



Calderdale and Kirklees Joint Health and Overview Scrutiny Committee

June 2024

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Background information for JHOSC members



About YAS



- Serve a population of over five million people across Yorkshire and the Humber
- Provide a vital 24-hour, seven-days-a-week emergency and urgent healthcare service
- Our [NHS 111](#) service helped more than 1.6 million patients across Yorkshire and the Humber, Bassetlaw, North Lincolnshire and North-east Lincolnshire.
- Our [Patient Transport Service](#) made an average 706,100 journeys, transporting patients to and from hospital and treatment centre appointments.
- We have a Resilience and Special Services Team (including our Hazardous Area Response Team) <https://naru.org.uk/resources/hart-recruitment/>
- Provide clinicians to work on the Yorkshire Air Ambulance
- [Attached short video highlighting YAS services](https://youtu.be/Kdi7IbL00eM)



YAS 5-year Strategic Plan - A Framework for Success



Our Purpose

To provide and co-ordinate safe, effective, responsive and patient-centred out-of-hospital emergency, urgent and non-emergency care, so all our patients can have the best possible experience and outcomes

Our Vision

What we want to achieve:
Great Care | Great People | Great Partner

Our Values

What do we want to be and what behaviours do we expect?
Kindness | Respect | Teamwork | Improvement

YAS Together

A way of working collaboratively to achieve our vision:
Care | Lead | Grow | Excel | Everyone

Our Enabling Plans

The drivers of success:
Clinical and Quality | People | Partnership | Sustainable Services

4 Bold Ambitions

Our Patients

Our ambition is to be a trailblazer in delivering **exceptional patient-centred out-of-hospital emergency, urgent and non-emergency care**, which is safe, kind and responsive, seamlessly integrating services and utilising technology to deliver a high-quality patient experience.

Our People

Our ambition is to be a **diverse and inclusive organisation** with a culture of continuous improvement, where everyone feels valued, included, proud to work and can thrive.

Our Partners

Our ambition is to be a **collaborative, integral and influential partner** across a joined-up health and social care network that works preventatively, reduces inequality and improves population health outcomes, supporting all our communities.

Our Planet & Pounds

Our ambition is to use our financial and physical resources **responsibly and sustainably**, reducing our environmental impact and ensuring the most effective use of all our resources.

We will deliver the most clinically appropriate response for every patient, whenever and wherever they need it

We will provide care that is more personalised, that is joined up and coordinated with the wider health and care system

We will provide more care and treatment closer to home, in people's homes or communities

YAS 2024-2025 Annual Business Plan - at a glance



Our Patients: To improve safety and quality for patients.

(1) Improve Response including Category 2

(2) Strengthen Quality and Safety

(3) Deliver Integrated Clinical Assessment

Our People: To invest in our people to improve care and support delivery.

(4) Deliver Workforce Plans

(5) Improve Health, Wellbeing and Safety

(6) Culture, Equality, Diversity and Inclusion

Our Partners: To collaborate with our partners to improve response and population health outcomes.

(7) Partnership working to improve response

Our Planet & Pounds: To invest in the infrastructure and resources to improve the effectiveness of direct delivery.

(8) Effective use of Resources, Efficiencies and Value for Money

(9) Optimise fleet availability and performance

YAS's Business Plan supports the ongoing strategic focus on:

Emergency Preparedness, Resilience and Response

Addressing health inequalities

Digital technology

Environmental sustainability

Improving the Estate

Strategy

Business Plan

Performance Process



A Collaborative Response to Shared Challenges



- More people well at home and out of hospital
 - Prevention and early intervention - data sharing, public awareness, community engagement
 - Effective triage, clinical assessment, signposting and appropriate response: hear & treat, see & treat, and care remotely or closer to home

- Most appropriate patients conveyed to A&E
 - Learning through feedback and clinical supervision
 - Alternative pathways and services to support
 - Specialist and Rotational roles

- Patient safety and response time focus
 - Crews back on the road in a timely way

- Organisational Changes
 - Duty to collaborate
 - Senior roles
 - Area focussed leadership and operational delivery

