



Yorkshire Ambulance Service Report

York Health Overview and Scrutiny Committee
10 September 2014

Our Mission

Your Ambulance Service - Saving lives, caring for you

Our Vision

Providing world-class care for the local communities we serve

Our Service

We:

- receive 999 calls in our virtual emergency operations centre, based on two sites in Wakefield and York, and deploy the most appropriate response to meet patients' needs
- respond to 999 calls by getting medical help to patients who have serious or life-threatening injuries or illnesses as quickly as possible
- take eligible patients to and from their hospital appointments with our non-emergency Patient Transport Service
- provide the region's NHS 111 urgent medical help and advice line.

YAS Annual Summary 2013-14
Della Cannings QPM, Chairman
David Whiting, Chief Executive

This is a preview of the report that will be presented in full at the YAS AGM on 30 September 2014, Thackery Medical Museum, Leeds, 11.15am.

It has been an incredibly busy year and not without its challenges as the Trust embarked on a significant period of transformation. We know YAS has to change if we are to meet the future needs of our patients and ensure we are sustainable as an organisation. Whilst change is always unsettling, the majority of our staff have taken this in their stride and the organisation has continued to rise to the everyday demands it faces.

Last year, our Integrated Business Plan for 2013-18 was published and sets out our priorities to improve the quality of patient care, maintain the responsiveness of our services, ensure value for money and achieve Foundation Trust status. The first year of our service transformation programme is now complete and it will help us to deliver the aspirations detailed in the five-year plan.

The work has focused on saving more lives of patients suffering from a major trauma or cardiac arrest and improving outcomes for patients suffering a serious heart attack or stroke. We have also been working on providing the right care for patients, first time, through improved telephone advice, appropriate referral of patients through clinical pathways, and by providing more care at home to reduce the need to take patients to hospital.

In our 999 service, we delivered on our key performance indicators for the third consecutive year despite increases in demand for our service. During 2013-14 the Trust responded to 708,883 urgent and emergency incidents.

We are conscious that there are inconsistencies in the delivery of performance targets across the region and a redesign of our A&E Operations has been carried out to address this, including a comprehensive rota review. By better matching resources to demand and reviewing some of our operational policies, we aim to reach patients more quickly, more of the time, deliver high quality care and improve the working lives of staff. Frontline staff and trade union colleagues worked with us on this and a phased implementation began in February 2014.

These changes were essential to secure our long-term stability and performance delivery and to protect jobs. We have to ensure that, across all of our service areas, we are delivering our contractual targets, improving outcomes for patients and that the Trust can stand on its own two feet financially, in what is a very difficult financial climate.

Our new NHS 111 urgent care service is now fully embedded across Yorkshire, the Humber, Bassetlaw, North Lincolnshire and North East Lincolnshire. The service took its one millionth call in February 2014 and has worked hard to establish itself as one of the best performing NHS 111 services in England.

Our Patient Transport Service, which undertook 886,312 non-emergency journeys in 2013-14, has improved delivery against key performance indicators and has been focusing on acquiring feedback from people who use and commission the service to keep its position in the marketplace.

We are now operating in the new NHS landscape and another key priority has been to get to know our new partners in Clinical Commissioning Groups, Health and Wellbeing Boards, Commissioning Support Units, NHS England and Healthwatch and to work with them to develop services for patients.

In 2014-15 our key priorities include further improving clinical outcomes for key conditions, delivering timely emergency and urgent care in the most appropriate setting and developing our culture, systems and processes to support continuous improvement and innovation.

YAS is the largest single gateway to healthcare services across Yorkshire and the Humber and this places us in a key position to lead and support the transformation, integration and alignment of healthcare services across the region to best meet the needs of local communities.

Finding better and more appropriate ways to respond to the needs of our patients - without necessarily sending an ambulance resource or taking them to hospital - will be essential so that we can continue to provide high-quality care to all our patients wherever and whenever they require our services.

Report on the Quality & Performance for Vale of York Area
Mark Inman, Head of Emergency Operations, North and East Yorkshire

Ambulance Clinical Quality Indicators (ACQIs) measure the quality of care and outcomes for patients suffering from some of the most common emergency conditions.

ACQIs are published nationally and the latest dataset is from April 2014.

Indicator	National Average to Apr 14	North Yorkshire Average to Apr 14	Vale of York Average to Apr 14
Unit	%	%	%
Return of spontaneous circulation after an out of hospital cardiac arrest	26.4	21.2	25.5
STEMI Care Bundle delivered in full	79.7	87.5	90.3
Stroke patients being transported to a specialist stroke unit within 60 minutes	63.3	64.9	68.3
Stroke Care Bundle delivered in full	96.7	98.1	98.5
Survival to discharge from hospital after an out of hospital cardiac arrest	8.9	9.8	10.2

The national performance target for ambulance services is to reach 75% of patients with life threatening conditions (Red calls) within 8 minutes.

In 2012-13 YAS achieved 71.5%. For 2013-14 a lower performance limit of 72.5% has been agreed with Vale of York Clinical Commissioning Group (CCG).

	YAS to 27 Aug 14	North Yorkshire Average to 27 Aug	Vale of York to 27 Aug 14
Unit	%	%	%
Red performance	69.4	73.5	73.9

This achievement is in the context of a significant increase in demand.

Compared to the same period in 2013-14, total demand to date in 2014-15 in the Vale of York area is up 10.7%. Red demand is up 26.1%.

Recent developments in the Vale of York area include which will continue to be supported and built upon include:

- Working with York Teaching Hospitals NHS Foundation Trust (YTHFT) to improve handover times - minimising the delay between a patient arriving at hospital in an ambulance and being handed over into the care of the hospital clinicians.
- Working with YTHFT and local operational teams to minimise turnaround times – the total time between an ambulance crew arriving at hospital and being available to respond to their next call.
- Working with Vale of York CCG to introduce new Emergency Care Practitioners – paramedics with additional skills and clinical qualification who can provide more care for patients at home. This means that more patients can stay in their own homes and receive treatment or be referred to community services, rather than being transported to a hospital emergency department.
- Developing the Community Medical Unit which operates in St Helen's Square, York on Friday and Saturday evenings and race days.