



July 2025

Stakeholder Update

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

Operational update

As a key part of the urgent and emergency care system, YAS continues to see high levels of operational demand across its services, which are;

- Accident and Emergency Operations, A&E Operations, (both receiving 999 calls and responding to them);
- Integrated Urgent Care (IUC) service (including the NHS 111 urgent medical help and advice line); and
- non-emergency Patient Transport Service, PTS, (taking eligible patients to and from their hospital appointments and treatments).

In our **A&E Operations** service, the average category 2 response time for the financial year to date (1 April 2025 to 30 June 2025) was 25 minutes 49 seconds. This is a significant improvement on the same period in 2024, which was 29 minutes and 24 seconds.

Another key measure of performance in urgent and emergency care is the time taken to handover patients at hospital emergency departments from the ambulance service (with the national target for patient handovers at 15 minutes). Close working with acute partners has seen a positive impact on delays at some hospitals and our average handover time across the Trust for June was 19 minutes 51 seconds. This is significantly improved on last June and a result of the successful implementation of the 'Transfer of Care' process which is rolling out across Trusts. In terms of hours lost to handover delays, although we were losing on average 150 hours a day during June, this is a 52% reduction on this time last year.

In our **Emergency Operations Centre**, (taking emergency 999 calls for the whole region), we took 97,000 calls in June 2025, which was an increase of 8.1% on June 2024. Despite the increase in calls and demand, 999 call handling remains very good with an average call answer time of 6 seconds during June. This is against a national performance target of an average of 10 seconds. We are in the process of moving to a new triage system, NHS Pathways, and are receiving mutual support from other ambulance services, with 25,000 of our calls outsourced during June, which was expected as part of our implementation plan.

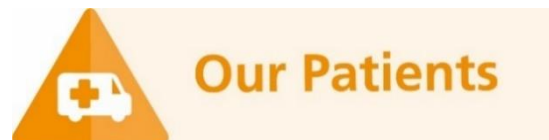
During June 2025, our **Integrated Urgent Care** (IUC) service, which provides our NHS 111 service, received 147,491 calls, which is a similar level to June 2024. The NHS 111 service remains in the top quartile nationally for call answering and clinical call back, with the average call answer time during June 2025 at 34 seconds. Calls answered within 60 seconds in June was 85.2% and callbacks from clinicians to patients within one hour was at 47.4%, which remains below the national target of 60%, similar to other NHS 111 services across the country.

In our **non-emergency Patient Transport Service**, (PTS) in June we delivered 56,715 patient journeys, which reflects a reduction of 11% - part of the expected outcome following

the introduction of the changes to eligibility criteria implemented by all our ICBs, with a reduction in the number of people who are eligible. Our timeliness of telephone response remains good, with just over 80% of calls answered within 3 minutes.

10-Year Health Plan for England publication

With the recent publication of the 10-year health plan, there is great opportunity for YAS to support the three shifts outlined in the plan. In particular, the ambulance service will be a key part of the neighbourhood health plans given our unique role in seeing patients in their own homes. The opportunity to use advanced analytics and artificial intelligence will support our own strategy of enabling far more people to be assessed remotely, with video access and diagnostic tools, supported by access to a single patient record enabling leading to improved care for patients.



Research funding to enhance care for patients

YAS has been awarded funding by the National Institute for Health and Care Research (NIHR) for a new research initiative aimed at enhancing care for patients with incidental findings discovered during emergency responses. These incidental findings, which are unexpected health issues unrelated to the emergency call, are identified in one out of six patients and can include conditions such as irregular heartbeats, diabetes, or high blood pressure. Often, patients are unaware of these conditions, leading to them remaining untreated.



The [PERIPHERAL project](#) (Pathway enhancement for the referral of non-conveyed patients with incidental findings encountered by ambulance clinicians) aims to identify effective aspects of current processes and areas needing improvement, to ultimately develop and refine a standardised referral pathway for managing incidental findings in ambulance services. The research will be by Dr Caitlin Wilson, Senior Paramedic Research Fellow at YAS, over two years and collaborators include the University of Sheffield, North East Ambulance Service NHS Foundation Trust, Northumbria University, and the Hull York Medical School at the University of York. A dedicated patient panel will also contribute lived experiences to the project.