Community First Response (CFR)



Calderdale and Kirklees has an active volunteer network supported by YAS to provide a community response

North Kirklees and Greater Huddersfield

51 total Active CFR

32 new CFRs Trained & Active

Total Hours volunteered - 15,016 Hours

Defibrillators

218 Community Public Access Defibrillator (CPADs)

48 Varied Access AEDs (Business Hours)

Calderdale

246 Community Public Access Defibrillators (CPADs)

97 restricted defibs i.e. inside shops or business with limited access



https://youtu.be/EPIMK4YH5_M



Specialist Paramedics



YAS has introduced Specialist paramedics into our workforce to improve patient experience and outcome and offers career development opportunities for staff.

Specialist Paramedic Urgent Care

These specialist staff are targeted at our low acuity patients (Category 3&4) to avoid the dispatch of an ambulance and an A&E admission.



Specialist Paramedic Critical care

These specialist staff are targeted at our high acuity patients (category 1&2) suffering from life threatening medical conditions or major trauma. The critical care network is supported by two air ambulances



Specialist Paramedic Mental Health

These newly introduced specialist practitioners. They will work in our control room and dedicated mental health response vehicle, and undertake clinical placement in mental health services, to ensure a more appropriate response for patients in mental health crisis.



Great Partner - CHFT reconfiguration of services



- Work collaboratively with CHFT on reconfiguration of services.
- The new HRI ED department is now operational and we have worked with CHFT to ensure a smooth transition.
- Hospital Ambulance Liaison Officers (HALO) have been supporting CHFT and other acute trusts across Yorkshire through our busy winter period.
- The role of HALO is to:
 - Support Patient flow in ED to release Ambulances.
 - To support crew decisions making around community and hospital pathways to avoid ED.
 - Work closely with hospital staff and bed managers.
 - Provide support for crews.



Great Partner – Partnership Working



Yorkshire Ambulance Service (YAS) Partnership working in Calderdale and Kirklees

- YAS is actively involved in collaborative initiatives across Calderdale and Kirklees, contributing to strategic discussions and enhancing healthcare pathways through various meetings.
- **Engagement with Huddersfield Health Innovation Campus:** Exploring opportunities for YAS to be involved into the developing health innovation campus, potentially bringing benefits to our workforce, students, and the wider community.
- **CHFT Urgent and Emergency Care board Representation:** Actively participating in meetings to share innovations, address issues, and seek support, fostering collaborative developments in Calderdale and Kirklees.
- **Achievement of Category 2 Response Times:** Working closely with system partners to Implement initiatives focused on providing timely and appropriate patient care, aiming to improve response times to acutely unwell patients and prevent unnecessary ED conveyances, accessing and referring patients to appropriate community services to meet patient needs, direct access to Same Day Emergency Care Services
- **Urgent Community Response & Falls teams:** collaborating to identify patients in the 999 system suitable for an alternative response, direct referrals of patients ensuring quicker and more appropriate care, releasing crews for higher acuity patients.



Requested information for HOSC members



Ambulance Response Performance standards across Huddersfield and Kirklees postcodes



The following slides document the response times and demand for the Cat 1 and Cat 2 calls for the postcode areas requested by HOSC, presented in a heat map format for ease of interpretation.

As requested, we have included the postcode areas for North Kirklees:

- Dewsbury
- Batley
- Birstall
- Birkenshaw
- Cleckheaton
- Heckmondwike
- Liversedge
- Gomersal
- Mirfield
- Calderdale (postcodes which are classified Calderdale by National Statistics)

Ambulance Response Performance Standards



As part of the recovery of NHS Services following the Covid Pandemic, NHS England have set interim standards for ambulance service response times for **Category 2** incidents in **24/25 = 30mins**

Based on demand forecast and realistic levels of available resources (staff and fleet), YAS 24/25 operational plan = **30 minutes and 23 seconds**.

