



Humber and North Yorkshire
Health and Care Partnership



Humber and
North Yorkshire
Integrated Care Board (ICB)



Voices of the street;

Exploring homeless experiences of Yorkshire Ambulance Service

A findings report



Produced in partnership with:

YORKSHIRE
AMBULANCE
SERVICE
CHARITY



NHS
Yorkshire
Ambulance Service
NHS Trust



Across Hull, and parts of Yorkshire, we spoke to:

**28
stakeholders**

**78 people
experiencing
homelessness**

**3 people with
previous
lived
experience**

**70 staff
members
From YAS**



Physical barriers for accessing an ambulance

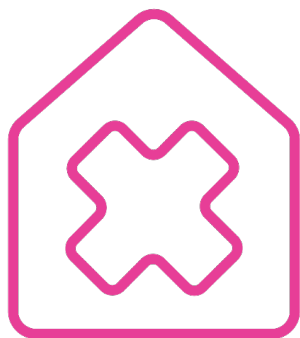
- Lack of phone access
- Chaotic lifestyles
- Lack of knowledge of PTS / 111
- Substance dependency
- Fear of leaving dependents behind

“Don’t have a phone so I wouldn’t use it, I just go in hospital or walk in centre if I need to.”

“Didn’t know about it, don’t know what they do really - is it like doctors?”



Emotional barriers for people experiencing homelessness

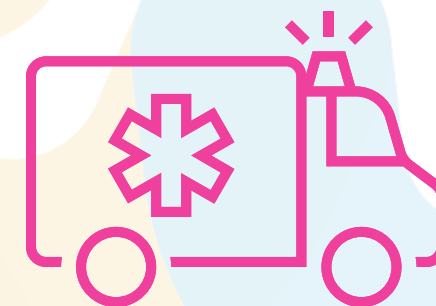


Fear of being judged

Health not a priority

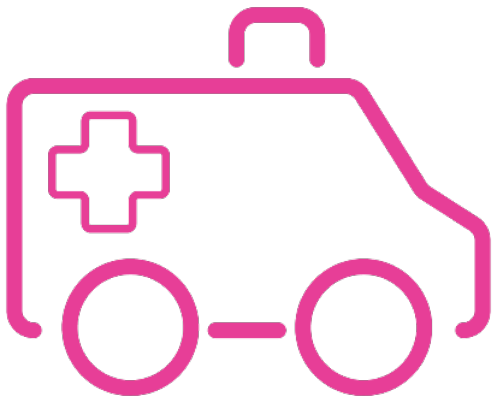
Trauma = fear of clinical environments

Fear of ED



“They (YAS) could do with some ambulances which don’t look as much like ambulances, a bit more comfortable without the white walls and stuff and without the blue lights - for mental health it triggers my anxiety really bad because the blue lights look like police as well.”

Challenges for YAS staff



- **Lack of clear pathways**
- **Lack of understanding of trauma and homelessness**
- **Difficulties accessing crisis support**
- **Reluctance to accept help**



Listen to the voice of lived experience

Recommendations



Investing in specialist liaison roles to better support people with multiple unmet needs



Enhancing and embracing technology for signposting advice



Improving staff training on issues related to homelessness, trauma and mental health



Better communication between YAS and stakeholders



Roll out of learning across wider YAS and ICB patch to improve experiences for people experiencing multiple unmet need.

What now?

- YAS Board has the discussed recommendations and how to address them
- An appetite to work together to implement a similar piece of engagement work across Humber and North Yorkshire – through the VCSE and other partners
- Partners such as VCSE organisations, Hull City Council, ICB Hull Place and Public Health have collectively committed to addressing the recommendations – with the steering group set to meet in six months' time to hold itself to account on actions

Public's views on future of the NHS

Below is a snapshot of the public's views on the future of the NHS from research, deliberative and polling, conducted by Ipsos for The Health Foundation:

Key points:

- The public is largely dissatisfied with how the NHS is currently working and is concerned about its future
- The public maintains a deep appreciation for the health service and strong attachment to its founding principles. A wide range of factors is understood to be causing strain on the NHS and supporting the workforce is a top priority for the public
- On balance, the public wants primary and community care to be a higher priority for NHS resources than hospital services. While participants in the deliberative research would not accept a decline in access to hospital care for those who need it, there was support for a steady rebalancing of funding over time
- Participants in the deliberative research mostly supported improving NHS service levels, which they said they would be willing to pay additional taxes to achieve
- Support for the NHS's founding principles remains solid. Despite high-profile calls to introduce additional patient charges or move to a system of social health insurance, participants overwhelmingly preferred keeping the current NHS funding model over these alternatives

Full report can be found here: [The public's views on the future of the NHS in England - The Health Foundation](#)