



May 2022

Stakeholder update

Here is our latest briefing for stakeholders from Yorkshire Ambulance Service NHS Trust. We would like to keep you updated with our work, achievements and challenges, as well as information on our continuing response to the coronavirus pandemic.

COVID-19 and operational pressures

As an organisation we continue to face operational challenges due to capacity pressures across health and social care impacting on demand for our services and high levels of hospital handover delays, as well as higher than normal sickness levels within our own service. This is a picture which is being replicated across the country and NHS systems and partners are working closely together to take steps to improve the situation for all our patients.

While there has been a slight easing for us as COVID-19 staff sickness levels begin to reduce, our A&E services and NHS 111 are still under pressure and we remain at REAP 4, the highest escalation level.

The message to people across the region remains that the NHS is there for them when they need it and the best way the public can help us all is by using the [right service for their needs](#).

Since July last year we have made great progress in securing extra staff and resources to support our 999 service. Nearly 400 staff have been recruited and trained with more still in training and due to start in post soon.

This has included more than 70 Emergency Medical Dispatchers (EMDs), taking 999 calls at our Emergency Operations Centres in York and Wakefield. We have also created over 40 new EMD mentor roles to support new and existing staff within this demanding environment.

Nearly 200 paramedics and 83 Emergency Care Assistants have been recruited and trained, with more currently in the process, and we have taken delivery of 41 new emergency ambulances and recruited extra mechanic support to keep them and our existing fleet on the road.

This work was supported by [the additional funding from NHS England announced last year](#) for ambulance services, which for us equated to £5.14 million.

We continue to further extend and develop our staff health and wellbeing support and our teams in the Emergency Operations Centre (999 call centres) and Integrated Urgent Care (NHS 111) have dedicated programmes of work in place for colleagues. Both groups of staff are fully engaged in this work, as senior managers work with them to ensure a tailored and responsive approach.

At the end of last month, we submitted our operational and financial plan to NHS England, which aims to deliver improved patient care and outcomes, transformation of our services and an engaged and sustained workforce, building on the investment received in the last year. We have the support of our partners across our three integrated care systems, who are working with us as we deal with a particularly challenging financial situation and are working

together to reach final agreement on our plan. We will share our operational plan and strategic priorities once these have been agreed with NHS England.

At the end of April, our services were part of an inspection of urgent and emergency care across West Yorkshire, carried out by the Care Quality Commission (CQC). The inspection seeks to better understand patient experiences and identify how local services work together to ensure patients receive safe, effective and timely care and how well services respond to the challenges they face both as individual providers and as part of a system.

As part of this review, the CQC inspected a range of services that support the delivery of urgency and emergency care including adult social care, hospital emergency departments, 999 ambulance services, NHS 111, GPs out-of-hours services, emergency dental and community services. The outcome of the inspection is expected in June and we will update you on the findings in a future briefing.

Further updates on developments at Yorkshire Ambulance Service:



Mental health project

Emergency departments are not always the most appropriate place for someone experiencing a mental health crisis and can add to their stress. The needs of these patients can often be met just as effectively, or even more so, in their own homes or in the community alongside alternative care providers and wider NHS services.

Initially launched in Hull as four-month pilot in April 2021, the YAS Mental Health Response Vehicles (MHRVs) are operated by ambulance staff who have had additional mental health training. The results so far have been encouraging, with over 62% of Hull patients attended by the mental health response vehicle being treated/supported at the scene without the need for onward conveyance. This has not only delivered real benefits for patients, but also contributed to reducing the pressure on emergency departments and to releasing ambulance resources for other emergency calls.



Following the success of the first pilot in Hull, we have introduced a second vehicle in the Doncaster area of South Yorkshire (pictured) with a further vehicle due to go live in Wakefield, West Yorkshire, this month. As we are keen to ensure our services are developed to ensure the best outcomes for our patients and complement existing pathways and services, the South Yorkshire vehicle has been developed in partnership with South Yorkshire and Bassetlaw Integrated Care System, South Yorkshire Police, Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) and NHS Doncaster CCG. These partners will also be actively involved in the upcoming evaluation of the South Yorkshire MHRV.

EOC York redevelopment work begins

Building work will be starting soon on this redevelopment project at our Emergency Operations Centre (999) in York to ensure we have a resilient service for our patients and to bring about significant improvements in the facilities for staff.