Variables such as hospital turnaround and increases in patient demand impact on our operational delivery. **Partnership working with system partners, acute, community and primary is essential.**

This chart details the national patient response standards for UK ambulance services

Category	Category description	Average response time target	90th percentile response target
C1- Calls from people with life-threatening illnesses or injuries	A time critical life threatening event requiring immediate intervention or resuscitation.	7 minutes	15 minutes
C2 - Emergency calls	Potentially serious conditions that may require rapid assessment and urgent on-scene intervention and/or urgent transport.	18 minutes	40 minutes
C3 - Urgent calls	An urgent problem (not immediately life threatening) that needs treatment to relieve suffering and transport or assessment and management at the scene with referral where needed within a clinically appropriate timeframe.	None (mean indicator of 60 minutes)	2 hours
C4 - Less urgent calls	Problems that are less urgent but require assessment and possibly transport within a clinically appropriate timeframe.	None	3 hours

Kirklees Category 1 Performance and Demand



Postcode District	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
BD11	00:08:32	00:06:47	00:10:14	00:09:45	00:09:20	00:11:29	00:08:53	00:12:03	00:10:43	00:10:23	00:09:50	00:07:38
BD19	00:08:47	00:07:14	00:08:56	00:09:05	00:09:24	00:08:24	00:08:28	00:09:21	00:08:13	00:08:36	00:08:03	00:08:54
HD1	00:06:33	00:06:11	00:06:22	00:06:16	00:06:16	00:05:29	00:06:20	00:06:24	00:05:52	00:05:20	00:05:51	00:05:59
HD2	00:07:44	00:06:43	00:07:57	00:07:09	00:07:26	00:08:39	00:06:41	00:07:53	00:07:53	00:06:17	00:06:08	00:08:06
HD3	00:06:48	00:06:27	00:07:04	00:07:13	00:07:01	00:06:27	00:07:47	00:06:32	00:06:29	00:06:24	00:06:57	00:07:16
HD4	00:07:31	00:08:30	00:08:21	00:08:10	00:09:03	00:06:36	00:07:49	00:08:34	00:07:36	00:07:20	00:07:47	00:07:01
HD5	00:08:50	00:08:02	00:08:01	00:08:40	00:08:39	00:07:58	00:08:27	00:08:18	00:08:24	00:08:23	00:07:41	00:06:31
HD6	00:07:02	00:06:39	00:07:17	00:06:38	00:06:36	00:07:22	00:07:29	00:06:52	00:07:49	00:07:29	00:07:03	00:07:04
HD7	00:09:18	00:11:06	00:11:47	00:12:07	00:10:52	00:10:50	00:12:10	00:10:57	00:10:41	00:10:04	00:08:42	00:10:26
HD8	00:13:25	00:13:13	00:12:02	00:12:25	00:13:11	00:13:09	00:12:45	00:12:30	00:12:56	00:10:50	00:10:52	00:12:35
HD9	00:10:48	00:11:13	00:11:40	00:10:43	00:10:09	00:09:03	00:08:39	00:09:42	00:10:42	00:09:44	00:08:44	00:09:50
WF12	00:09:06	00:10:08	00:09:00	00:08:31	00:09:15	00:08:46	00:09:03	00:09:36	00:09:43	00:09:42	00:07:53	00:08:42
WF13	00:07:52	00:07:07	00:07:50	00:08:35	00:08:54	00:08:25	00:09:00	00:07:33	00:08:17	00:08:10	00:08:13	00:08:03
WF15	00:08:05	00:08:01	00:10:25	00:09:11	00:09:18	00:08:58	00:10:39	00:09:06	00:08:20	00:07:09	00:08:59	00:07:39
WF17	00:08:15	00:07:39	00:07:33	00:09:11	00:08:25	00:07:38	00:08:06	00:09:09	00:08:14	00:07:07	00:08:30	00:08:00

