



May 2025

## Stakeholder Update

Here is the latest briefing from Yorkshire Ambulance Service NHS Trust (YAS) for stakeholders, to share with you our recent developments and keep you updated on our work and achievements for our patients and communities.

### **Operational update – year-end performance, 2024-25**

In 2024-25, our Emergency Operations Centre (EOC) received 1.23 million emergency and routine calls, an average of 3,381 calls a day, and a 4.8% increase from 2023-24. We responded to a total of 908,378 emergency incidents through either a vehicle arriving on scene or by telephone advice – an increase from 876,043 emergency incident responses during 2023-24.

Clinicians and call handlers based in our Clinical Hub, which operates within our EOC, triaged and helped 170,069 callers with their healthcare needs over the telephone – an increase from 140,824 in 2023-24.

In our A&E Operations service (999) in 2024-25, the average response time for a category 1 incident (for the most seriously ill or injured patients) was eight minutes and one second; an improvement of 25 seconds on the year before, but still not achieving the national standard of seven minutes. The additional performance measure is to reach at least nine out of 10 patients (the 90<sup>th</sup> percentile) within 15 minutes and we achieved 13 minutes and 59 seconds (14 minutes and 39 seconds in 2023-24).

For category 2 incidents, our average response time in 2024-25 was 31 minutes and 57 seconds (32 minutes and 32 seconds in 2023-24) against the standard of 30 minutes (this has previously been 18 minutes). The 90<sup>th</sup> percentile response time was 72 minutes and two seconds (73 minutes and 28 seconds in 2023-24), against the standard of 40 minutes.

Another key measure of performance is the time taken to handover patients at hospital emergency departments from the ambulance service. The national target for patient handovers is 15 minutes and we have been rolling out a new 'transfer of care' process to eliminate handovers that are longer than 45 minutes and improve patient safety. Close working with acute partners has seen a positive impact on delays at some hospitals and average handover time at hospital for the year 2024-25 was 29 minutes and 19 seconds, although there was wide variation across the region and hospitals.

The overarching aim is to reduce the risk to patients waiting for a 999 response in our communities, therefore improving response times and maximising patient safety and experience. We are continuing to roll out this new process across the region during 2025-26.

In our Emergency Operations Centre (EOC), we achieved an average answer time of four seconds for a 999 call, which is six seconds quicker than in 2023-24. The proportion of 999 calls answered within five seconds increased from 83.6% in 2023-24 to 90.3% in 2024-25, against the backdrop of a 4.8% increase in demand.

In our Integrated Urgent Care service (NHS 111) our performance also improved, in some part due to increased staffing capacity. NHS 111 calls were answered in an average of 26 seconds, shaving 1 minute and 38 seconds off the 2023-24 average. The proportion of the 1.8 million calls we received being answered within 60 seconds increased to just under 90%.

Our non-emergency Patient Transport Service (PTS) also saw increased activity with over 978,000 journeys made during the year, a 5.6% increase from the same period in 2023-24, including higher demand from patients with more complex needs.

### **Business plan – update**

We are now focused on delivery of our business plan priorities for 2025-26, as we continue to deliver on our [five-year strategy](#). Our activities will focus on priorities that are patient-centred, staff-focussed and transformational, leading to improvements for patients and colleagues. As part of delivery of our priorities, we will need to meet increasing demand and financial challenges, which will require us to continue to transform and innovate. We have eight priorities for 2025/26, outlined on our [website](#).



### **Non-emergency patient transport service eligibility implemented**

Following information in our previous update, our Integrated Care Boards, (ICBs) commissioned non-emergency Patient Transport Service (PTS) is now implemented revised eligibility for criteria, in line with the NHS England [revised national eligibility criteria for PTS](#). With the support of our ICB partners, we are providing the PTS service for those whose medical conditions make independent travel to and from healthcare settings unsafe or impossible. This includes considering the needs of all patients, for example their physical health, visual impairment, mental health or learning disability for their eligibility for PTS

Patients who can make their own way to and from healthcare settings using their own transport, family members, public or community transport or taxi services are asked to do so. We are working with ICBs to ensure that patients not eligible for NHS-funded transport will be signposted to use alternative transport and ensuring that those eligible for the Healthcare Travel Cost Scheme are able to claim for their travel costs.

### **Dying matters**

As a Trust, we have specialist staff who focus on palliative and end of life care. As part of this work, we supported Dying Matters Awareness Week (5-11 May 2025), encouraging open and honest discussions about end-of-life experiences. Our specialist palliative and end-of-life care paramedic, along with 20 paramedic champions encouraged a focus on conversations that ensure people get the support they need and help. With this year's focus on the culture of dying matters, we focused on the diverse cultural approaches to death and dying and understanding those perspectives and how best to support our patients and their families.

Over the last 12 months, we have attended 2,242 calls relating to palliative care, 411 of these calls were referred to hospices and 189 patients were taken to an emergency department. We are working to ensure our A&E Operations staff have 24/7 access to palliative specialists at hospices across the Trust.



Working in partnership with West Yorkshire Fire and Rescue Service and Bradford District Care Foundation Trust our non-emergency patient transport service (PTS) is working to enable patients at the end of their life to die at home, surrounded by loved ones, ensuring they receive safe care. With a 'fast track' of risk assessments, where possible, resources

needed to move patients are identified on the day. Over the last 12 months, PTS have undertaken 22 end of life bed moves for patients and their families in Bradford, and the approach is being recommended for adoption across the whole of West Yorkshire.

### **New triage tool for 999 call handling to go live**

During May we will begin the phased go-live of a new triage tool for 999 call-taking in our Emergency Operations Centres (EOC). NHS Pathways has been many months in the planning and will be incrementally introduced, between May and October, to ensure operational resilience and patient safety.