Patient safety plan, 2025-26

The Trust's Patient Safety Incident Response Plan (PSIRP) for 2025-26 has been launched, setting out how we'll respond to patient safety incidents, building on our learning from last year and the new approach to incident learning. As well as focussing on national priorities, we will continue to look at local priorities and improvements, using our Patient Safety Learning Group to identify how we respond to incidents and how we can improve. The Trust will be building on the significant success of working in this way during 2024-25, where our initial improvement target was around 5%, but we actually achieved improvements in approximately 30% of cases.

Triage tool for 999 call handling continues

The second phase of the introduction of NHS Pathways for 999 call handling has taken place this month in our Wakefield Emergency Operations Centre (EOC), as we reach the halfway point in our transition to the new 999 triage system. Following the start of the roll-out in May at our York EOC, around 40 staff were currently operating NHS Pathways, taking almost 15,000 using the new system, with positive feedback received, with patients with alternative care to an ambulance response in almost 800 incidents.

Health inequalities presentation at the House of Lords

The Trust's Public Health Lead and national lead for Public Health, Ruth Crabtree, recently presented at the House of Lords event looking at 'What next for Equality, Diversity and Inclusion in the NHS?' for the Seacole Group. This presentation focused on the work the Trust has done to work differently to broaden the public health analysis we conduct and expose information on health inequalities.

Ruth's presentation was described as a 'phenomenal example' of work on health inequalities, as she explained the work we are doing to understand our patients through an inequalities lens, (such as the variation in the outcome of maternal mortality, the presentation of acute coronary syndrome for those experiencing health inequalities). Ruth was presenting alongside other national figures, including the Chair of NHS England, Penny Dash and chief executive of the CQC, Sir Julian Hartley.

NHS Providers – mental health case study

As part of the work by [NHS Providers](#) to focus on the shifts needed in health and care and the 10 year health plan, the Trust contributed a case study on our work in mental health, with dedicated vehicles and staff and partnership working to ensure there are alternative, safe place where patient case access the care they need.



Recognising volunteers

During National Volunteers' Week (2 to 8 June 2025), we celebrated and thanked our volunteers for their invaluable contributions. In 2024, nearly 1,000 YAS volunteers collectively contributed over 270,000 hours, enhancing patient and community care in various roles such as Community First Responders (CFR), Patient Transport Service Volunteers, Critical Friends Network, Community Engagement Volunteers, and Yorkshire Ambulance Service Charity Champions. This year, we also hosted our inaugural YAS Volunteer Long Service Awards to honour the dedication and commitment of our long-serving volunteers and to inspire and motivate current and future volunteers to continue their incredible work.



We were also able to celebrate the contribution of Chris Wilson, a CFR, who was named [Healthcare Volunteer of the Year](#) at the Skills for Health Our Health Heroes Awards 2025. Chris has been a CFR in Bedale, North Yorkshire since 2018 and contributes an amazing 550 hours each month, alongside caring responsibilities for his wife and volunteer roles in other organisations. Chris was recognised for his outstanding service, exemplary dedication, compassion, and unwavering commitment to serving his community.

Celebrating long service

Our annual [long service awards](#) for staff also took place in June, where we celebrated and recognised the achievements and dedication of 128 colleagues, who had a combined service of over 5,560 years. We were joined by Mrs Clare Granger, His Majesty's Deputy Lord Lieutenant of North Yorkshire, who presented our King's and Queen's medal for Long

Service and Good Conduct, as well as awards for 20, 30, 40 years' service, with one colleague, Ian Horner, being recognised for his 50 years' service later this month. The event provides a great opportunity to reflect on the hard work, dedication and service our colleagues have given to our patients and communities over so many years.



Improvement in Apprenticeship Employer status

The Trust has retained and improved its Top 100 Apprenticeship Employer status this year, rising to 12th position, which is a significant rise from 23rd in 2024 and 36th in 2023. The rankings are produced annually by The Sunday Times which independently assesses and ranks the nation's top apprenticeship employers.



YAS was recognised for its continued commitment to the use and growth of apprenticeship schemes to develop core skills and workforce roles.

Apprentices currently make up around 10% of staff at the Trust and numbers have now reached around 700 apprentices in roles across many areas.