Trust average C1 performance is 8m 26s

West Yorkshire C1 Performance is 7m 57s

Outlier in BD11, 19, HD7, 8 and 9, WF12, 13, 15, 17

Postcode District	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
BD11	14	5	9	14	11	8	19	11	22	13	15	17
BD19	26	30	34	34	34	37	28	39	44	41	35	30
HD1	59	79	69	103	69	85	89	90	106	104	85	85
HD2	56	42	46	47	40	53	46	58	55	73	56	66
HD3	38	49	51	44	50	47	44	65	63	64	45	49
HD4	40	56	57	44	46	53	53	60	52	67	65	65
HD5	37	44	35	44	44	54	50	38	66	58	51	50
HD6	53	30	38	37	47	48	45	49	49	47	40	67
HD7	26	14	18	24	15	33	28	29	35	31	32	31
HD8	39	41	21	22	27	33	29	33	34	44	32	50
HD9	32	30	43	30	27	35	35	43	48	54	36	42
WF12	44	37	44	53	43	53	62	52	64	73	69	63
WF13	54	58	75	69	57	52	66	66	80	89	66	70
WF15	29	30	31	33	23	35	18	32	31	28	21	23
WF17	46	72	56	47	54	63	73	79	85	75	79	98



Kirklees Category 2 Performance and Demand



Postcode District	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
BD11	00:25:31	00:37:17	00:40:10	00:38:13	00:22:02	00:38:58	00:32:33	00:39:51	00:35:58	00:34:23	00:28:36	00:28:42
BD19	00:25:26	00:31:53	00:37:39	00:28:52	00:24:09	00:27:49	00:32:17	00:31:59	00:43:56	00:36:12	00:31:31	00:31:47
HD1	00:17:52	00:24:12	00:27:45	00:20:25	00:19:17	00:21:39	00:24:17	00:27:26	00:32:48	00:24:01	00:22:15	00:21:22
HD2	00:17:33	00:24:52	00:27:26	00:22:13	00:26:23	00:27:14	00:27:22	00:30:05	00:37:52	00:32:17	00:26:23	00:25:54
HD3	00:19:36	00:23:34	00:27:17	00:22:50	00:18:34	00:24:07	00:28:11	00:27:47	00:37:40	00:27:50	00:24:47	00:21:36
HD4	00:21:52	00:28:21	00:27:49	00:23:38	00:26:28	00:25:45	00:32:52	00:27:27	00:42:14	00:30:57	00:22:28	00:26:27
HD5	00:21:26	00:31:55	00:27:41	00:22:59	00:22:44	00:27:31	00:34:12	00:31:03	00:43:26	00:26:57	00:26:11	00:25:39
HD6	00:20:29	00:23:58	00:24:07	00:24:28	00:18:32	00:28:12	00:25:19	00:31:00	00:37:17	00:30:33	00:23:46	00:21:15
HD7	00:24:56	00:32:49	00:34:23	00:27:45	00:30:35	00:31:18	00:36:13	00:30:49	00:46:06	00:34:09	00:30:40	00:30:54
HD8	00:27:47	00:31:55	00:35:33	00:35:06	00:31:32	00:34:54	00:38:15	00:36:38	00:47:21	00:40:01	00:28:50	00:33:00
HD9	00:26:10	00:30:43	00:32:47	00:29:30	00:25:37	00:31:17	00:34:32	00:34:42	00:47:11	00:32:49	00:29:16	00:27:53
WF12	00:23:49	00:29:22	00:35:27	00:27:56	00:23:36	00:29:52	00:33:19	00:33:38	00:44:40	00:34:33	00:32:27	00:29:31
WF13	00:22:41	00:26:16	00:32:46	00:27:25	00:23:17	00:28:50	00:31:34	00:31:07	00:40:00	00:31:42	00:30:03	00:30:13
WF15	00:22:53	00:33:09	00:34:11	00:25:42	00:23:45	00:30:07	00:30:43	00:30:36	00:39:06	00:33:01	00:26:31	00:25:35
WF17	00:24:00	00:33:22	00:30:48	00:24:20	00:23:48	00:30:27	00:33:37	00:33:45	00:45:50	00:33:41	00:28:08	00:27:51

Trust average C2 performance is 32m 32s

West Yorkshire C2 Performance is 27m 29s

Green/Yellow signify achievement of the interim target.

