

Yorkshire Ambulance Service NHS Trust

Highlights from Care Quality Commission (CQC) Inspection Report

February 2017



Our Communities

YAS is the only NHS provider serving the whole Yorkshire and Humber region

- Provides A&E ambulance service, non-emergency Patient Transport Service, NHS 111 service; resilience and special services
- Covers over 6,000 square miles
- Commissioned by 23 clinical commissioning groups
- Ideally placed to support integrated care for patients and provide the gateway into urgent and emergency services



During 2015-16 we:

- received 855,015 emergency calls
- responded to a total of 730,329 incidents of which 314,987 were immediately life-threatening
- undertook 1,036,052 non-emergency Patient Transport Service journeys
- answered 1,511,038 calls to the NHS 111 urgent care service



The CQC is the independent regulator of health and social care in England. It monitors, inspects and regulates health and social care services to make sure they meet fundamental standards of quality and safety:

Are they safe?

Are they effective?

Are they caring?

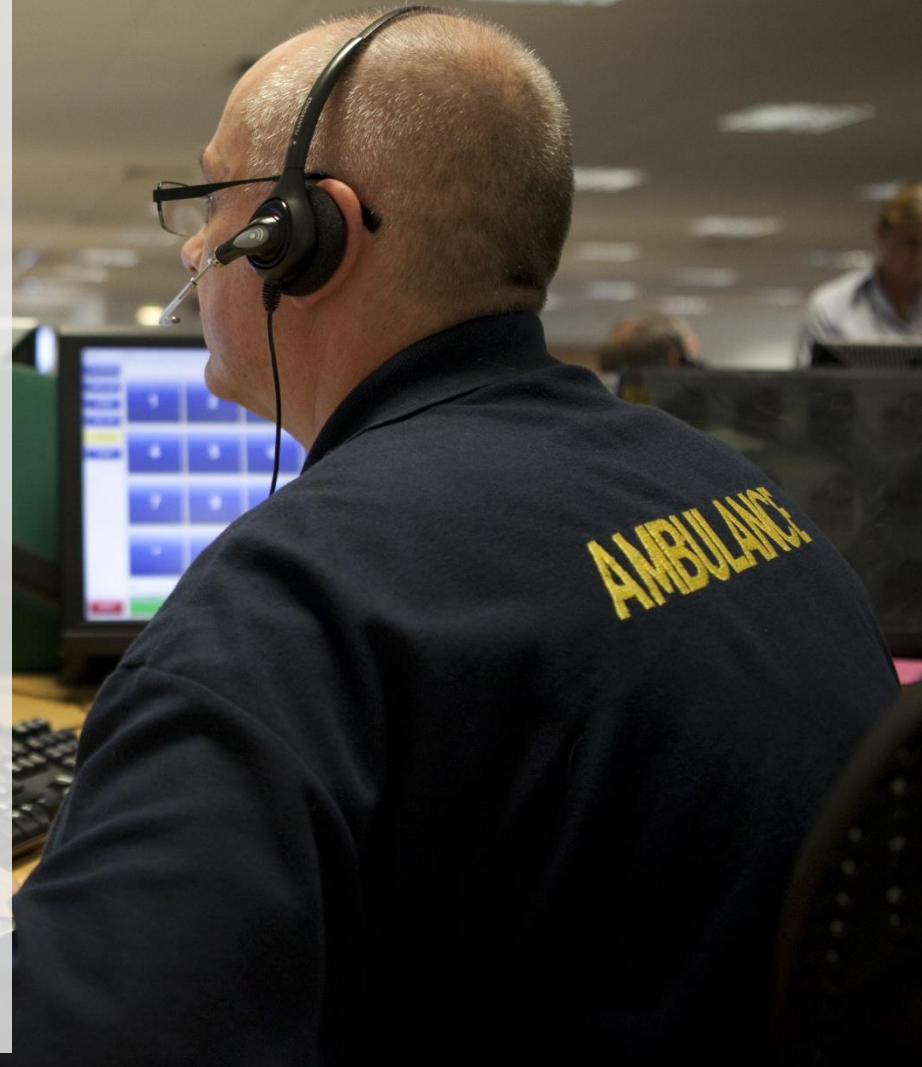
Are they responsive to people's needs?

Are they well led?

Inspections at Yorkshire Ambulance Service NHS Trust took place in September and October 2016 (NHS 111 in October 2016)

The CQC's Inspection Annex

- Visited 14 ambulance stations
- Visited Hazardous Area Response Team (HART), Emergency Operations Centre (EOC) and Patient Transport Service (PTS) control room
- Visited NHS 111 call centres
- Visited hospital emergency departments and Patient Reception Centres
- Spoke to hospital staff
- Spoke to 23 PTS patients
- Observed the care of around 40 A&E patients
- Inspected 42 A&E ambulances
- Inspected 38 PTS vehicles
- Inspected 12 HART vehicles
- Reviewed 20 patient records





How did we do?





Ratings

Overall rating for this service	Good	●
Are services safe?	Good	●
Are services effective?	Good	●
Are services caring?	Good	●
Are services responsive to people's needs?	Good	●
Are services well-led?	Good	●





Rod Barnes, Chief Executive of Yorkshire Ambulance Service NHS Trust, said:

“We are delighted with the outcome of the CQC’s recent inspection of our organisation. Their assessment reflects the high quality of service provided by our dedicated staff who work tirelessly every day to provide timely and safe services for our patients. It makes me immensely proud that the commitment of our staff and volunteers and the great care they provide have been formally recognised.”





Positive Feedback ^{Annex 2}

All of our services demonstrated significant improvement and the CQC highlighted a number of areas of outstanding practice:

- Our Red Arrest Team providing senior clinical support for patients who suffer a cardiac arrest
- Partnership working to improve integrated urgent and emergency care across the region
- Introduction of palliative care nurses in our NHS 111 call centres to support end-of-life care
- Clinical developments within our Hazardous Area Response Team
- An 'outstanding' rating for effective resilience planning





The CQC also praised:

- the Trust's volunteer community first responder schemes
- our commitment to supporting the placement of public access defibrillators in local communities
- our *Restart a Heart* campaign to train schoolchildren in the vital skill of CPR



NHS 111

- One of the best performing NHS 111 services in the country
- We continue to work with our local commissioners to develop the service in response to patients' urgent care needs
- Recent innovations include the provision of more specialised advice for mental health, palliative and pharmacy-related calls
- Our NHS 111 service now employs specialist nurses and pharmacists who work in the call centres and they are able to provide specific advice to help patients



Must Dos

- Ensure there are sufficient numbers of suitably skilled, qualified and experienced staff
- Ensure all PTS ambulances and equipment are appropriately cleaned and IPC procedures followed
- Ensure seating for children is available in ambulance vehicles





- Awaiting contact from CQC to organise Stakeholder Quality Summit
- Opportunity to review Trust plan focused on must dos, should dos and sharing of observed good practice



Any Questions?

Annex 2