Recognising control room colleagues

Our Associate Chief Operating Officer for Remote Patient Care, Julia Nixon, was recognised as Leader of the Year in the annual Control Room Awards, held earlier this month. Julia was recognised for her outstanding leadership and support for colleagues, as well as her ambitious plans to streamline call centre operations, continued enthusiasm to improve patient outcomes and her compassionate approach. The Remote Patient Care team, which provides clinical triage and advice to patients over the phone when they call NHS 111 were also in the final three in the Team of the Year category.

Celebrating International Paramedics Day

We celebrated the 2,165 paramedics in YAS who responded to around 900,000 emergency incidents last year as part of this year's [International Paramedics Day](#), which took place on 8 July. Working alongside crew members and colleagues, paramedics are often the first healthcare professional many people encounter in their most vulnerable moments and it's a role that not only demands exceptional clinical skill and rapid decision-making, but also compassion, resilience and adaptability.



Our Chief Paramedic, Dave Green has written a [blog](#), reflecting on how the role has evolved significantly to today's paramedic, where their role is far-reaching, from quickly evaluating complex situations, identifying life-threatening conditions and formulating immediate treatment plans to coordinating with other emergency services at complex incidents.



Our Partners

Gold Heart of the Community Award for Rossett School, Harrogate



Rossett School in Harrogate has become the first to receive a Gold Heart of the Community Award from YAS. This recognition highlights the school's exceptional commitment to improving cardiac arrest survival rates by equipping students with life-saving cardiopulmonary resuscitation (CPR) skills and ensuring the availability of defibrillators.

The Heart of the Community accreditation scheme, launched by YAS and the Yorkshire Ambulance Service Charity, celebrates schools and colleges across the region for their dedication to community safety in the event of a cardiac arrest. The initiative encourages the provision of CPR training and access to defibrillators, recognising their efforts through three levels of accreditation: bronze, silver, and gold.

Rossett School achieved the gold level by meeting rigorous evidence requirements, including participating in the NHS Trust's mass CPR training event on Restart a Heart Day since it began in 2014 and having five on-site defibrillators, including three which are available to the local community. Since the launch of the Heart of the Community scheme last year, 27 schools have achieved a bronze award and three schools have received a silver award.

Pride month celebrations

During Pride Month in June, the Trust joined partners and other organisations at events to celebrate the LGBT+ community across the region. It provided an opportunity to show our support for communities and we attended events in York and Leeds, with further events in Hull and Doncaster to come.



Our Planet and Pounds

Funding to upgrade ambulance fleet

YAS will receive £6.4m of additional funding as part of a national programme of fleet investment for ambulance services. The money, from NHS England, will enable the Trust to invest in 41 new diesel ambulances, decommissioning older vehicles and replacing them with new converted Fiat Ducatos. The funding also includes investment in five new electric ambulances, which will join the Trust's fleet of 35 fully electric non-emergency Patient Transport Service vehicles, believed to be the UK's largest fleet to date.

This funding enables the Trust to accelerate its fleet replacement programme by purchasing these vehicles, over and above the annual replacement plan, which currently sees 73 vehicles replaced each year. This will help to bring down the average age of the fleet and will increase the fleet overall by two vehicles to 514. The vehicles are expected to be delivered by the end of March 2026.

Delivering a greener NHS

As part of the Trust's continuing efforts to tackle climate change and progress towards net zero, we have invested in 35 fully electric non-emergency Patient Transport Service and have now ordered 73 new emergency ambulances that incorporate ECOAir. Currently, an emergency ambulance requires the vehicle's engine to be running for the air conditioning in the rear to operate. To provide a solution, O&H Vehicle Conversions based in Goole has developed ECOAir – a compact, lithium-ion battery powered, standalone unit that provides air conditioning for up to 4.5 hours with the engine off, producing zero tailpipe emissions.



As well as providing a clean air solution to run the vehicle's air conditioning and reducing fuel consumption, ECOAir also addresses other challenges associated with engine idling, including engine coking and ultimately engine failure; increased engine wear through engine oil dilution; and vehicle fire risk. These developments are helping the Trust to reach its goal of all new ambulances having zero carbon emissions by 2030.

We hope you find this update helpful.
With best wishes

Peter Reading
Chief Executive