Variation is largely seasonal.

Postcode District	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
BD11	44	61	60	48	56	57	78	66	74	81	65	55
BD19	147	144	136	160	130	144	153	179	185	160	148	165
HD1	281	241	268	268	255	256	277	258	279	286	269	291
HD2	202	179	225	234	201	217	237	211	230	245	238	220
HD3	283	280	251	261	245	270	289	233	274	308	273	282
HD4	183	212	225	196	208	209	219	197	220	227	229	228
HD5	197	202	180	220	199	213	203	218	228	227	246	231
HD6	184	194	198	188	245	217	237	235	267	267	190	209
HD7	84	111	108	102	101	123	125	101	118	118	106	118
HD8	194	183	179	165	183	208	218	222	188	238	187	217
HD9	155	167	179	157	154	170	198	170	208	185	167	189
WF12	184	210	204	212	184	185	237	204	237	233	214	228
WF13	216	245	247	186	212	226	264	270	284	276	263	229
WF15	88	110	103	92	102	94	96	96	128	118	97	105
WF17	202	233	201	227	234	207	227	257	261	239	230	273



Calderdale Category 1 Performance and Demand



Postcode District / Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
BD13	00:09:23	00:08:23	00:09:04	00:08:26	00:08:27	00:11:25	00:09:46	00:08:41	00:09:14	00:09:13	00:10:00	00:09:47	00:09:20
BD19	00:08:47	00:07:14	00:08:56	00:09:05	00:09:24	00:08:24	00:08:28	00:09:21	00:08:13	00:08:36	00:08:03	00:08:54	00:08:37
HD2	00:07:44	00:06:43	00:07:57	00:07:09	00:07:26	00:08:39	00:06:41	00:07:53	00:07:53	00:06:17	00:06:08	00:08:06	00:07:23
HD3	00:06:48	00:06:27	00:07:04	00:07:13	00:07:01	00:06:27	00:07:47	00:06:32	00:06:29	00:06:24	00:06:57	00:07:16	00:06:50
HD5	00:08:50	00:08:02	00:08:01	00:08:40	00:08:39	00:07:58	00:08:27	00:08:18	00:08:24	00:08:23	00:07:41	00:06:31	00:08:09
HD6	00:07:02	00:06:39	00:07:17	00:06:38	00:06:36	00:07:22	00:07:29	00:06:52	00:07:49	00:07:29	00:07:03	00:07:04	00:07:08
HX1	00:06:16	00:07:09	00:06:49	00:06:38	00:07:33	00:06:59	00:06:13	00:06:35	00:06:57	00:06:19	00:06:53	00:05:43	00:06:39
HX2	00:09:11	00:09:09	00:09:57	00:08:44	00:09:04	00:08:43	00:10:13	00:09:45	00:09:51	00:07:41	00:07:39	00:08:40	00:09:03
HX3	00:06:51	00:08:18	00:07:13	00:06:44	00:07:10	00:07:54	00:07:45	00:07:20	00:06:40	00:07:03	00:07:15	00:06:34	00:07:13
HX4	00:08:27	00:09:29	00:09:19	00:08:20	00:10:11	00:10:07	00:09:14	00:09:44	00:08:23	00:07:44	00:09:33	00:08:59	00:09:07
HX5	00:08:49	00:07:02	00:06:25	00:07:10	00:07:25	00:08:08	00:08:02	00:07:41	00:07:45	00:09:13	00:07:23	00:07:29	00:07:50
HX6	00:10:39	00:08:33	00:09:34	00:10:56	00:09:46	00:08:32	00:11:15	00:08:45	00:10:51	00:09:44	00:09:22	00:09:55	00:09:55
HX7	00:11:30	00:11:23	00:10:46	00:12:14	00:10:35	00:13:24	00:13:18	00:12:09	00:11:46	00:13:45	00:14:08	00:09:23	00:12:01
OL14	00:09:19	00:10:54	00:08:37	00:14:07	00:08:40	00:10:40	00:06:36	00:10:08	00:11:54	00:09:33	00:08:33	00:10:15	00:10:06
WF14	00:09:02	00:09:00	00:09:49	00:08:40	00:10:20	00:09:41	00:09:40	00:09:31	00:10:58	00:09:17	00:09:16	00:08:32	00:09:32
Total	00:08:03	00:08:00	00:08:14	00:08:09	00:08:10	00:08:22	00:08:14	00:08:08	00:08:28	00:07:45	00:07:48	00:07:41	00:08:05