The £2.4m development work will ensure we can meet increasing levels of demand, accommodate new staff and have long-term resilience in the event of an unplanned incident or event. Major environmental improvements are also taking place as part of this work with more than 2,000 trees planted across the Fairfields site and plans in place for a pond and meadow area, providing wider health and wellbeing benefits for our staff.



Paramedic rotation

We are delighted that our Paramedic Rotation programme, launched in 2021, will see 16 Primary Care Networks (PCNs) across the region welcome Specialist and Aspirant Specialist Paramedics from May. Under the scheme the paramedics work on a rolling rotation for a minimum of 12 months, spending six weeks with the practice and then the same period at the ambulance service. It starts with an intensive 12-week preceptorship programme.

Their work includes running clinics and home visits, helping to free up GP capacity for the more complex cases. Paramedics are aligned to practices in areas they normally work in, so they can build strong working relationships and important local service knowledge, which supports their work at the ambulance service. In the latest wave, five new PCNs have joined the scheme and we have also received requests for additional paramedics from PCNs who joined the scheme last year. You can watch [this video](#) to find out more.



New Scarborough station plans

We are progressing plans for a new station in Scarborough which will provide modern state-of-the-art facilities, including Ambulance Vehicle Preparation (AVP) for our A&E and Patient Transport Services. The new station will bring the two services together on one site and provide much improved welfare and training facilities for our staff.



The introduction of AVP, pictured here at Bradford station, will bring real benefits for the town and other nearby stations including Filey, Bridlington, Kirkbymoorside and Whitby, which will also access the service. It is operated by teams covering 24-hours a day/seven days a week to ensure that ambulance crews can access fully equipped, re-fuelled and re-stocked ambulances. This includes checking medical devices and medical consumables. Previously, ambulance staff were required to carry out these duties at the start of their shift.

We were delighted to host colleagues from South West Ambulance Service recently who joined us to find out more about how our AVP service works and the benefits it brings to patients. They also toured our recently opened Doncaster 'hub' station and were given information about the hub and spoke model which is operated in the area. Hub stations provide AVP facilities and once vehicles are prepared and ready for use, they are taken by their crews to local ambulance response points (LARPs) - strategically located points around the area they serve where there are facilities for staff and where they can stand by.

Logistics hub

We have recently started the process to develop a new logistics hub for the Trust in Wakefield. We have developed and expanded significantly over the last five to 10 years, but the supply chain and logistics elements have not been remodelled in line with this expansion.

The development of a new logistics hub will improve and modernise our systems and expand support services which directly impact on patient care. There are many benefits to the new hub including:

- A central packing service for our Ambulance Vehicle Preparation (AVP) Packs and Prescription Only Medicine (POM) pouches, to support our ambulance stations across the region. This improves quality and patient safety and supports standardisation, which was one of Lord Carter's recommendations
- A central warehouse, instead of many smaller storage areas and facilities, which will ensure the safe and efficient storage of assets such as Personal Protective Equipment (PPE), consumables, controlled drugs, prescription only medicines, medical devices and IT equipment. The warehouse will also bring about efficiencies through increased purchasing power and support additional consumables to be stored as part of our resilience.
- A new ICT helpdesk, workshop and storage area, and a new medical devices workshop and storage area. This will help us operate more efficiently by providing suitably sized workshops for the commissioning, servicing, maintenance and decommissioning of all our medical devices and IT equipment.
- Improved decommissioning and commissioning processes for our vehicles.
- New laundry processes for our Patient Transport Service (PTS) and new clinical waste disposal processes, which will release savings.

We are working towards a go-live date at the end of the year for the hub, which will help ensure our staff have the best tools and environment to deliver high quality patient care.

Electronic Patient Record (ePR) - a digital enabler

Our electronic patient record, or ePR, has transformed the way we provide vital information to hospitals, giving live details as we transport patients into their care. On average nearly 1,800 are completed each day and we are fast approaching 2.25 million patient records completed since launch. You can read more about it [here](#).

Thank you for taking the time to read this update and I hope you have found it useful and informative. We will be keeping in touch regularly with more news and developments.

With best wishes

Rod Barnes
Chief Executive