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Ambulance – Is The Patient Breathing

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Chief Information Officer

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Provide a fully supported, secure, integrated, resilient and high availability technology environment to deliver 999,111 and Non Emergency PTS services

Logistics

Yorkshire and Humberside Region

Three ICSs

- West Yorkshire and Harrogate
- Humber Coast and Vale
- South Yorkshire and Bassetlaw
- 24 Acute ED's

6,000 square miles and over 5m people

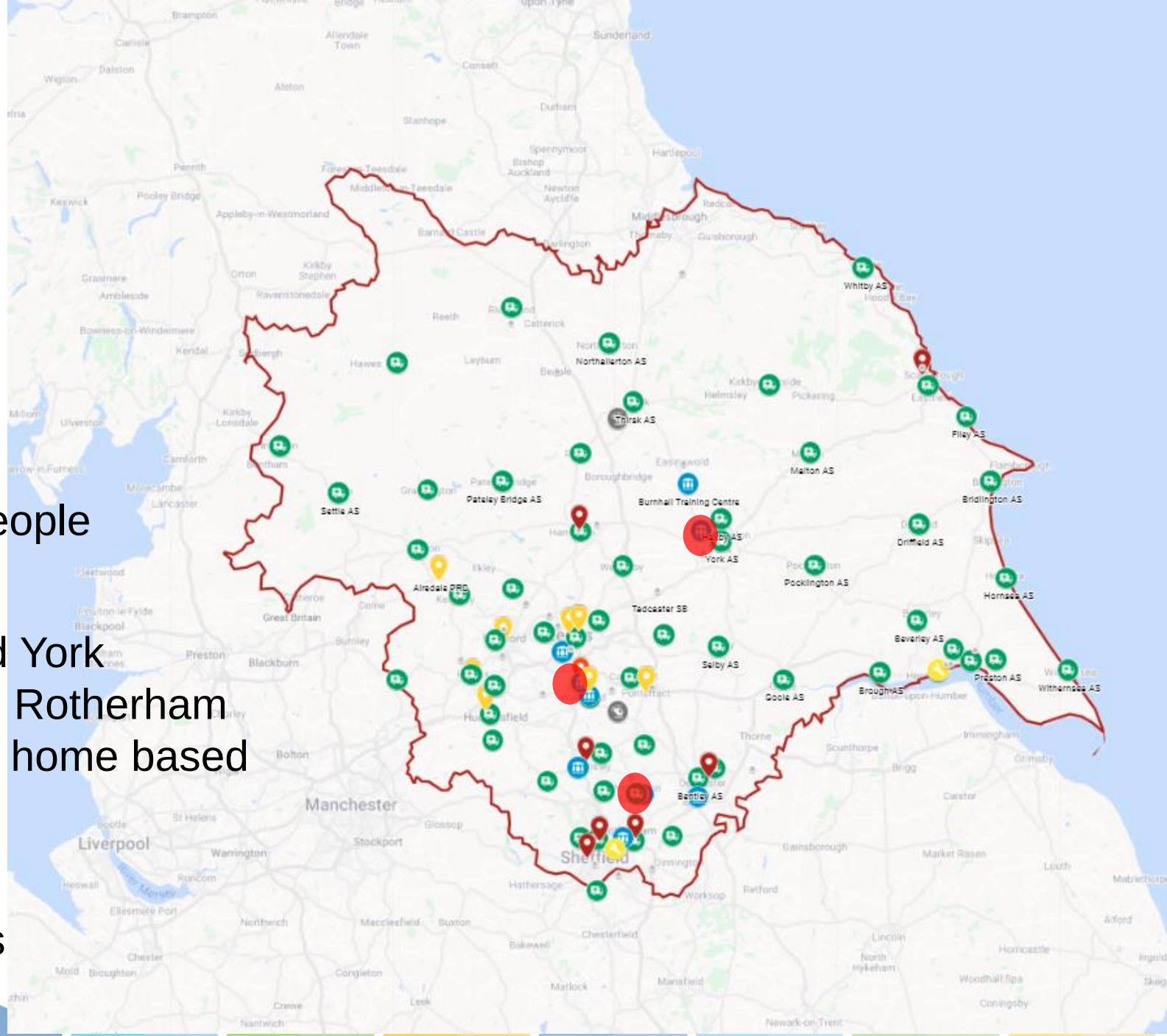
HQ in Wakefield with

- 999 call centres in Wakefield and York
- 111 call centres in Wakefield and Rotherham
- PTS call centre in Wakefield and home based