Postcode District / Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
BD13	27	28	32	39	29	35	29	41	55	46	41	46	448
BD19	26	30	34	34	34	37	28	39	44	41	35	30	412
HD2	56	42	46	47	40	53	46	58	55	73	56	66	638
HD3	38	49	51	44	50	47	44	65	63	64	45	49	609
HD5	37	44	35	44	44	54	50	38	66	58	51	50	571
HD6	53	30	38	37	47	48	45	49	49	47	40	67	550
HX1	85	92	70	79	62	100	89	83	103	110	95	98	1,066
HX2	52	48	46	49	41	44	49	62	87	68	54	59	659
HX3	55	76	60	68	63	52	73	69	84	78	54	83	815
HX4	16	11	12	15	12	13	10	14	19	6	9	13	150
HX5	21	18	9	16	21	14	22	17	26	25	16	15	220
HX6	27	22	31	32	17	25	35	25	33	24	28	33	332
HX7	14	11	16	12	12	13	9	11	18	15	12	11	154
OL14	16	35	12	20	33	24	18	26	35	30	22	24	295
WF14	33	33	40	38	33	28	37	45	45	33	31	25	421
Total	556	569	532	574	538	587	584	642	782	718	589	669	7,340

Calderdale Category 2 Performance and Demand



Postcode District / Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
BD13	00:25:22	00:35:04	00:31:07	00:29:14	00:33:35	00:36:52	00:35:15	00:39:34	00:42:22	00:33:57	00:30:23	00:28:22	00:33:38
BD19	00:25:26	00:31:53	00:38:02	00:28:52	00:24:09	00:27:49	00:32:17	00:31:59	00:43:56	00:36:12	00:31:31	00:31:47	00:32:17
HD2	00:17:33	00:24:52	00:27:26	00:22:13	00:26:23	00:27:14	00:27:22	00:30:05	00:37:52	00:32:17	00:26:23	00:25:54	00:27:17
HD3	00:19:36	00:23:34	00:27:17	00:22:50	00:18:34	00:24:07	00:28:07	00:27:47	00:37:40	00:27:45	00:24:47	00:21:36	00:25:21
HD5	00:22:03	00:31:55	00:27:41	00:22:59	00:22:44	00:27:31	00:34:12	00:31:03	00:43:26	00:27:18	00:26:11	00:25:39	00:28:37
HD6	00:20:29	00:23:58	00:24:07	00:24:28	00:18:32	00:28:12	00:25:19	00:31:00	00:37:17	00:30:33	00:23:46	00:21:15	00:26:09
HX1	00:20:00	00:26:02	00:21:23	00:22:28	00:20:17	00:24:33	00:24:00	00:24:55	00:31:56	00:27:12	00:21:11	00:19:21	00:23:42
HX2	00:22:49	00:31:35	00:26:20	00:25:34	00:25:02	00:29:16	00:26:35	00:28:29	00:35:56	00:31:39	00:29:23	00:25:59	00:28:19
HX3	00:21:50	00:28:49	00:24:49	00:23:01	00:22:14	00:32:02	00:23:47	00:28:59	00:33:14	00:25:50	00:23:51	00:21:37	00:25:48
HX4	00:26:54	00:27:32	00:26:00	00:25:56	00:31:43	00:26:11	00:33:56	00:31:28	00:37:41	00:31:46	00:25:29	00:26:03	00:29:18
HX5	00:22:44	00:30:19	00:26:31	00:24:40	00:19:09	00:31:19	00:28:37	00:31:29	00:31:31	00:33:23	00:26:03	00:23:59	00:27:47
HX6	00:24:50	00:29:44	00:27:56	00:26:15	00:24:23	00:34:50	00:26:00	00:32:04	00:39:13	00:31:46	00:33:12	00:25:57	00:29:47
HX7	00:27:19	00:39:26	00:30:31	00:29:09	00:29:26	00:30:51	00:32:58	00:37:06	00:51:57	00:37:18	00:34:49	00:31:22	00:34:32
OL14	00:31:21	00:36:16	00:33:58	00:33:34	00:38:32	00:41:59	00:36:30	00:38:26	00:47:03	00:42:03	00:32:13	00:32:50	00:37:09
OL15								00:44:47					00:44:47
WF14	00:23:22	00:29:52	00:32:49	00:27:54	00:23:00	00:36:59	00:28:30	00:33:32	00:41:36	00:29:35	00:27:22	00:23:53	00:29:57
Total	00:22:25	00:29:02	00:27:25	00:24:58	00:23:41	00:29:44	00:28:15	00:30:45	00:38:17	00:30:26	00:26:32	00:24:36	00:28:09

