



March 2026

## Stakeholder Update

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

### Operational update

Our operational performance for the year to date (April 2025 to February 2026), has seen significant improvements compared to the previous year. Our key performance measure for our **999 Operations service** (receiving 999 calls and responding to them) for Category 2 incidents saw a mean response time of 26 minutes and 19 seconds – almost six minutes quicker than the same period last year – and within the NHS England adjusted Category 2 target of a mean of 30 minutes.

Looking at the winter period of November, December and January, the Category 2 mean was 26 minutes and 52 seconds which is almost 9 minutes quicker than in winter 2024/25. With only this month to complete, we are hopeful that we will hit this important year-end target and means that we are reaching our poorly patients more swiftly.

We continue to work together with partners to improve patient handover delays at emergency departments. The average handover time in the year to date is 19 minutes and 25 seconds which is over 10 minutes less than this time last year. For the winter period, the average hospital handover time has been 19 minutes and 48 seconds against 33 minutes and 13 seconds in 2024/25.

In terms of national figures released in recent weeks, more than 1.2 million patients had been handed over to emergency departments across the country by ambulances so far this winter. This is the highest since the same period in 2021/22, and almost 52,000 more than the equivalent period last year. Despite the five-year high figure, handovers were more than 7 minutes quicker in the last week of February (28 minutes 14 seconds) than the same week last year (35 minutes 36 seconds). The number of ambulance handovers taking over 30 minutes was also down by nearly 22% compared with the same week last year.

In our **Emergency Operations Centre**, (taking emergency 999 calls for the whole region), we handled nearly 83,000 calls in February 2026, compared to just under 81,000 in February 2025. Our average call answer time in February remained at 12 seconds.

During February, our **Integrated Urgent Care** (IUC) service, which provides the region's NHS 111 service, received 146,000 calls up by 4.3% on the same month last year. Our average call answer time increased to 1 minute and 4 seconds which was 20 seconds longer than in January.

In our **non-emergency Patient Transport Service** (PTS), 52,271 patient journeys were delivered in February. With the revised eligibility criteria now embedded, the number of journeys reduced compared to last year, so we are able to focus our services on those who really need transport. The service continues to perform well against key performance

indicators. In terms of call taking, performance was at 87.2% of calls answered within 180 seconds in February, which is an improvement of 6.8% on last year.

### NHS Oversight Framework – Quarter 3

NHS England have recently published the third quarter of the new [NHS Oversight Framework](#) which has included [performance league tables](#). Yorkshire Ambulance Service remains in the top Segment (Segment 1) and moved from third to second in the 'ambulance league table'. Our score has improved slightly, by 0.02 from 1.88 to 1.86. The framework compares trusts across England and YAS has remained in segment 1 each quarter this year, which is the segment representing organisations with the narrowest range of challenges.

The scores reflect our continued strong performance in responding to category 2 calls and strong financial performance; our NHS Staff Survey engagement scores (recently released) from this year's survey remain strong and will be used as scores are recalculated in future quarters. There remains further work to do on sickness absence rates, which is one of three business priorities for next year, and we'll also be focusing on the number of patients we convey to emergency departments.



### Research seminar

On Tuesday 17 March, the YAS Research Institute held its Spring 2026 Research Seminar. The event brought together YAS researchers, academic partners, clinicians, and paramedic students to showcase a wide range of research activity and demonstrates how research informs patient care.



The speakers gave insights into research projects including research on emergency department attendance and admissions from care homes, pre-hospital assessment of children with head injury, and early cancer recognition in ambulance care.

Eleven students from partner universities – Bradford, Sheffield Hallam and Huddersfield – also joined the event, sharing the work they have been conducting as part of their paramedic courses.

### Vital work of ambulance service highlighted as part of BBC NHS Day

The hard work of YAS colleagues was featured as part of the BBC's NHS Day on 22 January. NHS Day featured on the BBC nationally, with reporters across the country visiting a range of



NHS services. Regional BBC journalists spent time with our staff and they experienced the care provided by our colleagues Rebecca and Shane, treating patients with care and compassion.



Our [critical care paramedic Kayl](#) was accompanied for the day by the BBC and explained how he uses his specialist skills to treat patients.

The BBC also spoke to staff in our Emergency Operations Centre, taking 999 calls and managing the demands on the service. Our staff talked about the challenges of their jobs but also the privilege of serving the people of Yorkshire and the Humber. You can read more about this story on the [BBC website](#).

## Stroke video triage for pre-hospital patients in York and Scarborough

Working with colleagues at York and Scarborough Teaching Hospitals NHS Trust, stroke video triage has been introduced as part of the assessment of patients by YAS staff. The initiative involves stroke specialists at hospital seeing patients live via secure video while they are being assessed by ambulance clinicians. Instead of relying on a phone description, teams can assess speech, movement, and other vital signs in real time, even before the patient arrives at the hospital.