Over 70 Ambulance stations

90+ connected locations in total

~ 6,637 employees, 900 volunteers



645 24*7 Call Centre Seats

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By Location

- 278 – Wakefield
- 83 – Rotherham
- 33 – York
- 251 – Homeworkers

By Service Line

- 202 - 999 EOC
- 304 - IUC
- 95 - PTS
- 44 - Other

Vehicles and Equipment

- 416 Dual Crewed Ambulances (DCA)
- 109 Rapid Response Vehicles (RRV)
  - Mobile Data Terminal for dispatch
  - GETAC laptop for EPR
  - Resilience phone
  - Personally issued smart phones
- 370 Patient Transport Vehicles
  - Personally issued smart phones
- Plus volunteers and private taxi services
- 2 Air Ambulances

999 activity

over 1.1m emergency and routine calls – 3,000 per day

Category 1 volumes and performance

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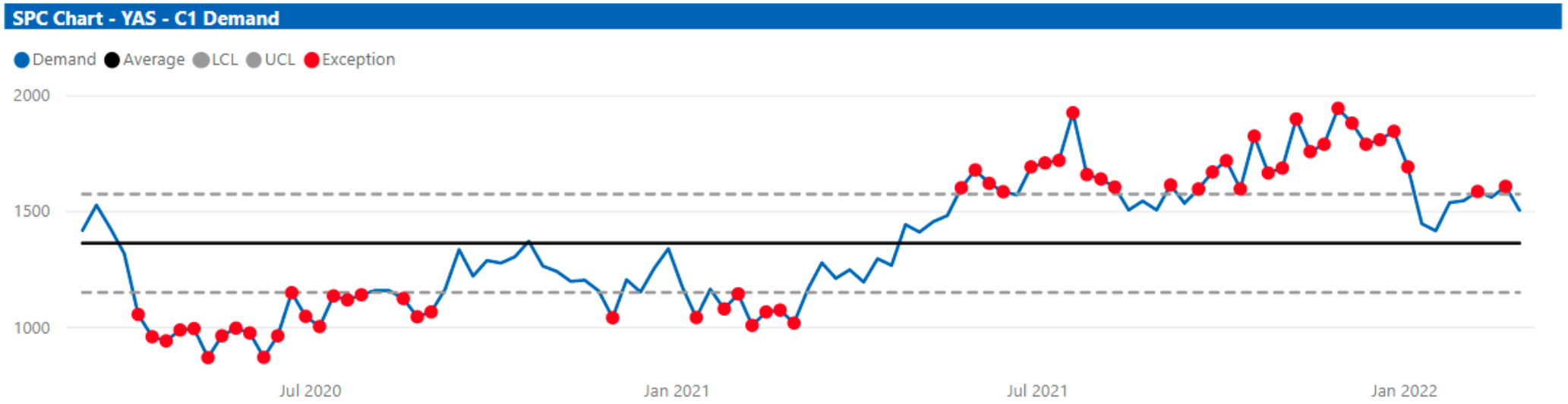