Postcode District / Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
BD13	158	150	145	144	132	142	164	169	194	166	147	169	1,880
BD19	147	144	137	160	130	144	153	179	185	160	148	165	1,852
HD2	202	179	225	234	201	217	237	211	230	245	238	220	2,639
HD3	283	280	251	261	245	270	290	233	274	309	273	282	3,251
HD5	198	202	180	220	199	213	203	218	228	228	246	231	2,566
HD6	184	194	198	188	245	217	237	235	267	267	190	209	2,631
HX1	291	296	277	287	270	298	294	284	316	350	328	315	3,606
HX2	251	234	202	223	196	218	257	234	253	281	232	267	2,848
HX3	315	346	349	357	352	323	363	357	381	393	397	397	4,330
HX4	79	70	61	42	40	48	56	55	72	53	51	65	692
HX5	65	80	69	75	72	84	77	84	105	87	82	90	970
HX6	116	108	134	114	110	124	130	143	127	130	112	125	1,473
HX7	66	68	61	80	63	73	64	52	80	77	59	78	821
OL14	109	113	95	113	108	120	106	119	127	108	126	122	1,366
OL15								1					1
WF14	117	142	134	110	136	123	139	92	149	152	127	127	1,548
Total	2,581	2,606	2,518	2,608	2,499	2,614	2,770	2,666	2,988	3,006	2,756	2,862	32,474

Ambulance Handover By Emergency Department



Hospital Handover standard = 15minutes

YAS Trust Wide Performance = 51% in 15 minutes, average time of 24.5 minutes

West Yorkshire Performance = 61% in 15 minutes, average time of 15 minutes 59s

Calderdale Royal Hospital

Month	Average Handover Time
Apr-23	00:10:55
May-23	00:09:49
Jun-23	00:07:10
Jul-23	00:07:13
Aug-23	00:07:29
Sep-23	00:08:40
Oct-23	00:14:01
Nov-23	00:13:49
Dec-23	00:14:50
Jan-24	00:13:24
Feb-24	00:15:04
Mar-24	00:14:24
Average	00:11:39

Dewsbury District Hospital

Month	Average Handover Time
Apr-23	00:03:52
May-23	00:04:29
Jun-23	00:05:20
Jul-23	00:06:11
Aug-23	00:05:19
Sep-23	00:06:12
Oct-23	00:13:05
Nov-23	00:14:13
Dec-23	00:13:36
Jan-24	00:14:48
Feb-24	00:14:14
Mar-24	00:13:57
Average	00:10:07

Huddersfield Royal Infirmary

Month	Average Handover Time
Apr-23	00:11:25
May-23	00:13:09
Jun-23	00:13:13
Jul-23	00:12:28
Aug-23	00:13:48
Sep-23	00:15:08
Oct-23	00:21:15
Nov-23	00:21:42
Dec-23	00:21:45
Jan-24	00:21:07
Feb-24	00:20:16
Mar-24	00:19:49
Average	00:17:22

