



May 2023

Stakeholder Update

Here is our latest briefing for stakeholders from Yorkshire Ambulance Service NHS Trust (YAS). We would like to keep you updated with our work, achievements and challenges.

Operational update

We went into this month fully aware that a further day of industrial action and a number of bank holidays would present some issues for our services. However, while we have had some challenges, we have seen some positive improvements in response times in A&E Operations particularly for Category 1 and 2 patients, the most seriously ill. This is obviously very important as a timely response reduces the risk of harm to our patients. We are also pleased to report that in April we achieved the national Category 2 mean response time of 30 minutes.

There has also been an easing in recent hospital patient handover delays and these improvements are contributing to improved ambulance response times for our patients. We still continue to have some challenges at a small number of hospitals and are working closely with our partners to resolve them. This includes looking at alternative pathways of care and providing care in the community, where these are more appropriate for patients.

Our Integrated Urgent Care/ NHS 111 service has also seen improvements in call response times but two bank holidays within a fortnight brought some additional pressure, with more limited availability of primary care services. Calls into NHS 111 were close to 20% higher during the first week of May than the week before. Our Patient Transport Service also continues to be busy as hospitals continue to address their operational backlogs to see as many patients as possible and reduce delays.

Although the government and health unions have now agreed a pay deal, and we are not experiencing the large-scale industrial action of recent months, we do still have strikes taking place, with Unite the Union taking action on 2 June, which will affect our NHS 111 service and A&E Operations. We continue to prepare for this action and take additional steps to prioritise patient care.

Business planning priorities

Our business plan priorities for the year ahead include a strong focus on improving category 2 response times to an average of 30 minutes and developing and fully utilising alternative patient care pathways and specialist responses for patients, such as our Mental Health Response Vehicle, in partnership with the wider system.

We have strong plans in place for recruitment across our services and are working hard to encourage staff to stay with us by providing the training, development and career opportunities they need. As you can read later, our recruitment plans include international nurses joining our NHS 111 service, in addition to our successful international paramedic recruitment programme.

The year ahead will again include a real focus on our important volunteer community and looking at creating new opportunities for the many people across the region keen to work with us to support patient care.

To further support our staff to deliver excellent patient care, our estates strategy includes developing our Ambulance Vehicle Preparation (AVP) programme in Sheffield, Rotherham and Hull. This is where a dedicated team prepares vehicles ready for clinicians when they arrive at work to start their shift, giving them more time to treat our patients with the care that they need. We will also continue the work to develop a modern, environmentally friendly, new AVP ambulance station in Scarborough.

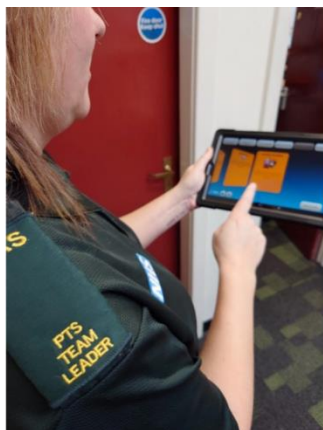
We will continue to embrace technology with the implementation of the latest medicines management systems and robotic automation to do repetitive back-office processes. We are also working as part of the [Northern Ambulance Alliance](#) to develop a Common Computer Aided Dispatch system. The CAD is the software used within the emergency operations centres to triage calls and deploy ambulance resources. One of the benefits of a common CAD would be improved patient experience and outcomes through cross-boundary collaboration across the four ambulance services.

We will keep you up to speed with the latest news on all our developments through this Stakeholder Update.

Further updates on developments at Yorkshire Ambulance Service



'RITA' aims to help patient wellbeing



Our non-emergency Patient Transport Service (PTS) is trialling new a software solution for patients designed to help reduce distress, agitation and isolation, and improve their wellbeing. It focuses on people living with dementia, mental health, learning disabilities and those who are neurodivergent, have acute brain injuries or other complex needs.

Tablet devices with RITA - Reminiscence Interactive Therapy Activities - will be used by staff on the ambulances, to encourage communication and help their patients to feel more comfortable and at ease. RITA can also be used by

PTS staff in their downtime to relax and regroup before collecting their next patient or at the end of the day. RITA has been designed and engineered by [My Improvement Network](#), a company that is passionate about enriching the lives of people living with dementia and with learning disabilities.

Understanding the needs of our communities

Work with our partners analysing important population health data, to help us improve patient care, has been highlighted in a national report published this month.

NHS Providers has published a series of case studies to show some of the practical steps and innovations trusts have taken to improve how patients get the care they need, in the right place at the right time.

Our case study describes how population health and health inequalities data can be used to help manage rising demand, reduce the need to take people to hospital and improve population health outcomes. For example, an analysis of population health across the region highlighted homeless people and those who sleep rough as a key group who experience worse health outcomes and frequently access emergency services.

Commissioners in Hull were receiving feedback from local agencies that there was an issue with the frequency of ambulance service demand and the experience of services amongst rough sleepers. In response to this, we are undertaking a programme of engagement with rough sleepers in the area to better understand the issues. You can read more about it [here](#).