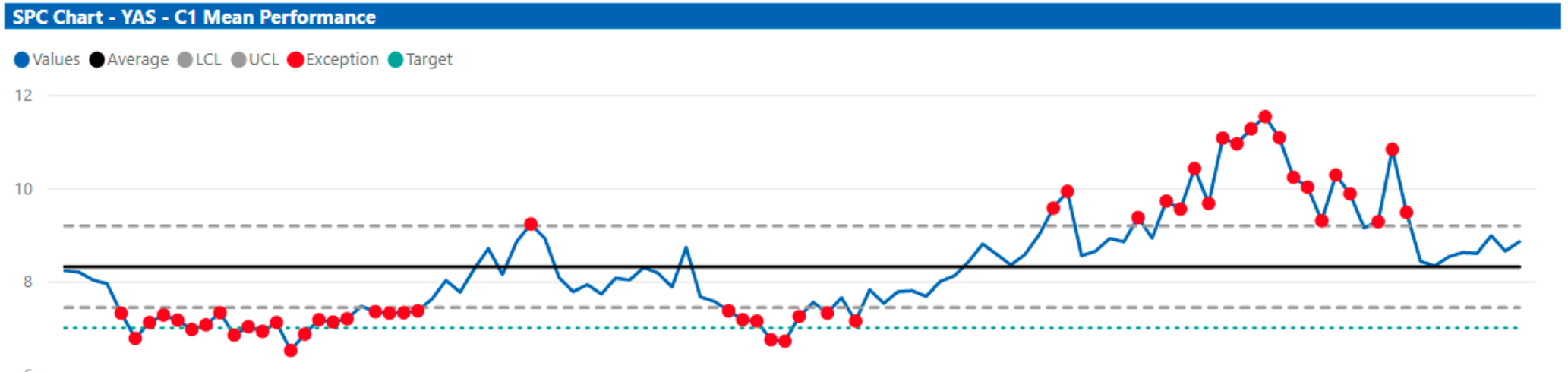

999 Cat 2 volumes and performance

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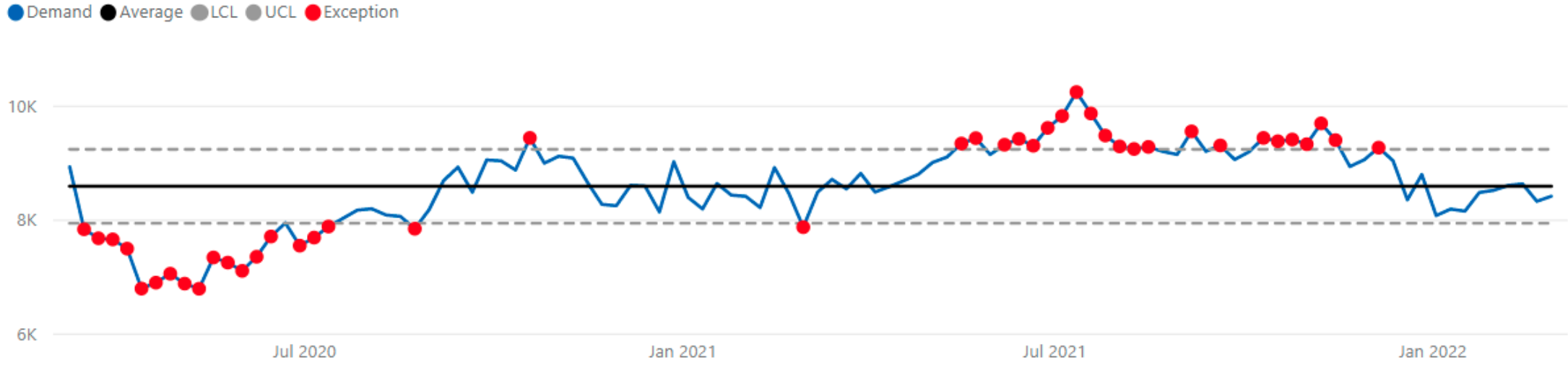
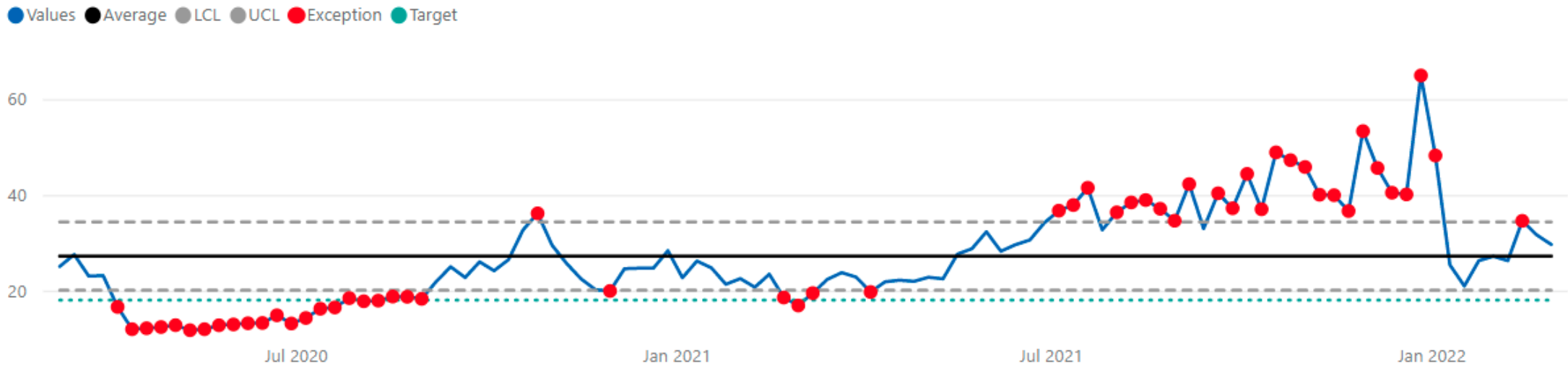
SPC Chart - YAS - C2 Demand



