



Please would you rate each of the following indicators using a scale of 1 to 5 depending on your particular preference as to whether or not, you would like to see these indicators in the next issue of the Quality Accounts:

1 = Definitely do not include this	2 = Do not include this	3 = Maybe include this, no particular preference	4 = Yes include this	5 = Very much like this including
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We have added a box at the end of this table for you to add anything else that you feel should be reported on, that you feel would give a clear representation of the service quality level being provided by YAS.

Potential Quality Indicators 2010-11:

Potential Indicator	Rating (1 to 5)	Comments?
A&E Operations:		
1. How fast 999 calls are answered.		
2. Response times to patients needing ambulance assistance.		
3. The proportion of patients who were attended by ambulance staff but who were referred to specialist care pathways (for example for diabetes or falls) instead of being transported to hospital.		
4. Number of calls identified as non-life-threatening which are passed to a YAS clinical adviser or to		

Potential Indicator	Rating (1 to 5)	Comments?
NHS Direct for clinical triage.		
Patient Safety:		
1. Total number of adverse incidents occurring in the Trust reported by type.		
2. Total number of serious untoward incidents occurring in the Trust (<i>these include road traffic collisions, incidents, near misses, violence against staff, equipment/premises failures or defects and patient safety events</i>).		
3. Number of adverse incidents relating to the standard of clinical care (<i>in particular these will be events that are linked to patient safety</i>).		
4. Number of adverse incidents relating to drug errors.		
5. The results of our NHS staff survey relating to reporting of errors, near misses and incidents.		
6. The numbers of referrals our staff made to specialist services responsible for protecting vulnerable adults and children.		
7. Completion of Independent Management Reports (IMRs) required as part of Serious Case Reviews on time, to the necessary standard and all relevant recommendations implemented.		
8. Achievement against the Trust target for cleaning of operational vehicles.		
9. The results of checks we make on how well staff are following our policies and procedures on infection		

Potential Indicator	Rating (1 to 5)	Comments?
prevention and control.		
10. The percentage of patient report forms which are fully completed.		
11. Number of investigations following a Serious Untoward Incident that identify inadequate clinical assessment as a root cause.		
Clinical Effectiveness:		
1. The results of national audits into the management of patients with: <ul style="list-style-type: none"> a. Asthma b. Cardiac Arrest c. Hypoglycaemia d. Heart Attack e. Stroke. 		
2. The numbers of patients suffering certain types of heart attacks (STEMI) being transported to specialist centres to receive the 'gold standard' treatment (primary angioplasty).		
3. The numbers of patients suffering strokes being classified as Category A (highest priority) and transported to specialist stroke pathways for rapid assessment and treatment.		
Patient Experience:		
1. The number of complaints, concerns and compliments we receive from members of the public about our services.		

Potential Indicator	Rating (1 to 5)	Comments?
2. The results of public satisfaction surveys comparing our service to others in the Yorkshire region.		
3. The numbers of patients requiring palliative care that we refer to a district nursing service following assessment by our crews.		
PTS Operations:		
1. How fast calls to the patient booking line (for North and East Yorkshire patients) are answered.		
2. Proportion of patients arriving between 0 and 60 minutes ahead of their appointment times.		
3. Proportion of patients collected for transport home within 60 minutes of YAS being notified that they are ready to return home.		
4. Proportion of patients experiencing journey times less than 60 minutes.		

If there are any other indicators, not mentioned in the above list, that you would like to see please tell us below:

Is there anything else in particular that you feel we should be focussing on as an organisation in order to improve our service during 2001/12? Please provide as much detail as you can below:

Your name:

(optional)

(title)

(first name)

(last name)

Date:

Your organisation:

(if applicable)

If YAS staff, is your role clinical?

Yes / No

Thank you for taking the time to send us your feedback. **Please return the completed form by Friday 28th January 2011.**

To return this form as an electronic attachment please email: corp-comms@yas.nhs.uk and enter a subject of "Quality Accounts".

To return a hard copy by post, please send to the address below:

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