The faster assessment means quicker decisions, effective use of both ambulance and hospital resources, smoother care on arrival, and the best possible chance of recovery for the patient. The video triage was introduced at the start of 2026 and is already seeing two-thirds of stroke patients assessed using the video technology. The triage builds on experience of using similar technology and South Yorkshire and Humberside.



## NHS Staff survey results published for 2025

The [results of the 2025 NHS Staff Survey](#) have been published and we are pleased to see improvements for YAS across all seven NHS People Promise themes. Staff participation also reached a record level, with almost 4,700 colleagues (66%) responding, providing a stronger evidence base for our areas of focus. The Trust's highest scoring theme remains 'we are compassionate and inclusive', and we are the leading ambulance-sector organisation across seven staff survey areas.

There were notable increases in key areas including a 6.4% increase in colleagues who feel there are enough staff to do their job properly, alongside a similar improvement in perceptions that teams work well together to achieve objectives, which reinforcing progress on teamwork and values-led behaviours.

We have also seen an increase in the number of staff who would recommend YAS as a place to work, up 1.6% from last year to 58% and the best performing ambulance service in England on this key question. However, although the ambulance sector has narrowed the gap with other sectors on this score, there is still more work to do to ensure our colleagues are happy and healthy at work and have equal opportunities to develop and progress.

The survey has also highlighted our need to continue our focus on areas relating to 'we are safe and healthy', to improve how we support staff experiencing burnout and stress, improving job satisfaction and creating a safe workplace and providing colleagues with the right support and protection from physical violence, harassment, bullying or abuse at work. 'We are always learning' was the theme with the lowest score and although we have seen year-on-year improvements, our focus will be on what more we can do to support our staff and to learn from them and other parts of the NHS. We will be using the results from not just the ambulance sector, but across the NHS to look at good practice and what we can learn from others to make positive changes in the workplace for our colleagues.

## National Apprenticeship Week 2026

During [National Apprenticeship Week](#) from 9-15 February 2026, we celebrated the contribution of 660 apprentices who are working in clinical and support service roles as part of its award-winning apprenticeship programme.

**NATIONAL  
APPRENTICESHIP  
WEEK #NAW2026**

In September 2025, an additional Paramedic Science Degree Apprenticeship was launched, in partnership with the University of Hull, to complement the existing courses run by Teesside University and the University of Huddersfield.

This two-year, work-based learning pathway is a hands-on programme which combines academic study with practical experience, allowing apprentices to earn while they learn as part of an approved ambulance service or healthcare employer.

The Trust is currently rated number 12 of the Top 100 Apprenticeship Employers, a list produced annually by The Sunday Times. Our in-house apprenticeships are rated as good with outstanding features, in the latest full Ofsted inspection.

### Recognition for 999 triage changes

The team responsible for implementing one of the largest and most complex transformation projects the Trust has undertaken was recognised with a national award for 'exceptional team' at the Ambulance Leadership Forum (ALF) this month.

The NHS Pathways team has led the successful transition from the previous 999 call handling triage system to NHS Pathways – a move that required not only technical expertise but also exceptional collaboration, resilience, and commitment to patient care. The team was recognised for its professional approach, dedication, empowerment, and a focus on improving patient outcomes, as well as embodying the Trust's values. The team not only delivered on the transformation project but worked together effectively across many different services to solve problems, support colleagues and each other and demonstrated how effective and successful teams should operate.

Hosted by the Association of Ambulance Chief Executives (AACE), the annual ALF this year focused on sustainability, from environmental responsibility to financial resilience and lasting cultural change, and the role of ambulance services.

The Trust was featured in a number of areas, with colleagues presenting on a range of topics including the role of urgent care paramedics in treating patients closer to home, development of legislation for medicines in pre-hospital care, the implementation of eligibility in non-emergency patient transport and health inequalities.

### Celebrating International Women's Day

The Trust marked International Women's Day on 8 March, celebrating the social, economic, cultural, and political achievements of women. Our Women and Allies' Network used the day to focus on an evidenced-based and passionate reframing of imposter syndrome, led by our Chief Digital Information Officer, Sam Robinson. The day also highlighted the work YAS has done to become an [Endometriosis friendly employer](#), to support employees and help to raise awareness of this debilitating condition which affects 1 in 10 women, where the typical diagnosis takes eight years.

### BBC Ambulance

The 16<sup>th</sup> series of the BBC documentary series *Ambulance* has returned to television screens (9pm, Wednesday evenings, on BBC One) and both this series and the next two will showcase the work of Yorkshire Ambulance Service's emergency ambulance crews, Emergency Operations Centre (EOC) staff and volunteers. The series was filmed at YAS across winter and spring 2025 and captures a wide variety of incidents that colleagues are faced with on a daily basis.