SPC Chart - YAS - C2 Mean Performance



111 Activity – no longer an out of hours service

Average ~ 4,500 calls per day, 188 per hour

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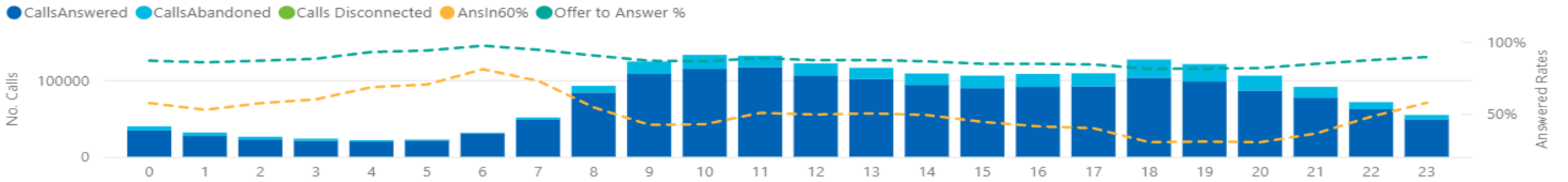
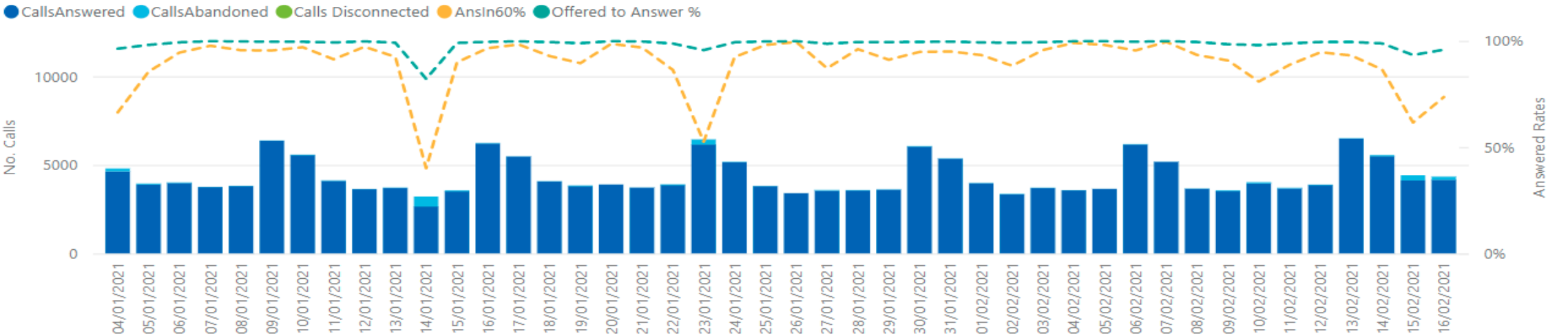
1966405	1695183	780622	46.0%	271172	13.8%
Calls Offered	Calls Answered	Answered in 60 seco...	Proportion Answere...	Calls Abandoned	Proportion of Calls A...

