



Quality Account 2018-19

Easy read

Version 3



Yorkshire Ambulance Service works across Yorkshire. We cover 6,000 square miles where more than 5 million people live. We work with 21 **clinical commissioning groups** and are the only regional **healthcare provider** in Yorkshire.

We employ over 5,800 people, have over 1,100 volunteers and provide 24-hour urgent and emergency care.

This is the easy read version of our Quality Account for 2018-19. 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 **bold, black, underlined 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:

- Still being one of the best ambulance services in the country for giving people care when they are suffering from **life-threatening emergencies**.
- Our staff continue to give good care to all local people.
- Getting to the most poorly people quickly.
- Checking our patients and sending them to the right place.
- Keeping nearly all our non-emergency Patient Transport Service (PTS).
- Keeping our NHS 111 service.

Rod said we should also continue to work with other people outside Yorkshire Ambulance Service to make things even better.

What patients have said

PTS - "The cars are comfortable, but the ambulances are not comfortable enough for poorly people."

PTS - "All staff have been lovely and very kind"

A&E - "The operator was brilliant when I rang about a man who had been hit by a van. They stayed on the phone with me until the ambulance came."

A&E - "Both the ambulance staff and paramedic were very respectful and gentle."

Last year our priorities were:

Priority 1 - Making sure ambulances get to patients quickly using a different way of doing this. Looking at different ways to care for people - Achieved

We have:

- Continued to change how quickly we get to patients.
- Looked at what is the matter with patients to decide how long it should take us to get to them.

Priority 2 - To get more patients to join the Critical Friends Network (CFN) and help the Patient Experience Programme to become better - Achieved

We have:

- Increased the CFN to 17 members.
- Had feedback from the members on the Quality Improvement Strategy and some other projects.
- Had members help with work on the Always Events.
- Worked together on medicines management.

Priority 3 - To improve the results of patients who have had a heart attack, poorly children and patients who are dying - Achieved

We have:

- Made sure patients get the right help quickly.
- Worked harder to help people who are having a heart attack.
- Put defibrillators on all PTS buses.

We have achieved all of these priorities.



Priorities for 2019-20

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

Priority 1

Continue to follow the new ambulance response times.

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



Priority 2

Look at patient deaths and work with hospitals to learn lessons.

To work together to develop a process we can all follow.



Priority 3

Look at how Yorkshire Ambulance Service can help the NHS with older patients, patients who are dying and patients with mental health problems.

Work with other NHS trusts to make sure these patients have the best possible care.



Priority 4

Improve the experience for patients with learning disabilities and Dementia.

Work to become 'Dementia Friendly'. Have a person to lead on learning disabilities and dementia.

Glossary

Always Events: Something that should always happen when a patient visits the NHS.

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.

Defibrillator: A small machine that delivers an electric shock through the chest to the heart.

Dementia: Loss of memory and thinking skills.

Healthcare provider: a person who treats people who are ill.

Incidents: when something has happened.

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

Life-threatening emergencies: 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: is an urgent care service for people to call when they need medical help, but it is not an emergency.

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

Patient Experience Programme: is where we meet with some patients who tell us about the care they have been given.

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.

Quality Improvement Strategy: explains how YAS is going to keep improving for patients and staff.

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

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

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