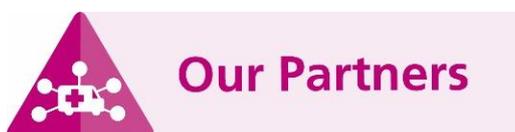


This series focuses on our colleagues on the frontline of emergency care, giving viewers a snapshot of some of our extraordinary staff and volunteers who care for patients across Yorkshire 24/7. We are very proud of their care, compassion and skills as they treat thousands of patients each day and of their professionalism and dedication. We would also like to thank our partners who allowed cameras to film them behind the scenes.

### Remembering the Great Heck Train Disaster

February 28<sup>th</sup> 2026 marked the 25<sup>th</sup> anniversary of the Great Heck train disaster, which occurred in the early hours of 28 February 2001 when a Land Rover towing a trailer veered off the M62 and landed on the tracks of the East Coast Mainline near the village of Great Heck. A southbound passenger train hit the vehicle and derailed, before it was then struck by a freight train travelling on the northbound line. Very sadly, 10 men died, including the two train drivers, and 82 people were injured.

Representatives from all emergency services, including YAS colleagues who responded to the incident, attended the memorial that took place at Selby Abbey to remember all those affected by the disaster.



### Sheffield station team presented with High Sheriff Award after saving two customers' lives

Staff from Sheffield station, who have been trained as community first responders by YAS, have been [presented with an award](#) from the High Sheriff of South Yorkshire after helping to save the lives of two customers, providing highly effective CPR on two separate occasions, saving the lives of customers who suffered sudden cardiac arrests at the station.

The team from East Midlands Railway was presented with the High Sheriff's Award for outstanding citizenship and service to the community.



Also in the city are [Sheffield's City Centre Ambassadors](#) (CCAs) who are trained as Community First Responders

(CFRs), providing a seven-days-a-week service in Sheffield city centre. In the initial four months of their scheme, CCAs have volunteered in this capacity for 1,460 hours and helped more than 76 patients.

### Restart a Heart Day 2026 registration opens

Secondary schools across Yorkshire are being urged to sign up for free life-saving CPR training on Restart a Heart Day 2026. Registration is now open for schools to provide their students with the skills needed to respond effectively to cardiac arrest emergencies and over 158 schools have already submitted their details.



The event will take place on Friday 16 October, and schools can register to take part by completing the [online form](#) before the closing date on Friday 10 April 2026. The event is supported by the [Yorkshire Ambulance Service Charity](#) which is committed to providing young people with life-saving education. The

charity will contact all participating schools with fundraising opportunities to help with the development of the Restart a Heart campaign.

Volunteers will be able to register to provide the CPR training at the end of April once we have the final list of participating schools and partners are encouraged to sign up to support. Information is available on our [Restart a Heart website](https://www.restartaheart.org.uk/) or by emailing [yas.restartaheart@nhs.net](mailto:yas.restartaheart@nhs.net)

### YAS charity CPR-a-thon



Working with Meadowhall, our YAS Charity hosted a 24-hour 'CPR-a-thon' on Valentine's Day to raise awareness of lifesaving skills and raise funds for our Charity. The continuous 24-hour event saw volunteers perform CPR on training manikins to increase public confidence in hands-only CPR and the importance of early intervention in cardiac arrest.

Our volunteers completed 178,800 compressions and hundreds of shoppers were taught how to perform CPR. Funds raised from the event will help provide free basic lifesaving training, including CPR, in local communities and the installation of public access defibrillators across the region and will help provide additional wellbeing support for YAS staff and volunteers.



### Contract awarded for Non-Emergency Patient Transport in Humber and North Yorkshire

Our Non-emergency Patient Transport Service (NEPTS) provides pre-planned and on-day (unplanned) transport to support eligible patients to access NHS funded care. The contract for NEPTS was recently tendered by the Humber and North Yorkshire Integrated Care Board and YAS has been awarded the contract, commencing 1 April 2026 until 31 March 2031.

The contract caters for those patients who are either too ill to get to hospital without assistance or for whom travelling may cause their condition to deteriorate. The service provides for a wide range of patient mobilities, requiring a variety of vehicle types and levels of care consistent with patients' medical needs - including specialist moving and handling or support during transport such as provision of oxygen.

The new contract covers services in East Riding of Yorkshire, Hull, North Lincolnshire, North Yorkshire and York and with contracts already in place in West and South Yorkshire will mean PTS services are provided by YAS across the whole region.

We hope you find this update helpful.  
With best wishes

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