International recruits to our NHS 111 team

We have just welcomed our first new international nurses from India and Dubai to the NHS 111 team. This is an exciting opportunity to expand our clinical workforce with some highly experienced nurses. The group arrived this month and will be getting to know their new colleagues, the delights of Yorkshire as well as doing the intensive preparation needed for their new roles as senior clinical advisors. They will do six months of training, firstly the Nursing and Midwifery Council Objective Structured Clinical Examinations and then a course focused on NHS Pathways, the clinical tool used for assessing, triaging and directing patients who call 111 for urgent and emergency care services.



The recruitment opportunity was made possible after the West Yorkshire NHS Integrated Care Board formed a Global Health Partnership with the Government of Kerala, India. The partnership provides an ethical and sustainable supply of nurses from Kerala to West Yorkshire, as well as opportunities for global health learning and education. In total, up to 15 nurses will be joining us in this first pilot phase.

Coronation honour for our staff



Staff from Yorkshire Ambulance Service were part of history this month after being selected to attend events to celebrate the Coronation of King Charles III. Paramedic Chris Bell, Team Leader based at Haxby in York, who attended the first COVID-19 patient in the UK in 2020, was selected to represent the health service along with NHS England Chief Executive Amanda Pritchard at the Coronation ceremony inside Westminster Abbey.

Steve Johnson (pictured left), a paramedic based in Beverley was also in attendance. Last year he was part of the Remembrance Day Parade at the Cenotaph in London, in the Civilian Services Contingent (Police, Ambulance, Fire,

Coastguard, Voluntary Aid Agencies) for the Honour Guard alongside the Coldstream Guards, Royal Navy and RAF Regiment. Following his experience and drill instruction from last year, Steve was asked if he would like to attend the King's Coronation this year, as part of the Civilian Services Contingent to line the route from Trafalgar Square through to Whitehall towards Westminster Abbey.



Journey to net zero



We've taken another small but important step to a [net zero NHS](#) at our Bainbridge and Preston ambulance stations. The old oil system has been replaced with solar photovoltaics (PV), supporting a thermodynamic heating system at both sites which will provide solar heating to the ambulance stations. Compared to oil, the thermodynamic heating system provides the same thermal output at half the running cost and with an 84% reduction in carbon emissions.

The photo shows the installation of the thermodynamic heating system on the roof of Preston Ambulance Station. Our new developments take advantage of the latest environmentally friendly technologies, but it can be more challenging for our older estate, but this latest example shows what can be done.

Logistics hub on track for June opening

Our new YAS logistics hub in Wakefield is shaping up well and gearing up for a transfer of services into it next month. It will bring together vital services supporting the frontline to deliver patient care effectively, including procurement, logistics, medical equipment and IT. Importantly, the increased space will support the expanded roll-out of pre-packed prescription only medicines and medical consumable packs to all our ambulance stations, both of which are very popular with our crews as they free up clinical time at the start and end of shifts. The photos show the main warehouse and racking, one of several office spaces and one of the staff kitchen areas.



Working with our communities

Our first Achieve course with the Hull City Council VEMT (Vulnerable, Exploited, Missing and Trafficked) team is due to finish this week. The course provided employability advice and support for a group of vulnerable women. The content has been developed around the YAS Values of **One Team, Innovation, Resilience, Empowerment, Integrity and Compassion** and included sessions on team building, interview skills, mental health, equality and diversity

and respect, and listening skills. At the end of next month, we are starting a new Achieve programme in the city in partnership with the charity [Change Grow Live](#), aimed at people recovering from drug and alcohol dependency.



Two students at Leeds City College (Uniformed and Public Services courses) have recently been signed off to deliver basic life support training to other students at the Quarry Hill campus as part of our “train-the-trainer” programme - Rob Micallef and Sophie Cook are pictured with Dave Jones, from our Community Engagement team.

As a result, it is hoped that the current cohort of 350 level 1, 2 and 3 students will have all received a one-hour basic life support session before the end of June. Next academic year the trainers will look to

roll out to other students within the School of Health and Social Care.

This is part of our work to provide education, training, information and resources to give our communities the best chance of survival in an emergency. We regularly deliver free first aid awareness training to various communities across the region and our Community Engagement team is also seen out and about at community events with other YAS colleagues giving advice, sharing opportunities to volunteer with YAS and the chance to practise how to deliver CPR (cardiopulmonary resuscitation).

Thank you for taking the time to read this update and I hope you have found it useful and informative. As you may already be aware, there are a number of changes at Yorkshire Ambulance Service, as I leave the organisation after over eleven years, having been very proud to serve eight of those as Chief Executive. I will be moving on to the role of Programme Director for Quality, Efficiency and Productivity (QEP) at Humber and North Yorkshire Health and Care Partnership, and Dr Peter Reading will be joining YAS as interim Chief Executive. I am sure that Peter will be in touch with many of you shortly, after he joins on 1 June and will continue to keep you updated with news and developments.

With best wishes

Rod Barnes
Chief Executive