IUC Calls by Hour



IUC Calls by Date / Hour / 15 min



Electronic transfer of care ePR TOC

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Saving 3-5 mins at the hospital registration desk

Pre-register patient into the ED system

Patient record is available en route to the hospital including NEWS 2

Paramedics arrive at scene

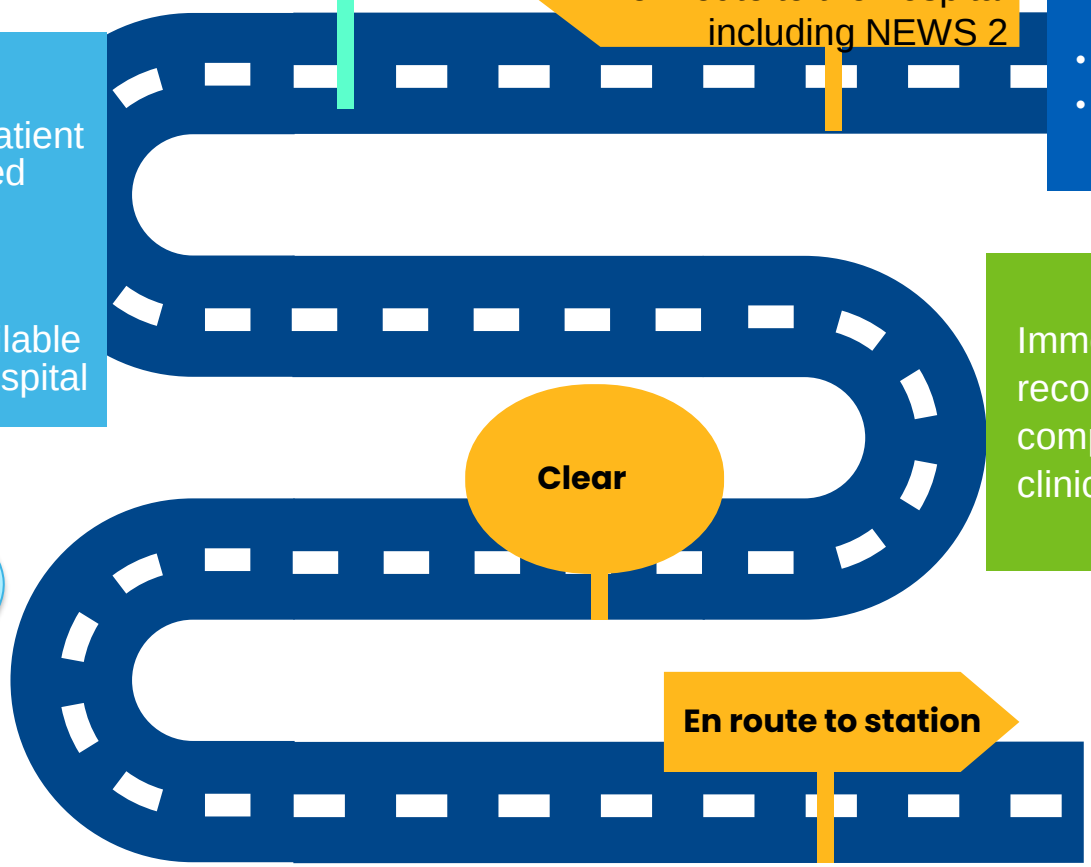
- Treat patient and record patient information **on ePR system**
- Transport patient to hospital
- Or discharge/refer at scene

Access to EOL and Mental Health

Arrive at Hospital

- Paramedic 1 - check patient record has been created with ED
- Paramedic 2 - Clinical handover
- YAS record will be available to ED and the wider hospital

Improved patient care and safety due to the availability of complete and accurate information



YAS

Immediate access to patient records to respond to complaints, queries, or for clinical audit

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Next Step - Patient sharing information

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Structure Transfer of Care/ADS

Live feed to the observation information while ambulance en-route to the hospital

Alerting/Flagging/Access

GP Record (SCR, CP_IS)

End-of-life care plan

Mental health care plan

Defibrillator integration

Real-time access to clinical monitoring including ECG en-route to the hospital

Access to YHCR portal

View patient records

(Hospital, Care plan, GP, social care)

Receive ED outcomes

Receive patient outcomes from the hospital as soon as patient discharged from ED

YHCR Population Heath Management

Preventative and AI provide predictive analysis and leverage data emerging from trusts

YAS Care Record

Integrating YAS systems to the Y&H Care Record
Improving patient level data to all clinicians