The new system will enable more in-depth triage and assessment of patient needs, focusing ambulance resources on higher acuity cases to save more lives, while providing alternative pathways (eg referral to another healthcare provider) for lower acuity patients.



### **Investing in training for our Community First Responders**

Over 130 of our Community First Responders (CFRs) gathered in March for a day of professional development and networking. The annual event brings together some of our volunteers to recognise their contributions and provide opportunities for enhancing their skills. Since April 2024, our CFRs have given 189,000 hours of on-call time and attended over 19,200 incidents.

The event was aimed at giving CFRs the opportunity to develop their skills, as well as hear from CFRs about how the Trust can develop its support for volunteers in the future. It was an opportunity to providing training and awareness for our volunteers including sessions on dementia care, the role of the emergency operations centre, blood glucose monitoring, and interactive exercises with the Hazardous Area Response Team. The event was supported by a number of organisations, including funding from our own YAS Charity.



### **Veteran aware re-accreditation**

We are delighted to announce that the Trust has been re-accredited as a Veteran Aware organisation by the Veterans Covenant Healthcare Alliance (VCHA) after first achieving this accolade in 2021.



YAS has been recognised for the significant work that has been undertaken since 2021 to support our armed forces community. The re-accreditation recognises the Trust's work identifying and sharing best practice across the NHS and being an exemplar of the best standards of care for the armed forces community.

### **Allyship and Anti-racism focus**

Across YAS we are working hard to create an inclusive culture and as part of this our support networks have joined forces to ask our colleagues to think about allyship and being an ally to each other. The campaign is shining a light on what allyship means and is closely linked to the Trust's values and ongoing cultural improvement work.

The Association of Ambulance Chief Executives (AACE) has recently highlighted the publication of a report published by the NHS Race and Health Observatory into the cost of racism. The feature also includes insights and thoughts from two of our own colleagues, Tasnim Ali, chair of the national ambulance BME Forum and Ruth Crabtree, national lead for public health, in their national AACE roles. The [report is available via the AACE website](#).



## Our Partners

### Restart a heart – volunteers wanted

We have more than 175 secondary schools signed up for the free life-saving training on Thursday 16 October 2025. Volunteers can now sign up to teach cardiopulmonary resuscitation (CPR) on Restart a Heart Day and [volunteers can register by completing this form](#). Volunteers don't have to have a clinical background to volunteer - just a basic understanding of CPR is required. The team can be contacted via [yas.restartaheart@nhs.net](mailto:yas.restartaheart@nhs.net)



### Latest King's Trust session supports young people

We recently ran our 'Get Started' programme with the King's Trust which took place in Leeds which saw young people gain a valuable insight into working in the ambulance service and an opportunity to build a range of skills to help them in starting their careers.

The [Get Started Programme](#) has been run in partnership with the King's Trust for a number of years and aims to support those aged 16-30 and out of work, education or training, to build their skills and confidence with an aim to get more people into work.



Our programme is delivered by our Community Engagement team and is supported by a wide range of colleagues from across the Trust. The programme includes a mix of employability skills workshops and meet the team sessions to give attendees the chance to ask questions and find out more information about the variety of roles we have at YAS. A number of previous attendees have gone on to secure roles within the Trust and to become volunteers and there are further programmes throughout 2025.



## Our Planet and Pounds

### Solar panel funding

The Trust has been awarded over £1.4 million to install solar panels across several of our sites. This is part of a national initiative from the Department for Energy Security and Net Zero and part of a wider grant of £100 million for the 78 NHS Trusts to install solar power and battery storage solutions to reduce energy bills. The new solar panels will enable the Trust to build resilience into its energy management and estate, helping to decarbonise the estate and fleet faster than anticipated. The investment supports our ambition of using resources responsibly and sustainably, reducing environmental impact, and ensuring effective use of resources. The initiative will help to lower energy bills and redirect savings into frontline patient care.



## **Electric vehicles on the road in Patient Transport Service**

We have recently deployed 35 electric vehicles in our non-emergency Patient Transport Service (PTS) which are now in service across the region. These are being deployed in Barnsley, Bradford, Doncaster, Hull, Leeds, Scunthorpe and Wakefield and we aim to expand their use wider. We are now the largest provider of ambulance-sized electric vehicles in any NHS ambulance trusts in the country, with our new PTS vehicles in use alongside our existing dedicated mental health vehicles.



## **Non-Executive Director recruitment and Dr Julian Mark retirement**

We are currently looking to [appoint up to two Non-executive Directors](#) (NEDs) to our Board in the coming months. One NED is required to become the next Chair of the Trust's Quality Committee from December 2025 where the remit includes clinical governance, standards of care, patient safety, and patient experience. There may also be an opportunity to appoint a second NED from July 2025 and are seeking applicants with knowledge, experience and significant career achievements relating to people issues. The recruitment is to replace two of our long-serving NEDs, Tim Gilpin and Anne Cooper, who will be coming to the end of their terms on our Board and are very grateful to them for their long and dedicated service to YAS.

We also recently said farewell to our Executive Medical Director, Dr Julian Mark QAM, who has retired from the Trust. Dr Mark has made significant contributions to YAS and the ambulance sector nationally, including developing clinical programmes for the Hazardous Area Response Team, chairing the National Ambulance Services Medical Directors' Group, and coordinating efforts during the COVID-19 pandemic, as well as championing the creation of the YAS Research Institute. Dr Steven Dykes, Deputy Medical Director, is our Acting Medical Director while recruitment is underway.

With best wishes

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