volunteered their time to support in delivering lifesaving skills training at Madni mosque in Bradford on Saturday 28 September.

[The BIMA Lifesavers project](#) is an annual event that works with mosques to provide important training to the local community around CPR, defibrillator use, and choking management.

Chris Solomons, PTS Ambulance Care Assistant, and Hanna Khan, PTS Call Handler, joined fellow volunteers and colleagues from Bradford Royal Infirmary to engage with approximately 50 members of the community.



Our Planet and Pounds

Electric vehicles arrive

Our vehicles drive over 40 million miles per year and under the [NHS England Net Zero travel and transport strategy](#) we have some set targets to reduce carbon emissions through our fleet. The NHS will have fully decarbonised its fleet by 2035, with ambulances following in 2040.



Over the past nine months, our estates team has been busy installing 109 EV charging points across the estate ready for the arrival of our new electric vehicles with more EV points being fitted in the next few months.

Last month has seen the arrival of the first of 35 new electric Patient Transport Service vehicles; the Ford E-Transits offer up to 120 miles on full charge. Bramley, Barnsley, Bradford, Doncaster, Hull, Scunthorpe and Wakefield have been identified as the stations that will receive the first ten PTS electric vehicles.

We have also started to introduce electric mental health vehicles and two all-electric emergency ambulances will be delivered in 2025.

NHS Forest Runners Up

YAS has been named runner up of the NHS Forest 2024 Awards for 'Pioneering use of green space for health and wellbeing' at our Fairfield site in York.

The site in York has been undergoing a restoration programme and the judges highlighted how, over the last three years, our teams have been planting, constructing and creating a beautiful and expansive wild space for wildlife and staff to enjoy.



Supported by the YAS Charity, the scheme has also seen the installation of a green roof shelter to support green skills courses and set up a species recovery programme. The award was presented at the NHS Forest Conference.

With best wishes

Peter Reading
Chief Executive