

NHS

**Yorkshire
Ambulance Service**
NHS Trust



Item 7

**Richmond Area
Constituency Committee**

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12 June 2019**

Performance Challenges - Update



- **Demand** (last year overall increase of c.3%, actual call increase of 8.1%)
- **Clinical Hub impact** (increased hear and treat to 8-10%)
- **Reconfigurations** (agreed pathways for access to Urgent Treatment Centres (UTCs))
- **Conveyance rate** (70% of see and treat patients are conveyed to the Emergency Department (ED))
- **Lost time** (improvement to hospital handover delays)
- **Inter-Facility Transfer (IFT) / Health Care Professional (HCP) demand** (sick / higher acuity patients)
- **Staff turnover / sickness** (lower attrition and reduced sickness rates)

Performance North Yorkshire



Category	Mean Target	Actual Mean	90 th Target	90 th Actual
CAT 1	7 minutes	07:21 mins	15 minutes	13:44 mins
CAT 2	18 minutes	17:31 mins	40 minutes	35:11 mins
CAT 3	1 hour	29:59 mins	2 hours	01:08:12
CAT 4	No Mean	No Mean	3 hours	02:29:10

Reconfiguration - Friarage



- From 27 March 2019 a Clinical Decision Unit (CDU) is in place between 0830-1830 Monday – Friday and 0830-1630 Saturday – Sunday
- YAS have conveyed an average of 4 patients a day to the CDU
- YAS have conveyed an average of 10 patients per day to alternative hospitals from the catchment area
- An average of 3 patients per day have been transferred from the Friarage to alternative hospitals
- YAS currently have 2 temporary additional double crewed ambulances (covering a 24/7 period) to mitigate additional demand impact
- A future meeting is planned with South Tees Hospitals NHS FT and CCG colleagues to address the next steps for future modelling