



Yorkshire Ambulance Service NHS Trust

Quality Account 2017-18

Yorkshire Ambulance Service works across Yorkshire. We cover 6,000 square miles where more than 5 million people live. We work with 23 [clinical commissioning groups](#) and are the only [healthcare provider](#) in Yorkshire.

We employ over 5,000 people, have over 1,000 volunteers and provide 24-hour urgent and emergency care.

This is the easy read version of our Quality Account for 2017-18. To read the full version you can go here www.yas.nhs.uk

In this document we will say:

- What our [purpose](#), [vision](#) and [values](#) are
- What we have achieved in the last year
- What patients think about us
- What our [priorities](#) are for this year

Some of the words and terms in this document may be hard to understand. These are in [blue writing](#). At the back of this document we have included a list of the more difficult words and terms.



Our Purpose

Yorkshire Ambulance Service is here to save lives and make sure everyone in our communities receives the right care, whenever and wherever they need it.

Our Vision

What we want to achieve is to be trusted as the best **urgent and emergency care provider**, with the best people and **partnerships**, delivering the best results for patients.

Our values are what we are like and the way we work.



One Team	People working together
Innovation	New ideas of working
Resilience	Supporting each other
Empowerment	Helping others and praising people for doing a good job
Integrity	Being open and honest
Compassion	Be kind and caring

What did we do last year?



Our Chief Executive is called Rod Barnes. Rod has said he is proud of the work we do to care for the people in Yorkshire and the Humber.

Some of the big things we are proud of are:

- Being one of the best ambulance services in the country for giving people care when they are suffering from **life-threatening emergencies**.



- Our staff giving good care to all local people.
- Being involved in the new way of checking how quickly an ambulance arrives at an emergency.
- Keeping our Patient Transport Service for almost all the areas we cover.
- Updating our [Trust values](#).

Rod said we should also:

- Continue to work with other people outside Yorkshire Ambulance Service to make things better.



Our priorities for the last year and what we achieved

Last year we had four [priorities](#). These are the big things we wanted to work on and get better at.

Last year our [priorities](#) were:

1. Improving the time it takes for an emergency ambulance to get to a poorly person.
2. Working with other [NHS trusts](#) across the [urgent and emergency care](#) system to provide care closer to home.
3. Learning from [patient feedback](#) and making changes.
4. Improving how we look after patients that have had a stroke.



We have achieved some of the priorities. We have partly achieved some of the priorities. The priorities we achieved are in **green**. The priorities we have partly achieved are in **orange**.

Priority 1 - Improving emergency ambulance response times for patients - Partly achieved

We have:

- Changed how we respond to 999 calls.
- Looked at what is the matter with patients to decide how long it should take us to get to them.

Priority 2 – To work with other NHS trusts across the urgent and emergency care system, looking at care closer to home - Partly achieved

We have:

- Made it easier for patients to book to see the doctor outside normal hours in Rotherham, Hull and Sheffield.
- More bookings for people if they need to go to an **urgent care treatment centre** or the doctor.
- More people you can talk to, to help you when you feel poorly.
- Helped with the new **NHS 111 online service** in West Yorkshire, North Yorkshire and Humber regions.
- Continued to improve things for patients calling NHS 111.

Priority 3 - Learn from patient feedback and make changes - Achieved

We have:

- Employed someone to look at problems raised by patients.
- Learnt from **incidents** to make things better.
- More help from staff.
- Families/patients involved helping make our services better.
- We have talked to our expert patients and carers who work with us as part of the **Critical Friends Network**.

Priority 4 - Improve how we look after patients that have had a stroke - Achieved

We have:

- Worked with other people to increase the number of hospital places for patients who have had a stroke.
- Agreed that special stroke hospitals will be told when a stroke patient is going there.

What patients have said

"Ambulance staff were brilliant."

"You are kind, caring and calm."

"Thank you to the PTS driver for his kindness. He is such a nice guy."

"I called 999 thinking that my mother was having a stroke. The paramedic was brilliant. Thank you very much."



Priorities for 2018-19

This year we have three priorities. These are things we want to get better at.

Priority 1

Make sure we follow the new ambulance response standards.

To help provide the right response to patients' needs. To deliver the right care, in the right place, first time.

Priority 2

Make patient experience better including the [Critical Friends Network](#).

To continue to improve the experiences of patients by involving them and their families more.

Priority 3

Improve what happens to patients who have had a heart attack, poorly children and patients at the end of their life.

Improve the experience for patients with certain conditions using information and patient experiences to make changes.



Glossary

Clinical Commissioning Groups (CCGs): are a group that buy health services for people in a local area. There are 200 CCGs across the country.

Critical Friends Network: people, patients and the public, from different backgrounds who can all provide valuable input into the work we do.

Healthcare provider: a person who identifies, prevents or treats illness.

Incidents: when something has happened.

Key partner: relationship you have with other NHS trusts or organisations.

Life-threatening conditions: is when someone has an illness or an injury that is very serious and there may be a risk of the person dying. People who have life-threatening conditions very often need to be in hospital.

NHS 111 Online Service: provide an online service to work alongside the telephone service.

Outcomes: are a change in the health of a person after they have had care or support from a healthcare service. An outcome could be good like a person getting better, or not good like a person becoming more ill or dying.

Partnership: is when people or groups of people work together.

Priorities: something that is more important than other things and that needs to be done first.

Purpose: the reason why something exists or is done.

Response times: is how long it takes for an emergency ambulance to reach where an emergency has taken place.

Stroke: is a serious illness that occurs when the blood is cut off to part of the brain.

Urgent and emergency care: is the care given when someone has had an unexpected injury or illness. For example, if someone has an injury after a car accident ambulance staff will care for them and will take them to the accident and emergency part of a hospital to get further care.

Vision: thinking about or planning the future.

Values: what we are like and the way we work.

Yorkshire Ambulance Service NHS Trust
Phone 0845 124 1241
www.yas.nhs.uk

Follow us on Twitter @YorksAmbulance



<https://www.facebook.com/yorkshireambulanceservice/>



<https://www.instagram.com/yorksambulance/>



If you would prefer this document in another format, such as another language, large print or audio file, please contact our Corporate Communications Team at Trust HQ to discuss your requirements.