Pinderfields General Hospital

Month	Average Handover Time
Apr-23	00:10:00
May-23	00:11:11
Jun-23	00:11:30
Jul-23	00:12:30
Aug-23	00:14:47
Sep-23	00:16:46
Oct-23	00:24:28
Nov-23	00:24:05
Dec-23	00:32:38
Jan-24	00:29:15
Feb-24	00:22:52
Mar-24	00:25:46
Average	00:20:05

October 2023 change in data clock start definitions

- clock starts when ambulance arrives at hospital NOT when crew notify in the department
- Average 5 – 6 mins additional time on handover



Inter Facility Transfer Performance



Dewsbury District Hospital - Pinderfields General Hospital

The below table shows the demand, mean and 90th response times for Cat1 and Cat2 IFT's between DDH and Pinderfields

Category 1

Month	Demand	Mean	90th
Apr-23	1	00:10:43	00:10:43
May-23	4	00:09:03	00:11:55
Jun-23	2	00:02:38	00:02:50
Jul-23	1	00:03:48	00:03:48
Aug-23	2	00:07:12	00:11:28
Sep-23	1	00:06:37	00:06:37
Oct-23	3	00:07:15	00:08:25
Nov-23	1	00:02:56	00:02:56
Dec-23	1	00:10:53	00:10:53
Jan-24	5	00:09:22	00:16:25
Feb-24	3	00:08:29	00:14:31
Mar-24	1	00:07:32	00:07:32

Category 2

Month	Demand	Mean	90th
Apr-23	27	00:20:08	00:47:59
May-23	31	00:38:15	01:14:31
Jun-23	33	00:35:57	01:15:36
Jul-23	28	00:23:24	00:45:04
Aug-23	29	00:28:14	00:51:11
Sep-23	35	00:25:17	00:53:14
Oct-23	48	00:34:43	01:17:18
Nov-23	38	00:28:45	01:00:12
Dec-23	41	00:42:06	01:29:49
Jan-24	37	00:30:00	01:01:30
Feb-24	31	00:26:36	00:50:57
Mar-24	41	00:26:37	01:00:34

Low numbers of Category 1 per month, max 5 (Jan 2024)

Range of 27 – 48 per month Category 2, majority mean less than 30mins.



Inter Facility Transfer Performance



Huddersfield Royal Infirmary - Calderdale Royal Hospital

The below table shows the demand, mean and 90th response times for Cat1 and Cat2 IFT's between HRI and CRH

Category 1

Month	Demand	Mean	90th
Apr-23	3	00:05:26	00:07:51
May-23	0		
Jun-23	1	00:02:01	00:02:01
Jul-23	1	00:04:42	00:04:42
Aug-23	0		
Sep-23	2	00:02:51	00:03:47
Oct-23	0		
Nov-23	3	00:06:04	00:11:04
Dec-23	1	00:05:19	00:05:19
Jan-24	0		
Feb-24	0		
Mar-24	1	00:06:37	00:06:37

Category 2

Month	Demand	Mean	90th
Apr-23	47	00:16:18	00:37:40
May-23	44	00:30:02	01:04:50
Jun-23	37	00:23:26	00:54:41
Jul-23	41	00:24:28	00:58:57
Aug-23	37	00:16:26	00:41:46
Sep-23	32	00:29:26	00:54:00
Oct-23	47	00:29:32	01:17:52
Nov-23	24	00:20:29	00:47:04
Dec-23	37	00:45:07	01:37:34
Jan-24	40	00:27:38	01:07:26
Feb-24	34	00:27:45	00:52:55
Mar-24	46	00:19:04	00:45:01

Low numbers of Category 1 per month.

Range of 24 – 47 per month Category 2, majority mean performance, less than 30mins.



What next?



- Continue on the journey we've commenced with sharper focus on partnership working and collaboration to improve services for patients
- Strengthened shared priorities at place and system to achieve Cat 2 response times and support place system pressures
- Explore collaborative delivery models to better integrate services for the benefit of patients, optimising workforce skills and capacity, including use of Community First Responders