

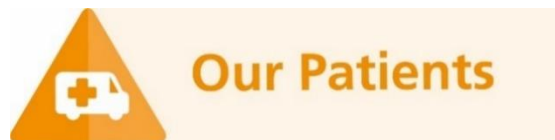
Review of Financial Year 2024-25



Peter Reading
Chief Executive



Our Strategy – Great Care, Great People, Great Partner



Our Patients



Our People



Our Partners



Our Planet and Pounds



Our Values

YAS
Together



Review of 2024-25



- Performance was challenging with increased demand for services
- Improvements in hospital handover times, with launch of Transfer of Care process and partnership working
- Development of pathways across all ICBs to improve patient access to specialist services
- Introduced more mental health response vehicles, recruiting a further 10 specialist paramedics in mental health
- More GPs in EOC and technical improvements on call routing and mapping
- In NHS 111 recruitment success, with turnover reduced and no agency staff
- Implementation of ICB decisions on patient eligibility criteria changes
- Approved Quality Improvement (QI) Enabling Plan
- Introduced Ambulance Vehicle Preparation model in South Yorkshire

Review of 2024-25 cont'd



- YAS Together cultural programme continued with a focus on race equality, appraisal and career conversations, sexual safety and health and wellbeing support
- Staff survey responses benchmarked as best in sector, or close to best in 6 out of 9 themes – significant progress in health and safety, working flexibly and morale
- Recognition for commitment to diversity and inclusion – Gold TIDE Award
- Top 100 Apprenticeship Employer – ranked 23rd (rising from 36th in 2023)
- Installing 109 EV charging points and taking delivery of 35 new electric PTS vehicles; introduced electric mental health vehicles
- Renewed our Investing in Volunteers' accreditation
- Delivered 380 community events, half of those in 20% of most deprived areas of England, engaging 11,000 people.

Performance Highlights - Operations



Peter Reading
Chief Executive



A&E Operations

**1.23 million calls received,
answered in average of 4 secs
(improved from 10 secs last year)**



**Increased clinical
capacity**



**Improved response times –
Category 2: 31 mins 57 secs
(improvement of 35 secs
from last year)**



**Reduced handover delays –
maximum 45 mins handover
process**



**Investing in hub for Hull
and East Yorkshire**



**Investment in Ambulance
Vehicle Preparation**



Integrated Urgent Care, NHS 111



1.8 million calls received to NHS 111 (improved by 1 min 38 secs on last year)



Mental health support through NHS 111



Improved retention and reduced turnover



Patient Transport Service

Over 978,000 non-emergency journeys completed



Telephone bookings increased 8.6%



New electric PTS vehicles



Operations



**Substantial compliance in Emergency
Preparedness, Resilience and
Response core standards**



**Certification for
business continuity**



**Renewed Investing in
Volunteers' accreditation**



Performance Highlights – Quality



Dave Green
Executive Director of Quality
and Chief Paramedic



Quality



Patient safety incident response framework



Complaint response time improvement plan



Quality Improvement



Clinical supervision



Patient experience and involvement framework



Performance Highlights – Clinical



Dave Green
Executive Director of Quality
and Chief Paramedic



Clinical



Research



Medicines optimisation



Reducing health inequalities



Critical care



Clinical Pathways



Performance Highlights - People



Mandy Wilcock
Director of People and
Organisational Development



People and Organisational Development



Improvement in staff
survey results



Top 100 Apprenticeship
Employers 2024 success



Health and wellbeing



YAS
Together





Performance Highlights - Procurement



Kathryn Vause
Executive Director of Finance



Procurement and logistics



**Procurement activity for
contracts over £73m**



**Piloted new Inventory
Management System**



**Delivered best practice
procurement**



**Procurement process
changes due to legislation**



**Collaborative
procurement**

