

Board of Directors (held in Public)
30 January 2025
Agenda Item: 2.2



Report Title	Transfer of Care Presentation
Author (name and title)	Nick Smith, Chief Operating Officer Jeevan Gill, Director of Partnership and Operations (HNY)
Accountable Director	Nick Smith, Chief Operating Officer
Previous committees/groups	None
Recommended action(s) Approval, Assurance, Information	Information
Purpose of the paper	The purpose of this paper and the Board presentation is to provide an update to Trust Board regarding the implementation of 'Transfer of Care' across Yorkshire and Humber.
Recommendation(s)	Note the content of this paper and the presentation that will be provided at Trust Board on the 30 January 2025.

Executive summary (overview of main points)

Hospital handover delays have been a challenge for YAS and many other ambulance services for many years, but the delays have significantly increased since the Covid pandemic. Delays in handing patients over to emergency departments reduces the availability of ambulances to respond to patients in a timely way in the community. This has led to catastrophic harm.

Significant effort has taken place locally, regionally and nationally to reduce the handover delays but no significant and sustainable impact has been achieved. It has often been seen as a challenge that is too complex and difficult to resolve.

However, following implementation of a maximum 45-minute handover initiative within London it was agreed that this should be implemented in Humber and North Yorkshire ICB area, specifically Hull Royal Infirmary.

For simplicity the model was named 'Transfer of Care' and a Standard Operating Procedure (SOP) was introduced on the 18th December 2024 at Hull Royal Infirmary, initially with a maximum time to transfer care of 85 minutes.

The implementation was phased with the maximum period of waiting to 'transfer care' reducing to 65 minutes on the 2 January 2025 and finally reducing to 45 minutes on the 13 January 2025.

The implementation has been very successful for patients, ambulance crews and Emergency Department staff. The presentation will provide the latest position in Hull and also set out a proposed timeline for roll out across Yorkshire.

There will be significant challenges as the model is rolled out across Yorkshire, but with the commitment of senior leadership and frontline teams, supported by NHSE then the change could be sustainable and significantly reduce risk for our patients waiting in the community for an ambulance response.

Trust Strategy Bold Ambitions Select the most relevant points from the bold ambitions.	Our Patients	Deliver high-quality patient care and achieve the Ambulance Clinical Outcome measures. Deliver the national, regional and local performance targets for 999, NHS 111 and PTS.
	Our People	Invest in developing our people (staff and volunteers), ensuring they have the skills, support and resources they need to deliver high-quality care and services, now and in the future.
	Our Partners	Work collaboratively with all our partners to achieve better experiences and outcomes for patients, optimising all of our collective skills and valued resources. Deliver the most appropriate response to patients requiring of out-of-hospital care.
	Our Planet and Pounds	Use our resources wisely and ensure value for money.
Link to Board Assurance Framework Risks (board and level 2 committees only)		1. Deliver a timely response to patients. 3. Support patient flow across the urgent and emergency care system.