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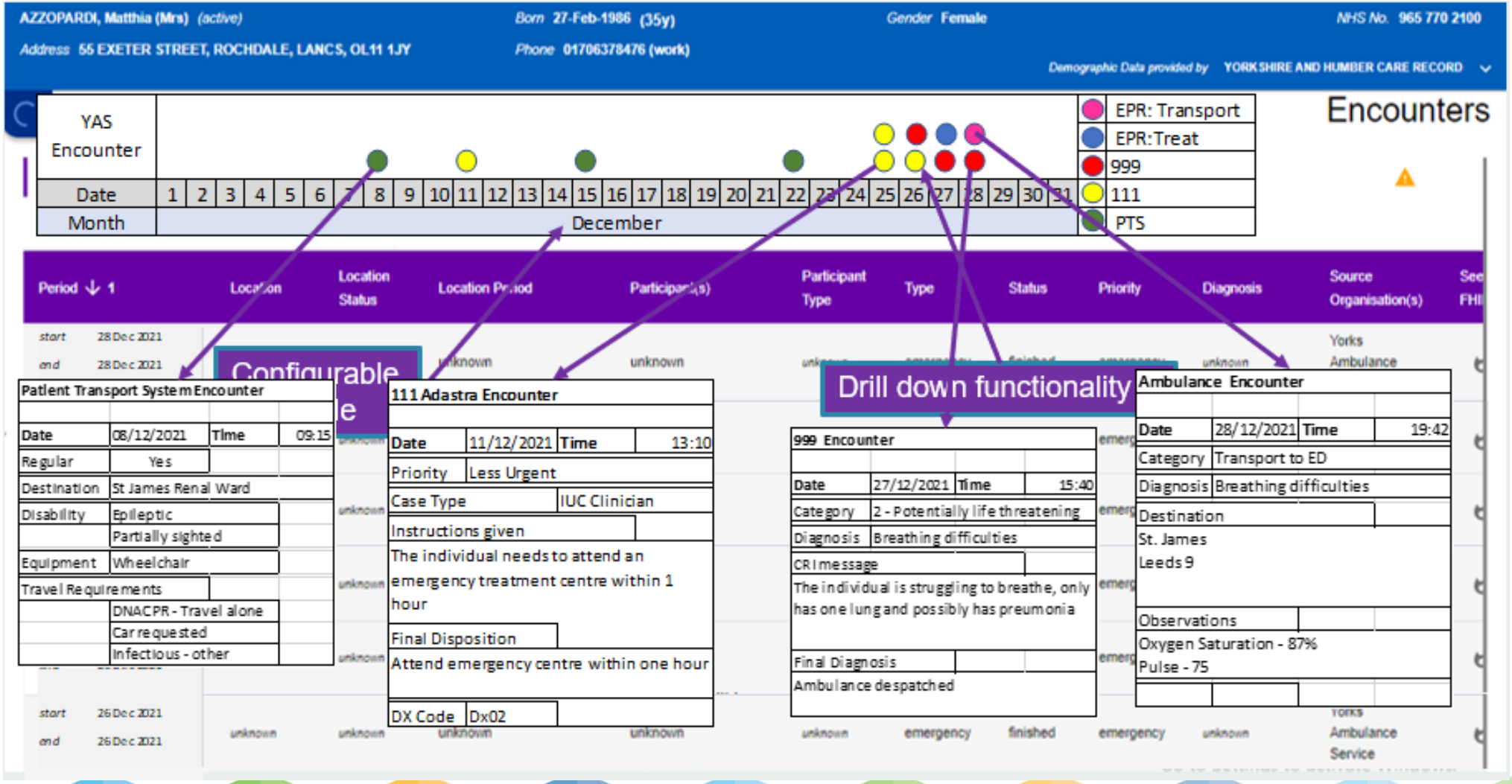

YAS technology focus – 21-24

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- N365 on shared tenant ✓
- Legacy call centre technology ✓
- Medicines Management platform
- Replacement vehicle Mobile Data and control room solution (for dispatch) platform
- Technology for a national 999 Intelligent Routing platform and a 111 Single Virtual Contact Centre
- Continue to develop EPR, Transfer of Care and Post Event Messaging and further integration to the Y&H Care record
- Ambulance Data Set (ADS) – to SNOMED standards
- Develop N365 Power app functionality to front line and corporate staff

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Thank You